

Passenger
Terminal
CONFERENCE 2020 

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MARCH 31, APRIL 1, 2, 2020
PARIS EXPO PORTE DE VERSAILLES, PARIS, FRANCE

**THE WORLD'S LEADING
INTERNATIONAL AIRPORT CONFERENCE**



10,000+ TOTAL ATTENDEES,
1,900+ CONFERENCE ATTENDEES,
400+ EXPERT SPEAKERS, **350+** EXHIBITORS,
130+ COUNTRIES, **9** CONFERENCE STREAMS DAILY!

**THE AIRPORT & AIRLINE
EVENT OF THE YEAR!**



WELCOME

Passenger Terminal CONFERENCE is firmly established as the **most highly regarded** annual airport terminal conference in the world. This is **THE CONFERENCE** to examine the future outlook for airport development worldwide. Speakers will address key issues, share views, exchange ideas and compare experiences while discussing theoretical approaches and feasible solutions to today's concerns and those of tomorrow.



08:30: WELCOME AND OPENING ADDRESS

Augustin de Romanet, chief executive officer, Groupe ADP



GROUPE ADP

SHARING NEW HORIZONS

OFFICIAL HOST AIRPORT

The organizers of Passenger Terminal CONFERENCE & EXPO are delighted to announce that Groupe ADP is this year's Host Airport.



COMPLIMENTARY NETWORKING BREAKFAST
08:00-08:50
MARCH 31, 2020
Join us on the opening morning for our networking breakfast. All conference delegates and speakers are welcome and invited to attend



CONFERENCE AT A GLANCE

We have a truly **OUTSTANDING** speaker and subject line-up for you, so spend some time reading through the program and let your colleagues know about topics that will interest them too. The conference has been designed to be a **ONE-STOP SHOP** for keeping up with the **LATEST DEVELOPMENTS IN THE INDUSTRY**, so if you and your team can only attend one conference this year – make it Passenger Terminal CONFERENCE!

We look forward to welcoming you to Paris!

DAY 1 / TUESDAY, MARCH 31, 2020

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SKYTRAX WORLD AIRPORT AWARDS WINNERS WILL BE ANNOUNCED AT PASSENGER TERMINAL EXPO 2020

Join us for celebration drinks with the winners of the prestigious Skytrax World Airport Awards 2020!

April 1, 2020 from 17:30 to 18:30 in the exhibition hall

Skytrax World Airport Awards are the most prestigious and coveted awards to recognize product and service quality across the world's airport industry.

The synergy between the two events – Passenger Terminal EXPO and the World Airport Awards – creates the perfect venue, atmosphere and audience for the awards, so we are very pleased to announce that the 2020 World Airport Awards will be held at Passenger Terminal EXPO on April 1, 2020!

For more information visit our website:

www.passengerterminal-expo.com

OPEN TO ALL ATTENDEES

The ceremony will once again be in a relaxed and informal setting, bringing together key airport industry personnel from around the world, and allowing time to network and chat with friends and colleagues while enjoying the celebration drinks on offer to everyone.



www.worldairportawards.com

2020 SPEAKER COMPANY LIST

Aéroport International Montréal-Trudeau • Aéroports de Montréal • Aéroports de Paris • Accessible Travel Consultancy Ltd • ACI NA • ACI World • Adelaide Airport • ADP Ingénierie • AECOM • Aedas • AENA • Air Asia • Air France • Air France-KLM • Airbus • Aircommerce Group • Airport Authority Hong Kong • Airport Excellence SL • Airport Intelligence SL • Airport Regions Conference • Airports Authority of India, Indian Aviation Academy • Airports Company South Africa • Airports of Regions • Airports of Thailand plc • Airspire • Aislelabs • Allegheny County Airport Authority, Pittsburgh International Airport • American Airlines • Amsterdam Airport Schiphol • Amsterdam University of Applied Science • Angkasa Pura I • Angkasa Pura Supports • Antonio Carlos Jobim Airport - RIOgaleão • AOE • Architectus • Arora Engineers Inc • Arup • Assaia International • Atelier Ten • Athens International Airport • Atkins • Atkins Global • Atlanta Airlines Terminal Company • Auckland International Airport Limited • Australia Pacific Airports Corporation • AvAirPros • Avairx • Aviation Catalysts • Avinor • Bahrain Airport Company • Bangalore International Airport • Bases Conversion Development Authority (BCDA) • Bavel Consulting • Beijing New Aerotropolis Holdings Co Ltd • Benoy • Beontra GmbH • Bial • BNP Associates Inc • Bologna Airport • Brazilian Ministry of Infrastructure • Brussels Airport Company • Budapest Airport • Burns & McDonnell • Burns Engineering • BuroHappold Engineering • Business Tampere Oy • C&S Companies • Cardiff Airport • Cergy • Changi Airport Group (Singapore) Pte Ltd • Chapman Taylor • Charlotte Douglas International Airport • Chick-fil-A Inc • Cincinnati/Northern Kentucky International Airport • Citiri Inc • City of Chicago, Department of Aviation • City of Vantaa • Cluj International Airport • Concession Planning International • Copa Airlines • Copenhagen Airports • Copenhagen Optimization • Corgan • Cork Airport • Corporación América Uruguay • CPI • Cranfield University • Cundall • daa • Dallas Fort Worth International Airport • Deerns • Delta Air Lines • Denver International Airport • DFS Deutsche Flugsicherung GmbH • DNATA • Dornier Consulting • Dream Big • Dubai Airport • Dublin Airport • Easier • EasyJet Airline Company Limited • easyTravelseat • Edinburgh Airport • Edmonton Airports • Edmonton International Airport • Egis • Engie Impact • European Agency for the Safety of Air Navigation - Eurocontrol • European Association for Biometrics • European Commission • Experience The Skies • Federal Aviation Administration (FAA) • Federal University of Rio de Janeiro (UFRJ) • Fentress Architects • FetchyFox • Finavia • Fingal County Council • Flughafen München GmbH • Flughafen Zürich AG • Fort Lauderdale-Hollywood International Airport • Fraport AG • Fraport Greece • Fun and Function • Gatwick Airport • GBCI Europe • Ge.S.A.C. SpA - Naples International Airport • Genève Aéroport • Gensler • GeraeuscheRechner • Ghafari Associates LLC • Greater Orlando Aviation Authority • Greater Toronto Airports Authority • Grimshaw • Groupe ADP • GVK • Hamad International Airport • Hamburg Airport • Harris Orthogon GmbH • Hartsfield-Jackson Atlanta International Airport • Hassell • Heathrow Airport • Heathrow West Ltd • Hensel Phelps • HMSHost • HNTB Corporation • HOK • Home Office • IATA • ICF Next • ICTS Europe SA • IDEaS - a SAS company • Idemia • Ikusi • Incheon International Airport Corporation • Institute for Strategic Risk Management • International Airlines Group • Interportpolice • Israel Airports Authority • Jacobs • Japan Airport Terminal Co Ltd • JHP Design • Kansas City Missouri Aviation Department • Kathleen Boyd & Associates • KrisShop • LAM LHA Consulting • Landrum & Brown • Launceston Airport • LeighFisher • London Luton Airport • Los Angeles World Airports • Lufthansa Consulting • Lufthansa Group • M2Mobi • M2P Consulting GmbH • MAG-O • Manchester Airport Group (MAG) • Mann-Shinar Architects & Planners • Marriott Consulting • Materna PLC Great Britain • MBJ Airports Limited • MCR • MDOT MAA • Merchant Aviation • Metropolitan Airports Commission • Metropolitan Nashville Airport Authority (BNA) • Miami Dade Aviation Department • Miami International Airport • Michaud Cooley Erickson • Mineta San Jose International Airport (SJC) • Ministry of the Interior • Ministry of Transport and Infrastructure, Turkey • Mott MacDonald • Munich Airport International • NACO, Netherlands Airport Consultants • Naples International Airport • Narita International Airport Corporation • NEC Corporation of America • New Orleans Aviation Board • New York City Airports Delta Air Lines • Nieuport Aviation, Owner and Operator of Toronto City Airport Passenger Terminal • Oman Airports • Open Doors Organization • Ozion • Philipp Kriegbaum • Pittsburgh International Airport • Planeground Airport Consulting • Populous • Port Authority of New York & New Jersey • Port of Portland • Port of Seattle • Prague Airport • Punta Cana International Airport • Queen Elizabeth's Foundation for Disabled People • Queensland Airports Limited • QUINTA Consulting • Quiport • R.S. & Co Information Technology Consultants • Ramboll • Redrock Entertainment Services • Reduced Mobility Rights Limited • RIOgaleão Airport • Ross & Baruzzini • Rotterdam The Hague Airport • Royal Schiphol Group • RTCA Inc • Saab • Salford University Manchester • Samuel Ingalls • San Diego County Regional Airport Authority • SBB AG • Scott Brownrigg • SEA Milan Airports • Seattle-Tacoma International Airport • Shankman.com • SITA • Skyfi • Solidarity Transport Hub Poland • Southwest Airlines • Strategic Advice for Great Airports • Swedavia AB • Sydney Airport • Taiwan Taoyuan International Airport • Tampa International Airport • TAV Technologies • Terminal 1, JFK International Airport • Terminal 2 Operating Company • The Calgary Airport Authority • The Port Authority of NY & NJ Police Department • Toasty Solutions Limited • Tocumen International Airport, Panama • TotalCDM • TranSecure • Transport for London • Transportation Security Administration • Turkish Airlines • Uber • ubiZense Ltd • UK Civil Aviation Authority • University of Chicago / CrowZnest Consulting Inc • University of Hong Kong • US Department of Homeland Security, Science and Technology Directorate • USA Department of Homeland Security - Office of Biometric Identity Management • USoft BV • Value Retail • Vancouver Airport Authority • Vane Airport Media • Viggo • VINCI Airports • Volocopter GmbH • Western Sydney Airport Company • Weston Williamson + Partners • Winnipeg Airports Authority • Wipro Limited • Wood Plc • Woods Bagot • Woolpert • Wroclaw Airport • WSP • Zaha Hadid Architects • Zamna (formerly known as VChain Technology) • ZGF Architects • Zurich State Police

VIEW ONLINE

LIVE CONFERENCE PROGRAM

View the live conference program as it is kept up to date with the latest information.

FULL LIST OF SPEAKERS

Click on any name to see when and on what subject they are speaking.



ONLINE SEARCH FACILITY

You can use our unique online search facility to search for key words in the program and find presentations of interest to you.

WHAT THE AUDIENCE WILL LEARN

You can read our unique 'What the audience will learn' texts in the live conference program.

CONFERENCE PROGRAMME

DAY 1 / TUESDAY, MARCH 31

08:30

WELCOME TO PASSENGER TERMINAL CONFERENCE & EXPO 2020!

Tony Robinson, chairman and CEO, UKi Media & Events / founder, Passenger Terminal EXPO & Passenger Terminal World, UK



08:35

WELCOME TO PARIS AND OPENING ADDRESS

Augustin de Romanet, CEO, Groupe ADP, France



08:50 - 09:00

All conference streams will begin promptly at 09:00hrs. Please make your way to your conference rooms.

DAY 1 / TUESDAY, MARCH 31

09:00 - 17:30

AIRPORT CITIES, TRANSPORT CONNECTIONS & REGIONS

09:00

INTRODUCTION BY CONFERENCE CHAIR

Léa Bodossian, managing partner, Airspire, Belgium

09:05

AIRPORT CITY MANCHESTER: A COMPARISON WITH AIRPORT CITIES AROUND THE GLOBE

Dr Victoria Myroniuk, program leader in BEng/MEng Aeronautical Engineering, Salford University Manchester, UK

The presentation will discuss and analyze the main characteristics, pros and cons of airport cities around the globe. Characteristics of Airport City Manchester will be outlined and analyzed. Greater Manchester Ground Strategy 2040 and its importance for Airport City Manchester will be described.

09:35

KEYS TO DEVELOPING A SUCCESSFUL AIRPORT CITY

Geoff Herdman, director, real estate and investment attraction, Edmonton Airports, Canada (invited)

We will consider the primary failures in developing an airport city and explore tactics to avoid these mistakes through proactive planning and change management of internal processes and culture at airports. An examination of airport organizational culture in the context of real estate development will provide

suggestions for how to create a supportive climate for the sales and property development team at your airport, designed to enable successful development of an airport city.

10:05

BEIJING NEW AEROTROPOLIS

Carol Zhang, project manager, Beijing New Aerotropolis Holdings Co Ltd, China (invited)

10:35 - 10:55
BREAK



10:55

KING SHAKA INTERNATIONAL AIRPORT AND THE DURBAN AEROTROPOLIS DEVELOPMENT

Terence Delomoney, general manager - King Shaka International Airport, Airports Company South Africa, South Africa

The presentation will discuss the development of an effective aerotropolis with innovative and collaborative partnerships between the airport and key business stakeholders of Durban and the region.

11:25

HKIA IS MOVING TOWARD AN AIRPORT CITY

Vivian Cheung, deputy director, aviation development, Airport Authority Hong Kong, Hong Kong

Today's airports are not only facilities for managing passengers and cargo, but also incubators that help wider networks of interrelated activities and businesses thrive. Hong Kong International Airport (HKIA) has embarked on a transformation from a city airport into an airport city, which will integrate the airport with many of its surrounding entities, turning it into something much bigger than just an airport.

11:55 - 13:15
LUNCH



13:15

SOLIDARITY HUB - A NEW-GENERATION AIRPORT

Marek Litwin, director planning and strategy, Solidarity Transport Hub Poland, Poland

Malgorzata Poplawska, airport planning manager, Solidarity Transport Hub Poland, Poland

Solidarity Transport Hub is a greenfield airport project in the heart of Europe. With an initial capacity of 45 million ppa, two runways, an airport city and full intermodal connectivity, it has an ambition to be a game-changer when it comes to travel experience. So, what is the basis of the claims that it will "rank among the world's top 10 airports", offer "the lowest possible costs of construction and operation" and "redesign the airport experience"? The speakers, in a verbal duel, will present the concept of a new airport and provide insight into the processes that shape it.

DAY 1 / TUESDAY, MARCH 31, 2020

13:45

LEED FOR CITIES AND COMMUNITIES CERTIFICATION FOR AIRPORTS AND AEROTROPOLISES

Jeff Denno, senior project manager, sustainability, Hartsfield-Jackson Atlanta International Airport, USA

Dr Daniele Guglielmino, senior sustainability specialist - cities and communities, GBCI Europe, Italy

Hartsfield-Jackson Atlanta International Airport, the world's busiest and most efficient airport, is the first airport in the world to be awarded LEED for Cities and Communities certification. Concurrently, Beijing Daxing International Airport Area became the first aerotropolis in the world to be awarded the same certification. This discussion will explore how this platform has supported the planning efforts and operational decision making at each of these communities; and where the intersection of these data sets can drive positive, people-focused, economic growth to prepare for the rapidly changing landscape of the aviation industry.

14:15

SMART AIRPORT CITY 2.0: AN AMAZING, LIVELY HUB

Hubert Fontanel, real estate deputy director, Groupe ADP, France

Groupe ADP designs airport cities that generate value for airports and airport areas, in order to offer end users a unique experience, directly linked to the world. Inside new-generation airport cities, employees – just like partners, clients, suppliers and passengers – will be able to meet, exchange, relax, enjoy retail and diversified services meant to offer an unforgettable experience, source of well-being and serenity.

14:45

DEVELOPING A SMART AIRPORT WITHIN A SMART CITY

Neil Pakey, chief executive officer, Nieuport Aviation, owner and operator of Toronto City Airport Passenger Terminal, Canada

Historically, city-center airports have been politically challenging. More recently, city-center airports have been valued as they connect people, businesses and cities in a fast and efficient manner. They are also highly contributing economic engines for cities and local economies. Traditionally, airports were not designed and operated to fit in an urban context. Emerging technologies have the opportunity to change the way future airports are developed and operated, and reduce their impact on the environment. Leveraging technological advancements in the aviation sector will go a long way to developing smart city-center gateways that can coexist with smart cities in a friendly manner.

15:15 - 15:30
BREAK



15:30

LONDON'S AIRPORT GROWTH: SECURING THE TRANSPORT CONNECTIVITY AND CAPACITY

Shamal Ratnayaka, aviation strategy lead, Transport for London, UK

Every London airport is seeking to grow. This presentation will set out what needs to be done to ensure that the needs of airport passengers, staff and freight can be accommodated, mindful of environmental obligations and without being at the expense of non-

airport trips. It will look at the steps London is taking to change travel behavior and what that means for the airports serving the city and the part they can play.

16:00

INTEGRATED TRANSPORT THINKING IS KEY TO SUSTAINABLE AIRPORT GROWTH

Alex Kirkwood, partner, Weston Williamson + Partners, UK

Passenger numbers at East Midlands Airport (EMA) are forecast to increase from 5 to 10 MAP over the next 20 years, but current reliance on road connectivity places a severe constraint on expansion plans. Our vision proposal for a rail link service to the airport will enable EMA to grow while addressing key environmental challenges. It connects the airport to the cities of Derby, Nottingham, Leicester and HS2 East Midlands Hub and utilizes existing spare capacity in Network Rail infrastructure. We explore the wider economic drivers and opportunities for regional growth facilitated through investment in transport infrastructure and transport-oriented development.

16:30

PANEL DISCUSSION: URBAN TURBINE RESEARCH PROJECT

Matt Mullen, passenger environment manager, London Luton Airport, UK

Ashwini Thorat, head of airport planning, GVK, India

Paul Beck, managing director, Planeground Airport Consulting, Germany

Max Schintlmeister, managing director, Airport Excellence SL, Spain

Henrik Rothe, senior lecturer, head of Urban Turbine Research Project, Cranfield University, UK

Panel Moderator: Léa Bodossian, managing partner, Airstpire, Belgium

Airports have become a vital part of contemporary society. They have turned from infrastructure knots to multipurpose urban centers. Yet they are physically separated from city centers, often unnecessarily disconnected. The Urban Turbine Research Project is connecting airport owners and operators with academics and leading industry experts in an unprecedented attempt to overcome traditional boundaries. The pool-funded research engages intrinsically connected stakeholders, fostering the future model of innovative connectivity and addressing opportunities using technology to shrink the infrastructure footprint, reduce the environmental impact and improve the quality of life for passengers and citizens alike.

- Airport visioning, broken down into manageable stages, zooming out and in to the detail of future airport planning
- Best practice of collaboration between industry and academia, providing future airport management capabilities and personnel
- Airport urban planning, turning airports into people-centric, attractive and best-connected urban places, focused on sustainability and well-being
- Passenger processing revisited from home to gate, starting the process afresh, overcoming airline-driven terminal design practice
- Airport governance, integrated airport, city and airport access management, Airport Collaborative Decision Making

OPENING DAY PARTY

HOSTED BY GROUPE ADP

Everyone is welcome! In the exhibition hall after the conference!



CONFERENCE PROGRAMME

DAY 1 / TUESDAY, MARCH 31

09:00 - 17:30

AIRPORT DESIGN, PLANNING & DEVELOPMENT

09:00

INTRODUCTION BY CONFERENCE CHAIRS

Paolo Bianchi, head of infrastructure strategy and planning, Bologna Airport, Italy
Mark Wolfe, principal, Hassell, Australia

09:05

AÉROPORTS DE PARIS INSPIRATION

Augustin de Romanet, CEO, Groupe ADP, France
Edward Arkwright, deputy CEO, Groupe ADP, France

09:35

THE FUTURE OF O'HARE INTERNATIONAL AIRPORT

Dominic Grasacia, project manager O'Hare Global Terminal, City of Chicago, Department of Aviation, USA

Having nearly completed a US\$10bn airfield realignment program including four new runways and two reconstructed and lengthened runways in the midst of the world's busiest airfield, Chicago O'Hare is now focused on the US\$8.5bn Terminal Area Development Program (TAP). The TAP program will replace Terminal 2 and integrate existing Terminals 1 and 3 into a facility housing two major airline alliances. This presentation will focus on the overall strategic direction for the airport, the current terminal works in progress, and the future terminal development plans.

10:05

TRANSFORMING LAX

Bernardo Gogna, chief development officer, Los Angeles World Airports, USA

LAX is in the midst of a US\$14.3bn Capital Improvement Program, which includes the US\$5.5bn Landside Access Modernization Program (LAMP). LAX is utilizing its footprint to modernize the airport, enhance guest experience and improve access. The LAMP will create new front doors to LAX, strengthen ties to the local communities and provide a streamlined connection to public transport. LAX is the fourth busiest airport in the world and the second busiest in the USA, so a program of this size poses unique challenges and is a hotbed of innovation in engineering, construction and delivery mechanisms.

10:35 - 10:55
BREAK



10:55

LONDON GATWICK'S ONGOING TRANSFORMATION

Cédric Laurier, chief technical officer, Gatwick Airport, UK
Gatwick's ambitious capital investment plan and transformation continue apace. The airport is committed to exploring how to grow sustainably, while supporting the local and national economy, improving facilities and continuing to transform services for its passengers. The presentation will discuss the ongoing transformation of the airport and what the future holds for London's second-largest airport.

11:25

AUCKLAND AIRPORT TERMINAL DEVELOPMENT PROGRAM – TAKING AN AGILE APPROACH

André Lovatt, general manager airport development and delivery, Auckland International Airport Limited, New Zealand
Graham Bolton, global aviation practice leader, Mott MacDonald, UK

The Terminal Development Program forms a central part of a NZ\$4bn+ capital program at Auckland International Airport. It includes a new international arrivals facility, landside redevelopment and a new domestic jet facility – supporting a near doubling of capacity and continued improvement in customer experience. This presentation will give an overview of the terminal development program, the different approaches being adopted to deliver the individual facilities, and the way that an agile-like approach has been used in prioritizing the capital solution and development of options.

11:55 - 13:15
LUNCH



13:15

BUILDING A NEW TERMINAL WHILE IN FLIGHT

Heather Leide, director, airport development, Metropolitan Airports Commission, USA

Kerry Cooley Bruggemann, principal shareholder, Michaud Cooley Erickson, USA

Minneapolis-St Paul International Airport (MSP) is designing a new terminal without relocating. With only a 15ft expansion and a new parking ramp, they are undergoing a US\$1bn program renovation and expansion, reinventing the entire facility. During construction, MSP has hosted some of the largest events: the SuperBowl, Final Four and PGA Tournaments, utilizing both the design team and a large volunteer staff to make this project proceed efficiently. The MSP director of airport development and the Michaud Cooley Erickson MEP principal will present the unique collaboration that made this all happen, and will enlighten the audience with best practices learned.

13:45

CLOSING LINATE DURING THE SUMMER: POSITIVE OUTCOMES OF A RELEVANT DISRUPTION

Armando Brunini, CEO, SEA Milan Airports, Italy

During most of 2019, SEA – Milan Airport's management company – and its newly appointed top management had a single priority: accomplish extraordinary refurbishments at its city airport (Linate), implying the closure of the airport for three months, while minimizing the negative impact on airlines and passengers. The two main challenges were to finish works at Linate on time and in line with budget while hosting most of its traffic in Malpensa, the bigger airport in the system, during the peak summer period without negative consequences for the level of service. SEA adopted a holistic approach to this disruptive project, leveraging the engagement of its people, strong collaboration with key stakeholders, and clear communication with clients and passengers. A dashboard of project KPIs was put in place to monitor the project's progress and measure its outcome.

DAY 1 / TUESDAY, MARCH 31, 2020

14:15

SIMULTANEOUS DEVELOPMENT OF 14 AIRPORTS IN GREECE – CHALLENGES AND SUCCESSES

Ilias Maragakis, chief operating officer, Fraport Greece, Greece
Rolf Klitscher, project director Cluster B, Fraport Greece, Greece

In 2016 Fraport Greece was awarded the concession contract to develop and operate 14 airports in Greece. In addition to the challenge of setting up the entire company from scratch, the concession contract requires the design, application for construction permits, contract negotiations and the construction to be finalized for all 14 airports in parallel within 20 months for refurbishments and within 48 months for expansion and new construction. The challenges related to the parallel development of the landside, terminal and airside facilities will be shown within this presentation. The presentation will end with a short animation of the new façade in Mykonos.

14:45

ORLY RUNWAY 3 RECONSTRUCTION – AN OPERATIONAL AND TECHNICAL CHALLENGE

Thierry Campin, general manager infrastructures, Groupe ADP, France

Michel Landelle, senior manager airside operations, services and safety, Groupe ADP, France

Running operations on an airport with a single runway when you are used to having a total of three is definitely always a challenge! Orly Airport experienced huge upgrading works on its runways throughout summer and autumn 2019. These included the demolition and reconstruction of the full pavement structure of the main runway and part of the cross runway, and structural reinforcement of a runway bridge over a highway. The upgrade decision was made after several studies and discussions with all partners (airlines, civil aviation, local residents) to achieve a unique and outstanding operation. This presentation will cover the reconstruction project's process steps and strategy.

15:15 - 15:30
BREAK



15:30

KEEPING THE HEART AND SOUL OF 'AMERICA'S BEST AIRPORT'

Vince Granato, chief operating officer, Port of Portland, USA
Sharron van der Meulen, partner, ZGF Architects, USA

How do you improve an airport so beloved that passengers write poems and songs about it? Hailed as 'America's Best Airport' seven years running, Portland International Airport is increasing capacity by 65% to accommodate 33 million passengers over the next two decades. A series of transformative projects will double the main terminal's footprint and promise more fun, more food and more flow. Amid this growth, learn how PDX is planning to maintain its uniquely curated local character cherished by passengers and employees alike.

16:00

SUSTAINABILITY@SYD

Chris Evans, chief assets and infrastructure officer, Sydney Airport, Australia

This presentation will explore the principles that Sydney Airport is adopting to deliver stronger business and sustainability outcomes across the asset, aligning with growing community expectations.

16:30

SMALL AIRPORT, BIG EXPERIENCE – AIRPORT TRANSFORMATION

Shane Munroe, chief technical officer, MBJ Airports Limited, Jamaica

Small and large airports differ in passenger traffic but face similar challenges. Although airport size differs, passenger experience remains the same. This presentation discusses strategies to provide passengers with a 'big experience' even at smaller airports. Discussion points include the role of privatization in the transformation process; transformation strategies for airside, terminal and landside infrastructure; creating value for all stakeholders and the community; strategies to improve the passenger experience. Sangster International Airport, which was privatized in 2003, will be used as a case study.

17:00

HUMAN SPACES, PEOPLE PLACES – TRANSFORMING ADELAIDE AIRPORT

Kym Meys, executive general manager planning and infrastructure, Adelaide Airport, Australia

Adriano Denni, senior associate architect, Hassell, Australia

Adelaide Airport is consistently regarded as an exceptional benchmark for design, operation, and for the experience it creates for passengers and staff. People love visiting and moving through Adelaide Airport, but what are the 'real' reasons for this, and what might an evaluation of this airport teach us? This presentation delves into some key topics that explore why Adelaide Airport is a place people love, how this might influence business growth, and how the current transformation will build on this.

OPENING DAY PARTY

HOSTED BY GROUPE ADP

Everyone is welcome! In the exhibition hall after the conference!



"This is my first time here and I'm very happy; it's a very good seminar, very good speeches, very good presentations. It's inviting all the players here and in Europe to share thoughts and best practices. I'm enjoying it a lot: many, many good ideas"

Kimmo Mäki, CEO, Finavia Corporation, Finland

CONFERENCE PROGRAMME

DAY 1 / TUESDAY, MARCH 31

09:00 - 17:30

AVIATION SECURITY, BORDER CONTROL & FACILITATION

09:00

INTRODUCTION BY CONFERENCE CHAIRS

Philipp Kriegbaum, retired senior aviation security expert, Philipp Kriegbaum, Germany
Art Kosatka, CEO, TranSecure, USA

09:05

WHAT SHOULD WE BE WORRYING ABOUT IN AVIATION SECURITY?

Jim Marriott, president, Marriott Consulting, Canada
Aviation security occupies an uncomfortable position at the nexus of private life, civil society, commerce, government, terrorism, the past and the future. Although remarkable progress has been made in the 50 years of contemporary aviation security history, there is and will be much more to do in the always dynamic risk environment. This presentation will provide an informative exploration of important – and sometimes overlooked – lessons learned and pitfalls to be avoided, a vision for what the future of aviation security is likely to hold, and key challenges that decision makers will have to solve.

09:35

IS CIVIL AVIATION STILL UNDER THREAT?

Wilfried Covent, senior security expert, Brussels Airport Company, Belgium

While threats against civil aviation have evolved over the years, the aviation security systems have been improved. More legislation and restrictions have been introduced, resulting in much higher investments in security equipment and technology for airports. Is this the way forward? How should we align with the growing number of passengers in future? What might be the impact on the passenger experience? Are we struggling with a balanced approach? Aviation security in the future: challenges and opportunities.

10:05

FUTURE CHALLENGES IN AVIATION SECURITY

José Luis Nieto, head of security, Aena, Spain
The presentation will reflect on the main challenges in the next few years related to security and the actions needed to improve airport security while maintaining the quality given to passengers. It aims to answer these questions: How is it possible to improve the service and the procedures? What are the drivers?

10:35 - 10:55
BREAK



10:55

COUNTER-TERRORISM – PROTECTING THE BUSIEST TRANSPORTATION FACILITIES IN THE USA

Steven Rotolo, chief of counter-terrorism, The Port Authority of NY & NJ Police Department, USA

Edward Cetnar, superintendent of police/director of public safety, The Port Authority of NY & NJ Police Department, USA

The Port Authority Police Department is tasked with protecting some of the busiest transportation facilities in the world. The Port Authority is the only agency to have suffered four terrorist attacks in the USA: the 1975 TWA bombing at LaGuardia Airport, 1993 WTC Bombing, 9/11 WTC attack and the 2017 Bus Terminal suicide bombing attack. The Department has evolved into one of the world's best counter-terrorism police departments through training and first-of-its-kind technology.

11:25

PROTECTING AIRPORTS FROM DRONES

Jean-Philippe Percheron, Hologarde chief commercial officer, Groupe ADP, France

December 2018, Gatwick; May 2019, Frankfurt; September 2019, Aramco. Common point? You guessed it: drone impact on airport or sensitive infrastructure operations. The use of small drones has proliferated over recent years. This has led to a need for organizations to monitor and, where necessary, intervene in the entrance of drones in these airspaces. Since 2017, Groupe ADP has explored, tried solutions and decided to integrate along the way state-of-the-art sensors in an evolving artificial intelligence software, taking into account from the beginning the integration in its APOC. Come and hear the story of the journey that led to it.

11:55

PANEL DISCUSSION: DRONES AND AIRPORTS: COUNTER-UAS

Holger Kraft, vice president corporate security, Flughafen München GmbH, Germany

Patricia Hiatt, deputy director of airport safety and standards, Federal Aviation Administration (FAA), USA

Austin Gould, assistant administrator of requirements and capabilities analysis, Transportation Security Administration, USA

Other panelists to be announced

Drones are in the air. What do aviation professionals need to know about the threats and opportunities of UAS? This session features experts in counter-drone policy and technology.

- Legal and policy considerations for counter-UAS
- Technologies to effectively mitigate drone threats

12:40 - 13:45
LUNCH



DAY 1 / TUESDAY, MARCH 31, 2020

13:45

CYBERSECURITY – REGULATION IS COMING

Eric Vautier, CISO, Groupe ADP, France

Although it is first on the agenda of all airport directors, cybersecurity is still an unfamiliar topic. Who's in charge? What to do? In which order? At what cost? And who's paying? This talk will present how the air transport industry is tackling these issues: the regulators (European and national), the aircraft manufacturers, the operators (including the airports) and the supply chain. It will include some real-life examples to help you integrate cybersecurity into the business processes of an airport and become 'cybersecure by design'.

14:15

BEHIND THE SCENES – CYBER-THREAT INTELLIGENCE

Roei Laufer, division head, cybersecurity, Israel Airports Authority, Israel

The civil aviation sector is an interconnected, global industry with many stakeholders. Cyber intelligence is a crucial building block in today's attempts to defend against cyber-related threats. The presentation will explore how intel is produced, screened and used in a mature cyber program.

14:45

PRACTICAL CYBERSECURITY: THE CLOSE SIBLING OF DIGITAL TRANSFORMATION

Aura Moore, chief information officer, Los Angeles World Airports, USA

David Kipp, VP technology services, Burns Engineering, USA
Like all airports, LAX is embarked on a wide-ranging digital and physical transformation, rebuilding and reinvigorating itself while continuing to serve nearly 90 million passengers every year. Data privacy and information security are at the heart of every project and on the mind of every airport executive. Los Angeles World Airports is at the forefront of cyber defense and is implementing a comprehensive program to deter and respond to cyber threats. This presentation will focus on identification of the myriad digital threats and how to combat/recover from attacks.

15:15 - 15:30
BREAK



15:30

THE IMPORTANCE OF REALISTIC SECURITY PLANNING

Andy Peloquin, director of security, Redrock Entertainment Services, USA

Your plans look good on paper, but are they functional? With today's threats increasing and changing, are we implementing proper security measures? This presentation will discuss what happened in Las Vegas during the mass active shooter situation, and at Mogadishu Airport in Somalia during the airplane bomb situation.

16:00

INSIDER THREAT – OUR COMMON RESPONSIBILITY

Tarald Johansen, director safety, security, contingency and quality, Avinor, Norway

Due to global, European and Norwegian threat assessments, Avinor has done some work on insider threat. Based on the threat picture, we made an airport-specific assessment identifying the risk of insider threat at our airports. We have arranged workshops together with the police, the police secret service, national security agency and representatives from all 43 airports. Together, we have identified vulnerabilities and addressed measures to mitigate the risk.

16:30

THE BENEFITS AND LIMITATIONS OF BEHAVIORAL DETECTION

Andrew Palmer, border security manager, Gatwick Airport, UK

The presentation discusses how the implementation of a behavioral detection program alongside enhanced security awareness can achieve a high level of security assurance. Recognizing the varying degrees of understanding and capabilities surrounding the process, this session will include an insight into the different approaches available, acknowledging both the benefits and limitations of such a program.

17:00

HUMAN FACTORS AND SECURITY MEASUREMENTS – TOOLS AND METHODS

Signe Maria Ghelfi, researcher, Zurich State Police, Switzerland

Quality control (QC) at security checkpoints (SC) is vital to ensure that the checkpoint and the security officers are ready for the threat. Covert tests are frequently used for QC. However, performance (i.e. detection, alarm resolution, team coordination) can vary substantially. This talk takes a deeper look at what causes differences in performance, and provides insights on cognitive (e.g. TIP, training) and behavioral aspects (e.g. handling uncertainty) that can potentially interfere with or increase security at the SC. The talk closes with best practices and recommendations on QC.

OPENING DAY PARTY
HOSTED BY GROUPE ADP

Everyone is welcome! In the exhibition hall after the conference!



"It's amazing. This conference is clearly the world's best; the networking opportunities are amazing, the expo this year is the best that it's ever been"

Sarah Renner, CEO, Hobart Airport, Australia

CONFERENCE PROGRAMME

DAY 1 / TUESDAY, MARCH 31

09:00 - 17:30

COMMERCIAL DEVELOPMENT, RETAIL, CONCESSIONS & MEDIA

09:00

INTRODUCTION BY CONFERENCE CHAIRS

Jeremy Corfield, partner, CPI, Australia

Fundi Sithebe, acting CEO, Airports Company South Africa, South Africa

09:05

SENSE OF PLACE: A UNIQUE GLOBAL EXPERIENCE TO CREATE VALUE

Aude Ferrand, chief retail officer, Groupe ADP, France

As the traditional duty-free-based business model has been increasingly challenged over the years, it has become critical to better understand the lifestyle experience people expect when traveling. How to propose a unique global experience that gives opportunities for a unique journey? How to create value for all the stakeholders from the airport to the passengers? This presentation will look at several use cases across Paris-Charles de Gaulle and Paris-Orly airports where transformation has been or will be operated.

09:35

AIRPORT RETAIL IS DYING, DUTY FREE IS DEAD?

Susan Gray, managing director, Concession Planning International, Australia

Airports that fail to adapt their commercial strategy to take full advantage of the changing nature of the traveling consumer are not optimizing their commercial opportunity. Non-aeronautical activities will continue to represent a huge revenue opportunity for airports for the foreseeable future. However, to truly optimize the opportunity, airports must focus on delivering a great customer experience to all customer groups. To do this, they need to remain relevant. Airports that fail to adapt their commercial strategy and programs to the changing nature of the traveling consumers and their needs will see customer satisfaction and commercial revenues decline.

10:05

ACCOMMODATING GROWTH - COMMERCIAL DEVELOPMENT IN A LARGE HUB AIRPORT

Pamela DeChant, senior vice president, concessions, Denver International Airport, USA

Denver International Airport is the 20th-busiest airport in the world and the fifth-busiest in the United States. Year after year, DEN continues to break passenger records. As an airport originally built for 50 million passengers, DEN is quickly approaching 81.4 million passengers forecast in just five short years. As a result, DEN has designed a plan to accommodate the rapid growth. Understand what happens when a top-20 airport evolves by going to market with an ambitious commercial strategy combined with a genuine investment in the passenger experience.

10:35

PANEL DISCUSSION: TO BE ANNOUNCED

Panelists to be announced

11:00 - 11:20
BREAK



11:20

OUR JOURNEY TOWARD INCREASED NON-AERONAUTICAL REVENUE

Jabulani Khambule, general manager commercial, Airports Company South Africa, South Africa

Our organization is a large state-owned African airport management operator, with three international and six domestic airports in Africa and stakes in Asia and South America. The organization was faced with a decrease in total revenue, which introduced pressure to strengthen non-aeronautical revenue (NAR). In response to this challenge, the entity embarked on a transformation journey to define and implement a refined operating model that would underpin and enhance NAR ambitions for a six-year horizon while executing revenue-generating initiatives in parallel. This presentation outlines the journey and key lessons learned in the context of a unique African environment.

11:50

SHOPPING BARRIERS: DETECTING OPPORTUNITIES FOR AIRPORTS

Thomas Hinterholzer, senior expert, Flughafen München GmbH, Germany

Anita Ostner, senior expert business development and marketing, Flughafen München GmbH, Germany

Munich Airport interviewed passengers about their consumption behavior at airports. One of the central questions was to determine what prevents passengers from consuming duty-free during their dwell time. Selected insights, implications and possible business opportunities will be shared and discussed.

12:20

YVR'S COMMERCIAL PROGRAM: SUSTAINABLE DEVELOPMENT IN ACTION

Scott Norris, vice president commercial development, Vancouver Airport Authority, Canada

This presentation will showcase YVR's innovative approach to its commercial program integrating the four key pillars of sustainability: economic – driving strong revenues and growing the core business; social – delivering a compelling sense of place, excellence in customer experience and highly engaged employees; environmental – working with business partners to reduce waste, water use, energy consumption and GHG emissions; governance – founded on our unique community-based not-for-profit governance structure. This approach has enabled YVR to become a highly successful airport operator with an award-winning experience.

12:50 - 14:15
LUNCH



DAY 1 / TUESDAY, MARCH 31, 2020

14:15

HOW TO INCREASE NON-AERONAUTICAL REVENUES – THE STARTUP WAY

Aline Albisati, exploitation coordinator for commercial concessions, Genève Aéroport, Switzerland

Hamidul Huq, innovation project manager, Genève Aéroport, Switzerland

In Switzerland, everything seems more expensive! How can we make our passengers feel good and buy more or complain less about the price? Can innovation help? Can the approach used by major tech industries and Silicon Valley's best startups be applied in the airport retail industry? This is the gamble and the journey that Geneva Airport took this last year. We will share with you our journey and what we have learned on this journey.

14:45

HARNESSING EXISTING IT INFRASTRUCTURE TO IMPROVE AND MONETIZE PASSENGER EXPERIENCES

John Rankin, COO, Skyfii, Australia

Every airport wants to better understand who its passengers are, where to improve their experiences, and how to drive more revenue from them. Fortunately, most airports already have the technology infrastructure they need to gain these insights. They just need to know how to harness it. In this presentation, we'll discuss how you can leverage wi-fi, cameras and other data sources you already have, to better understand, improve and monetize the passenger experience.

15:15

USING TECHNOLOGY TO MAKE OUR INFRASTRUCTURE INTELLIGENT

Richard Irving, business data analyst, Gatwick Airport, UK

Dr Nick Koudas, CEO, Aislelabs, Canada

Retail operations is among the fastest-growing revenue sources at airports. Therefore it needs to be managed carefully. We will discuss innovative approaches we have been employing at Gatwick Airport for this task. Obtaining a detailed understanding of the way passengers shop inside terminals is a key component of our approach. Using technology to quantify behavioral characteristics of passengers and to segment passengers by their behavior makes your infrastructure intelligent and gives the airport operator and your concessionaires actionable insight to help grow your non-aero revenue.

15:45 - 16:00
BREAK



16:00

ENGAGING CHINESE TRAVELERS ON WECHAT

Lay Ling Toh, senior manager, corporate and marketing communications, Changi Airport Group (Singapore) Pte Ltd, Singapore

WeChat is China's most popular app, with a Swiss Army Knife full of functionalities. More than 900 million Chinese use this app daily for everything from texting to shopping, watching videos, playing games, reading news and blogs and ordering food and taxis. WeChat is a must-have channel for any brands looking at engaging the Chinese. Changi Airport has built a digital ecosystem on WeChat, from communications and engagement to payment. The presentation will share how Changi Airport managed WeChat as more than just a social media channel, and the lessons learned from developing this unique platform.

16:30

NO MORE CLOSED-DOOR RFPS – ASK PASSENGERS!

Timothy Barnes, senior director - commercial services, The Calgary Airport Authority, Canada

By using in-theater passenger research as the first step in decision making, airports can offer retail partners more transparency, provide an equal playing field for all partners and reduce the bias of commercial teams in their own opinions. This makes way for a better process beyond the traditional RFP, and introduces a more transparent process for all stakeholders.

17:00

PLANNING FOR PEOPLE, NOT PROCESSES (A HUMAN AND HUMANE EXPERIENCE)

Steve Collis, managing director, JHP Design, UK

The presentation will discuss the methodology of those who contribute to terminal planning and design from the bones of the building to its finished form. It will examine how much of it is planned for the pleasure of the passenger as opposed to the satisfaction of the numerous stakeholders. It will also explain to the audience how to avoid the most common mistakes when planning the retail structure of the airport in order to make the customer experience meaningfully and positively different.

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“It’s fantastic to meet like-minded airports and quite frankly I’ve been in a day and a half of sessions furiously scribbling notes and it’s a chance to celebrate, collaborate, innovate, steal from each other – we’re really generous with offering up our success stories as well as putting the things that are challenging us most in the middle of the table and scratching our heads and saying how can we figure this one out together? That’s what I love about this conference and the environmental groups at airports: [everyone is] incredibly collaborative and [we are] really all looking for the end goal of a better environment in the end”

Marion Town, director, environment, Vancouver Airport Authority, Canada

CONFERENCE PROGRAMME

DAY 1 / TUESDAY, MARCH 31

09:00 - 17:30

CUSTOMER SERVICE & PASSENGER EXPERIENCE

09:00

INTRODUCTION BY CONFERENCE CHAIRS

Sujata Kumar Suri, vice president – strategy and development, Hamad International Airport, Qatar
Brian Engle, director of customer experience, Greater Orlando Aviation Authority, USA

09:05

PARTNERING TO TRANSFORM CUSTOMER EXPERIENCES

Kathy Haley, chief customer experience officer - aviation, Port Authority of New York & New Jersey, USA

With hundreds of stakeholders and thousands of employees accountable for ensuring millions of details come together perfectly each day, successful airports know exceptional customer experiences begin with a unified vision. The Port Authority of New York and New Jersey operates some of the busiest airports in North America, including JFK, LaGuardia and Newark. With a complex stakeholder model across four airports and 14 terminals, we have embarked on a strategy to unify the end-to-end customer experience. Driven by a common vision, we are innovating the experience through strategic alliances to reclaim a spot among the best in the world.

09:35

DESTINATION 2035 – IATA'S VISION OF THE FUTURE CUSTOMER EXPERIENCE

Pierre Charbonneau, director passenger experience and facilitation, IATA, Canada

The size of the travel industry is set to double by 2035. Travelers' expectations are continuously evolving. Technology has never been a more critical enabler. Collaboration between industry stakeholders will need to increase at a faster and deeper pace than ever to ensure a successful and positive transformation of the end-to-end travel experience and to meet the growth challenge. How does this all come together? IATA has developed a comprehensive vision that integrates all these elements and is working to lead this industry transformation. This presentation will show what's in store.

10:05

TARGETING INNOVATION FOR BUSINESS SUCCESS WITH EMERGING 2020 TRAVELER TRIBES

Jan Richards, head of insights and planning, Dublin Airport, Ireland

Hannah Burmanje, insights analyst, Dublin Airport, Ireland
Air travel and travelers are changing: Dublin Airport has undertaken a major segmentation project to take us forward to 2025 to enable us to prioritize our passenger opportunities. But it's not that simple: our Irish regulator has capped our passenger charge, so we need a 'smart' focus on key commercial opportunities to innovate and grow. Passenger expectations of the travel industry are growing, transforming and disrupting constantly. We introduce our priority segments, key trends and concerns, and what challenges and innovation opportunities Dublin Airport/travel organizations are developing to meet passenger needs, fulfill business demands and deliver on commercial ones.

10:35 - 10:55
BREAK



10:55

IMPROVING SCHIPHOL'S PASSENGER EXPERIENCE WITH SCHIPHOL'S PX WAY OF WORKING

Maaïke van der Windt, head of aviation marketing, cargo and customer experience, Amsterdam Airport Schiphol, Netherlands

To improve and innovate the quality of service at Amsterdam Schiphol, the airport's PX platform focuses on improving the passenger experience. To accelerate this process, the platform created a way of working based on so-called Living Labs in the terminal. In her presentation, Maaïke will share how Schiphol uses Living Labs for live testing with passengers, and how using a staged approach helps build strong evidence toward successful deployment. She will also disclose some of Schiphol's NPS boosting concepts on topics such as security, reclaim, hygiene and hospitality.

11:25

A CUSTOMER AND OPERATIONAL JOURNEY AUGMENTED BY TECH

Veronique Austruy, VP airport operation - IT systems and analytics, Air France, France

The presentation will explain how Air France has addressed three challenges. First, how to deal with complex environments where real-time decision capabilities are key to ensuring the best experience for customers and employees (#datasharing, #realtimeanalytics). Second, the importance of human assets in a digitized environment: the need to empower them from a soft-skills perspective as well as from a tech literacy perspective (#future of work, #agility). Finally, how to leverage technology and data on one hand and the airport ecosystem on the other, to deal with customer and employee pain points: co-innovation is a key element (#biometry, #gatesexperiment).

11:55 - 13:15
LUNCH



13:15

TRAVEL FOR ALL

Samantha Stedford, director, customer experience, Allegheny County Airport Authority, Pittsburgh International Airport, USA

Pittsburgh International Airport has implemented innovative solutions and partnerships to help make flying an option for everyone. In 2019, PIT added NavCog, an app to help visually impaired travelers navigate the airport, and opened a world-class sensory-friendly space for individuals with neurodevelopmental challenges. Although the industry has taken steps to address the problems faced by travelers with disabilities, too often the proposed solutions come from the top down and don't include in the planning process those who are affected most. PIT has taken steps to address this issue, including revamping the process for finding solutions and developing homegrown solutions by those affected most.

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13:45

SENSORY APPROACHES TO REDUCE TRAVELER ANXIETY IN AIRPORTS

Dr Kathleen Klein, director of education and research, Fun and Function, USA

Traveler anxiety may lead to reduced or eliminated air travel, tense interactions with airport staff, and travel disruptions. Research indicates that approximately 40% of the population reports a fear of flying, with 2.5% avoiding flying. A traveler's anxiety is impacted by the physical environment as well as interactions with others. Sensory aspects of the environment are known to increase or reduce anxiety. Likewise, interactions with others, including staff, may increase or decrease traveler anxiety. Research indicates that staff training, environmental design and the availability of anxiety-reducing options may diminish traveler anxiety and increase travel opportunities.

14:15

PANEL DISCUSSION: AIRPORT THERAPY DOG PROGRAM STUDY

Heidi Huebner, PUP program director, Los Angeles World Airports, USA

Renée Lebel, director, customer experience, Aéroport International Montréal-Trudeau, Canada

Larry Leung, director, Experience The Skies, Canada

Panel Moderator: Cristina Alcivar, founder and editor, Vane Airport Media, Canada

The airport therapy dog program study is a first of its kind. The study is divided into three areas: program design, customer experience and communication, and feedback program. The panel will include highlights from the study, customer experience innovation, and LAX and YUL airports as case studies.

- Airport therapy dog programs improve customer experience and satisfaction
- Airport social media engagement increases after therapy dog program introduction
- New airport innovations and community partnerships are formed through the programs
- How airports build airport therapy dog programs
- Why airport therapy dog programs are required

15:15 - 15:30
BREAK



15:30

FIVE-STAR AIRPORT STATUS: A CASE STUDY OF THE INNOVATIVE PATH TO TRANSFORMATION

Kathleen Boyd, chief executive officer, Kathleen Boyd & Associates, USA

Houston Airport System is so focused on 5-star status that its vision statement is built around it: 'Establish Houston as a 5-star global air service gateway where the magic of flight is celebrated.' This presentation will reveal how a singular focus on 5-star status is transforming two Texas airports and taking the team and its collaborators on an innovative journey to customer-centricity.

16:00

HOSPITALITY STRATEGY: RESHAPING PASSENGERS' EXPERIENCE IN DEPARTURE LOUNGES

Caroline Blanchet, director of strategic marketing, Groupe ADP, France

Mélanie Carron, chief marketing officer, Groupe ADP, France

The evolution of interior design and architecture has recently demonstrated once again how critical it is to think in terms of customer use in order to redefine the overall experience you want to offer to passengers before they fly from an airport. How can we get inspiration from the hotel and hospitality industry to better shape departure lounges? How can we adapt to the new generation's traveling behavior and expectations? This presentation will focus on several use cases to explain concretely how Paris Aéroport has integrated design and hospitality into its marketing strategy.

16:30

A PIONEERING APPROACH TO GREAT PASSENGER EXPERIENCE THROUGH ART AND CULTURE

Evgeny Krasikov, director of strategic communications, Airports of Regions, Russia

What does superb passenger experience look like today? How can an airport excel when great architecture, smart interior design and seamless service are practically taken for granted? The presentation will demonstrate how the local history and cultural uniqueness of a region can be captured to set up an enhanced, interactive, permanent exhibition. Using the recent examples of two Russian airports, it will explain how the names assigned to the airports were designed to create a narrative that is both enlightening and entertaining. We will look at cultural projects as stress busters and a tools for greater engagement.

17:00

THE ECONOMY OF THE NEXT 50 YEARS WILL BE RUN BY THE CUSTOMER EXPERIENCE

Peter Shankman, author, brand strategist, futurist, Shankman.com, USA

Imagine a universe where first-time guests automatically return, every guest experience results in positive feedback, repeat guests become loyal brand ambassadors, and your one true difference isn't price or location, but guest experience, employee empathy and trackable data. If your brand isn't a part of this world, you'll be eliminated. Welcome to the world of the zombie loyalists – guests who, when treated better than they expect, will do all your marketing for you, to their network, automatically, every single time. The opportunities for new customers and revenue growth are huge, but so are the pitfalls.

OPENING DAY PARTY

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CONFERENCE PROGRAMME

DAY 1 / TUESDAY, MARCH 31

09:00 - 17:30

ENVIRONMENT & SUSTAINABILITY

09:00

INTRODUCTION BY CONFERENCE CHAIRS

Emanuel Fleuti, head of environment, Flughafen Zürich AG, Switzerland
Dr Mary Kerins, head of health, safety, sustainability and environment, daa, Ireland

09:05

DO YOU SPEAK SUSTAINABILITY?

Dr Mary Kerins, head of health, safety, sustainability and environment, daa, Ireland

The presentation will involve an outline of daa's sustainability strategy and progress to date against key targets. It will include a discussion of some areas where there may be tension between the implementation of sustainability initiatives and other key business objectives. Measures to address this can include developing a focused communications plan to familiarize different business units with the areas where sustainability has direct relevance for, and impact on, their activities. Other priorities may arise and undermine efforts to successfully implement such initiatives, and the organization has to adapt to ensure that sustainability remains an organizational priority. Ensuring targets are 'owned' by the business units rather than by the 'sustainability department' is important in order to embed the principles of sustainability for the longer term.

09:35

AIRPORT SUSTAINABILITY – CLIMATE CHANGE

Kenton Sim, group manager regulatory and quality assurance, Airports Company South Africa, South Africa

Airports Company South Africa acknowledges that airport operations have an impact on climate change. This presentation discusses the measures implemented at airports to address the impact on climate change.

10:05

FROM VALUE TO ACTION – CREATING AIRPORT SUSTAINABILITY IN ASIA

Jakrapop Charatsri, vice president (environment), Airports of Thailand plc, Thailand

Airports of Thailand plc is the owner and operator of the six main airports in Thailand, which serve about 150 MAP and are among the leading airports in Asia. The company has used airport sustainability to create value in the airport business. The challenge in moving forward with airport sustainability is to keep the balance between economics and the environment. The presentation will introduce the concept of airport sustainability – which comprises social, environmental and economic factors – as the foundation stone of the airport business. The challenge is to maintain economic growth in light of the uncertain economic conditions worldwide.

10:35 - 10:55
BREAK



10:55

ENVIRONMENTAL SUSTAINABILITY AND FINANCIAL MAXIMIZATION

Ole Wieth Christensen, aviation advisor, Ramboll, Denmark
Environmental sustainability and financial maximization – are the two mutually exclusive when developing the world's best airport? Having worked with senior management/boards of directors at Swedavia, Copenhagen Airport and Aarhus Airport, Ole has time and again experienced that environmental sustainability and financial maximization are seen as mutually exclusive strategic directions for airports. Sustainability is often seen as a nuisance for airport operators. This talk will aim to show how environmental sustainability and financial maximization can be achieved together rather than in conflict.

11:25

WHOLE-LIFECYCLE CARBON

Qian Li, principal engineer, Cundall, UK

Cundall will present the Carbon Assessment Tool and construction materials database developed for Hong Kong, to assess the performance of building and infrastructure projects. With demand growing for net-zero carbon development, this tool aims to drive low-carbon design at the design stage with the ability to compare options and encourage the specification of low-carbon materials to capture carbon savings. Within the tool, an industry benchmarking system has been developed to measure performance and drive change. This presentation will explain how the tool was developed and how it can be used to reduce the upfront carbon in development.

11:55

PANEL DISCUSSION: WHAT DOES THE SUSTAINABLE AIRPORT OF THE FUTURE LOOK LIKE?

Satyaki Raghunath, chief strategy and development officer, Bangalore International Airport, India

Matthew Gorman, sustainability and environment director, Heathrow Airport, UK

Patrick Bellew, founding director, Atelier Ten, UK

Panel Moderator: Dr Paul Toyne, sustainability practice leader, Grimshaw, UK

Heathrow Airport, UK

Panel Moderator: Dr Paul Toyne, sustainability practice leader, Grimshaw, UK

Grimshaw, UK

Tackling climate change is a task that governments and businesses around the globe are being challenged to address. The aviation sector has been singled out as potentially contributing more to carbon emissions than reducing them, and the onus is on airport owners, operators and designers to work together to achieve sustainability targets – fast. Join airport representatives from Heathrow and Bangalore International as they discuss how sustainable aviation design is possible within a range of scales and localities. Gain insights into how to improve resource efficiency, reduce embodied and operational carbon, and create better health and well-being outcomes for all.

- Gain knowledge from real-world case studies from Heathrow and Bangalore international airports
- How to overcome the main barriers and challenges in sustainable airport design
- Learn about the most effective approaches in design and operations that deliver sustainable outcomes
- Understand key technologies and growing areas of innovation
- Learn what still needs to be done and who needs to be involved

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12:40 - 13:45
LUNCH



13:45

IMPLEMENTING MAAS PLATFORMS TO REDUCE CARBON EMISSIONS AT AIRPORTS

Tine Haas, principal, Dornier Consulting, Germany

Emerging new technologies and digitization are changing the way people travel within and between urban environments. A significant amount of greenhouse gas is generated by passengers and staff traveling to and from the airport every day. Passengers will increasingly rely on mobility services rather than using private cars. This is a chance for airports to actively manage landside access and encourage a modal shift toward more sustainable travel options. By implementing new mobility and autonomous driving applications, airports can reduce the carbon footprint of their operations and improve efficiency at the same time.

14:15

MOBILITY CONCEPT 2025

Julian Klaassen, environmental engineer, Hamburg Airport, Germany

Christian Solomun, project manager, Hamburg Airport, Germany

The idea to move the fleet to alternative drive systems started in 2013. To date, 73% of the fleet's vehicles have been successfully exchanged. The environmental sustainability of the ground support will be significantly improved through the mobility concept 2020. The overarching goal of the concept is to reduce overall CO2 emissions (and other air pollutants) at the airport. Now the concept for 2025 will be written.

14:45

THE ROLE OF AIRPORTS IN DECARBONIZING AVIATION

Richard Matthews, aviation director, Arup, UK

We present a roadmap for airports to support the decarbonizing of aviation. Airports lie at the heart of the industry, as the physical infrastructure that brings airlines/aircraft operators, fuel suppliers and consumers together. This key role is under increased public and political scrutiny in light of the magnitude and impact of greenhouse gas emissions from aviation. We demonstrate the real-world feasibility of the roadmap by highlighting the real actions airports can take around better airspace management, encouraging airlines to use best-in-class aircraft, provision of sustainable aviation fuels and coordinated emissions offsetting.

15:15 - 15:30
BREAK



15:30

SUSTAINABILITY ROADMAP FOR BUD

Ferenc Kis, head of environment, Budapest Airport, Hungary

The presentation will discuss airport development after becoming the first carbon-neutral airport in CEE: initiatives toward net-zero; learning from others; designing and turning sustainability-related programs and specialized solutions into practice.

16:00

ACHIEVING ZERO-CARBON OPERATIONS BY 2030 AT REGIONAL AIRPORTS

Mark Bailey, director of airport planning and development, Cardiff Airport, UK

Andrew Marsh-Patrick, technical director, WSP, UK

WSP has been working with a number of regional airports on zero-carbon roadmaps for 2030. The co-presentation with Cardiff Airport will explore how to build renewable energy and low-carbon technology innovations into the airport masterplan. The importance of regional infrastructure for future zero-carbon airport operations, logistics and surface access will be highlighted. Practical examples will be given from the ACA program and from Cardiff Airport, which has recently updated its sustainability strategy.

16:30

A UNIQUE COMBINATION OF GEOTHERMAL ASSETS BY ADP

Yannael Billard, environment and energy senior manager, Groupe ADP, France

To achieve carbon neutrality by 2030, ADP is relying on a unique and inspiring combination of geothermal assets. In Paris-Le Bourget, ADP has operated a geothermal heat pump since 2015 (50% internal heat needs). A deeper resource, the 'Dogger', has provided Paris-Orly with 30GWh/year since 2010 (40% internal heat needs). The latter experience will be leveraged by developing new geothermal production at Paris Charles de Gaulle, due to start operation in 2024 and 2028, and providing 150GWh/year of heat, thereby hugely cutting CO2 emissions. ADP is also investigating district heating networks, along with local public territories, also relying on geothermal resources.

17:00

HEATHROW'S THERMAL STRATEGY - THE ROAD TO ZERO CARBON

Daniel Jones, client director, Atkins, UK

Join the presentation as we share lessons learned from the development of a groundbreaking site-wide sustainable and innovative thermal strategy at Heathrow. The project is part of Heathrow's Expansion Project, to enable Heathrow to meet its zero-carbon 2050 target. The strategy sets out Heathrow's heating and cooling journey to zero carbon in 2050, and uses highly efficient and environmentally friendly heat pumps to simultaneously provide heating and cooling, inter-seasonal thermal storage to increase efficiency, reduce water consumption and rationalize equipment sizes and local water sources for additional thermal extraction.

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CONFERENCE PROGRAMME

DAY 1 / TUESDAY, MARCH 31

09:00 - 17:30

FUTURE AIRPORTS

09:00

INTRODUCTION BY CONFERENCE CHAIRS

Rick Belliotti, director, customer experience design and innovation, San Diego County Regional Airport Authority, USA
Kiran Merchant, CEO, Merchant Aviation, USA

09:05

TWA HOTEL: REBIRTH OF AN AVIATION ICON

Tyler Morse, CEO, MCR, USA

The iconic former TWA terminal at JFK, designed by Eero Saarinen in 1962 and abandoned since 2001, has undergone a dramatic transformation to become the TWA Hotel – a mixed-use facility with guest rooms, event space, dining and shopping at the center of JFK. Conference attendees will hear how the developer worked with 22 government agencies to preserve and adaptively reuse the historic building, bringing the jet age back to life in one of the industry's highest-profile projects.

09:35

SELAPARANG AERO EXPERIENCE – MANAGING FORMER AIRPORT LAND

Poetri Andayani, business development advisor, Angkasa Pura Supports, Indonesia

Selaparang Airport is a former airport in Lombok, West Nusa Tenggara, Indonesia. It closed in 2011 and was nearly abandoned by the airport operator. Subsequent attempts to build a flying school and training center failed due to the Lombok location not being strategic enough to achieve the necessary revenue. In 2019, the Indonesian President announced Mandalika as a tourism destination. Lombok will host MotoGP, which will increase airport passenger numbers. Through a community tourism concept, together with stakeholders, the airport operator has taken the opportunity to open the Selaparang Aero Experience as the first aero theme park in Indonesia.

10:05

MOMENTUM GROUNDED: WHY AIRPORTS NEED A NEW PASSENGER EXPERIENCE PLAYBOOK

Joël Couillandeu, head of strategic planning, Groupe ADP, France

Geoffrey Ax, principal/aviation market leader, Populous, USA
The fundamentals of airport placemaking have changed. Sure, meeting passengers' basic needs is still crucial, but today's travelers expect more. Their dollars demand it. They won't pay for inauthentic experiences. They crave a taste of the city that lies just beyond landside, a glimpse of what it's like to be a part of the hometown team. So maybe it's time we stopped looking at them as passengers and started seeing them as fans. Airports should borrow qualities from the best stadiums and arenas that make them magnetic draws in the first place. Find out how, with two international case studies.

10:35 - 10:55
BREAK



10:55

URBAN AIR MOBILITY – A NEW TERRITORY FOR THE AIRPORT INDUSTRY

Sébastien Couturier, head of innovation, Groupe ADP, France
Urban air mobility (UAM) is a new territory to be explored by the airport industry. The holistic approach of this subject by Groupe ADP allows it to develop projects in the Paris region and abroad by combining a range of expertise in infrastructure, customer experience, air traffic control and intermodality. The approach consists of developing an ecosystem of partners to transform this vision into reality. This new air mobility system could become a revolutionary mode of transport and a service offering unequaled customer experience and time saving.

11:25

INNOVATION AND CUSTOMER EXPERIENCE: DRIVING THE AIRPORT OF THE FUTURE

Rick Belliotti, director, customer experience design and innovation, San Diego County Regional Airport Authority, USA
Airport operators today are grappling with the concepts of innovation and customer experience (CX). Some consider CX a simple program/project that, once done, no longer needs to be considered. Others are struggling with the concept of innovation and what that buzzword means in an airport world – and how it can exist in an operationally focused organization. In reality, both concepts are critical to building the airport of the future. This presentation will assist airport operators in understanding different approaches to innovation; how to approach innovation from a public procurement perspective; and how CX is a 'lifestyle' for airport operators to bring their airports into the future – all while using Innovation as the building block for that future.

11:55

PANEL DISCUSSION: AIRPORT LEADERS FORUM

Candace McGraw, chief executive officer, Cincinnati/Northern Kentucky International Airport, USA
Stewart Wingate, chief executive officer, Gatwick Airport, UK
Other panelists to be announced

12:40 - 13:45
LUNCH



13:45

THE FUTURE OF AIRPORT OPERATIONS BY AIRBUS

Sebastien Lavina, airport operations expert, Airbus, France
Airbus will offer its views on the future of airport operations. Concepts and studies will be highlighted, aimed at describing the airport of the future and its interactions with current or future aircraft models. The focus will also be on innovative solutions for more environmentally friendly operations, ramp-wise and up to aircraft design. The objective will be to share views with peers and experts and engage in discussions about what the future will look like and how it could drastically change the way airport operations are organized. We will be able to compare proposals and plan for further exchanges about these current and upcoming challenges.

DAY 1 / TUESDAY, MARCH 31, 2020

14:15

PANEL DISCUSSION: AIRPORT INNOVATORS FORUM - CREATING A CULTURE OF INNOVATION

Samuel Ingalls, AAE, IAP, industry expert, Samuel Ingalls, USA
Rick Belliotti, director, customer experience design and innovation, San Diego County Regional Airport Authority, USA
Other panelists to be announced

Innovation needs to be more than just a single person in an organization with a job title, rather something that involves and includes the entire organization. Wherever possible, implementation should include a live operating environment - like an airport! It's not just about having an innovation group; it's about having an innovation culture: actively stimulating and accepting new ideas and always ready to alter the way "things have always been done".

- How to create a culture of innovation and inclusion
- Collaborating with other departments and industries
- Moving ideas forward from the drawing board

the future trends and potential disruptive changes, the emerging transformational innovations, their impact on practices and challenges for air transportation, and the needs in research, education and policies for anticipating and facilitating these changes.

OPENING DAY PARTY

HOSTED BY GROUPE ADP

Everyone is welcome! In the exhibition hall after the conference!



15:15 - 15:30
BREAK



15:30

FUTURE AIRPORT UNDER RAPID CHANGE OF INDUSTRIES AND SUPPLY CHAIN

Sanghui Lee, manager, Incheon International Airport Corporation, Korea

The presentation will give some ideas about what roles airports should play in dealing with radical changes in industries that have used airports as nodes in the entire supply chain. With the development of IT technology and changes in consumer trends, the characteristics of products have changed. This means the supply chain should follow suit. What should airports consider and prepare for to meet the needs of the evolving supply chain as a node? The speaker will share ideas based on three practical experiences and projects that she has been involved in. They mainly relate to redesigning the supply chain and creating a new marketplace at airports.

“PTE CONFERENCE remains The Event to attend for learning about other airport developments and experiences, new technologies and innovative solutions being studied and/or available on the market. It is with great enthusiasm that we go back home a little (lot) wiser, taking along lots of ideas for potential implementation in our airport”

Manjari Gungoosingh, ICT, Airports Terminal Operations Ltd, Mauritius

16:00

PANEL DISCUSSION: MULTI-BILLION-DOLLAR FUTURE AIRPORT DEVELOPMENTS - THE VIEW FROM THE TOP

Bill Poole, senior vice president - planning and design, Denver International Airport, USA

Satyaki Raghunath, chief strategy and development officer, Bangalore International Airport, India

James McCluskie, deputy director planning, development and construction, New Orleans Aviation Board, USA

Other panelists to be announced

“Thanks for organizing an amazing conference, I found the content progressive. It was a great all-in-one global learning and networking opportunity”

Etret Mohammad, terminal planning manager, Nieuport Aviation, Canada

17:00

THE FUTURE OF AIRPORTS: A VISION OF 2040 AND 2070

Marc Houalla, managing director of Paris-Charles de Gaulle Airport, Groupe ADP, France

Gaël Le Bris, senior aviation planner and technical principal, WSP, USA

The Future of Airports is a research initiative of the Airport Think Tank of ENAC Alumni. The project involved a diverse taskforce of over 20 aviation thought leaders. This panel, along with the research team, explored various prospective topics on the long-term future of the airport industry. They considered

CONFERENCE PROGRAMME

DAY 1 / TUESDAY, MARCH 31

09:00 - 17:30

MANAGEMENT & OPERATIONS

09:00

INTRODUCTION BY CONFERENCE CHAIRS

Alaistair Deacon, airport operational systems consultant, Toasty Solutions Limited, UK
Velissarios Eleftheriou, CEO, TotalCDM, Greece

09:05

CHALLENGES OF ORAT FOR NO-FRILLS INFRASTRUCTURE AT FRANKFURT AIRPORT

Sascha König, vice president infrastructure terminals, Fraport AG, Germany

Esther Nitsche, project director, Fraport AG, Germany

As part of the expansion program at Frankfurt Airport, Fraport is currently constructing Pier G, which will provide capacity for approximately 4-5 million passengers in the first phase. The new pier is part of the all-new Terminal 3 and is intended to be used mainly by low-cost and leisure carriers. The presentation will introduce the operational concept of Pier G and how it accommodates the requirements of highly efficient airline operations. It will also focus on the operational readiness and airport transfer (ORAT) program for Pier G.

09:35

A-CDM – THE END OF ASAP CULTURE

Sergio Martins, director, ATM Latin America, Saab, Brazil

Worldwide, privatization is leading private entities to an obvious challenge: achieve best cost/benefit ratio, out of limited infrastructure. A-CDM discussions are flourishing everywhere. It is becoming evident that predictability is going to be the key to success. It is critical for airline/ground handler governance as they will be tasked with sharing accurate estimates with airside/airspace owners. As airlines' readiness times are dependent on ground handlers' performance, their predictability will be as good as that of ground handlers. So far, 'as soon as possible' has been as accurate as it could be, but stakeholders are now challenged to drastically improve predictability.

10:05

DRIVING AIRPORT AND EUROPEAN ATM NETWORK PERFORMANCE

Matthis Birenheide, head of airport-network collaboration, European Agency for the Safety of Air Navigation - Eurocontrol, Belgium

European Commission Implementing Regulation 123/2019 states that "the network shall include airports, airspace structures and interfaces that connect them". With the renewal of its mandate, Eurocontrol is improving network services and ensuring airports play a core network role. Today's network is en-route focused, with managed departure slots complemented by departure planning information generated by Airport Collaborative Decision Making (A-CDM) airports. To improve the passenger experience and airline on-time performance, major European airports will be network integrated by synchronizing airport and network operational plans. We present the change of concept to target arrival times, collaborative processes, timeline and operational benefits.

10:35 - 10:55
BREAK



10:55

HOW TO USE IOT TECHNOLOGY TO IMPROVE A-CDM ACCURACY

Michael Chi-Jia Chen, general manager, Taiwan Taoyuan International Airport, Taiwan

Frank Lin, managing director, Taiwan, WSP, Taiwan

Taiwan Taoyuan International Airport (TIA) introduced its A-CDM system two years ago. However, it is very difficult to get the actual in-block and off-block time from ground handling. The challenge lies in getting the ground handling team to change their behavior with regard to how they do their daily work. TIA started thinking about how to introduce new IoT technology to obtain the actual in-block and off-block time to further improve the A-CDM accuracy without changing ground handling working behaviors. This case study demonstrates the successful design of the new IoT system.

11:25

SMART PASSENGER PROCESSING: APPLYING CDM PRINCIPLES FOR END-TO-END ORCHESTRATED PERFORMANCE

Hans Canisius, principal consultant, USoft BV, Netherlands

As the primary outcome of disruptions in daily operations, flight delays and their impact are key concerns for the sector. With the end-to-end passenger process as a crucial contributor to this complexity, the ability to track passengers designated for a particular flight and to continuously evaluate potential disruptions in order to mitigate these early on seems to still be a missing capability. What is needed is a means to increase control in real time and combine recognizing/predicting disruptions early on with the ability to execute mitigation measures in time to avert or minimize the impact as best as possible.

11:55 - 13:15
LUNCH



13:15

OPERATIONAL EXCELLENCE WITH NEXT-GENERATION AIRPORT MANAGEMENT SYSTEMS

Aziz Can Aksoyek, head of sales and business development, TAV Technologies, Turkey

TAV Technologies, part of Aéroports de Paris (ADP), is working on next-generation airport management systems and how to apply cutting-edge technologies such as big data, machine learning, IoT and mobile technologies to increase operational efficiency in airport operations. To create 'smart airports' of the future, TAV Technologies brings in new architectural models such as microservices, containers and the most up-to-date approaches such as user experience (UX) and design thinking (DT).

13:45

SMART OPERATIONS: A NEXT-GENERATION OPERATING MODEL

Miriam Hoekstra-van der Deen, director airport operations, Amsterdam Airport Schiphol, Netherlands

In the face of its biggest capacity challenges in its 100-year history, one airport has reinvented and refocused its operations, making it customer-centric and ahead of the game. Learning from other industries, Schiphol has transformed its operations from a traditional setup to a new way of working, and has learned a lot. This includes how to prepare for ever-changing circumstances, how to respond better and faster to them, and how to involve customers and make them part of improvements. Additionally, Schiphol has learned important lessons in change management.

DAY 1 / TUESDAY, MARCH 31, 2020

The presentation will share Schiphol's experiences.

14:15

CONNECTED OPERATIONS

Clare James, operational excellence director, Manchester Airport Group (MAG), UK

Jen Deegan, head of strategic programs and transformation, Manchester Airport Group (MAG), UK

Connected Operations is new airport operating model for MAG airports. The concept is designed to deliver a seamless guest journey, from booking to back home, and closer integration of landside and airside performance monitoring and management. It is premised around a one-truth operations plan and the seamless delivery of that plan. Having invested heavily in new infrastructure and technology, Connected Operations is our means of maximizing the benefits to MAG, our customers and our guests.

14:45

INCREASING CONTROL OF OPERATIONS AND FINANCIAL PERFORMANCE AT REGIONAL AIRPORTS

Jelmer Melissen, business development manager, Viggo, Netherlands

Viggo is a privately owned airport service provider at Eindhoven Airport and Lelystad Airport in the Netherlands. A strong growth rate at the beginning of the century required Viggo to shift from the traditional ground handling of legacy carriers and charters to being a broad airport service provider handling mainly low-cost carriers. The explosion in volume and complexity led to many organizational and operational changes. This case study focuses on Viggo's implementation of the continuous improvement methodology and how evidence-based management is achieved through the creation of data-driven decision making in both the operational execution and the improvement cycles.

15:15 - 15:30
BREAK



15:30

HOW AN INNOVATIVE BAG-TAG LOCATOR SIGNIFICANTLY INCREASED CUSTOMER EXPERIENCE

Louise Brix-Hansen, head of airport optimization, Copenhagen Airports, Denmark

Jonathan Vincentz, optimization and project manager, Copenhagen Airports, Denmark

This presentation introduces an innovative airport-funded digital baggage tracking tool, developed with and offered to ground handlers at the airport arrival hall at no charge. Ground handlers' customer service, in person or self-service, can now search online in real time for a specific bag tag to see if, when and where it has been scanned in CPH. The goal is to avoid passengers leaving without their baggage in cases where it is actually present. This year the system has located more than 20,000 bags (32% success rate), causing a significant reduction in mishandled baggage reports, and thereby improving the passenger experience.

16:00

LEADING A DATA-CULTURAL DIFFERENCE

Marc Mullan, VP data & analytics, daa, Ireland

All industries are facing the same challenge of maximizing insights through a data-driven culture. DAA and the analytics team has

turned data from 50+ sources into an actionable forward-thinking platform by eliminating a silo culture across the enterprise. Real-time KPIs are delivered to hundreds of employees and lately IoT and sensor data have paved the way to a GLI (geolocation intelligence) platform controlling the airfield and driving alerts for inspections of the infrastructure. This is turning the impossible into the possible in order to improve the passenger and employee experience.

16:30

TRANSFORMING OPERATIONAL PLANNING AT LONDON HEATHROW - A CASE STUDY

Nick Beresford, operational intelligence manager, Heathrow Airport, UK

Kasper Hounsgaard, managing partner, Copenhagen Optimization, Denmark

At London Heathrow, we have been transforming our internal planning process from Excel and legacy systems to a cloud-based COTS solution. We are improving the check-in, security and baggage processes and aligning the entire planning process across operations. The selected solution allows us to make updates automatically and in real time based on continuously updated information. We are now able to make better informed operational decisions based on shared, common data. This will allow us to decrease wait times and continue to improve operations and passenger experience as we prepare for the future of airport experience.

17:00

INCREASING AIRPORTS' PERFORMANCE BY ENABLING TRANSPARENCY ACROSS ORGANIZATIONAL LEVELS

Anna Marlene Sauer, senior consultant, Lufthansa Consulting, Germany

Current industry challenges lead to a competitive environment for airports and require a new focus on data output and its use for performance management on all organizational levels. Big data, artificial intelligence and innovative technologies are the major topics for airports worldwide. However, often overlooked is the use of existing data, automatically produced by systems and tools, for gaining transparency over passenger processes in the terminal. This speech will show how processing existing information into the right harmonized overarching KPIs and visualizing them for straightforward usage for up to top-level management can have a significant impact on an airport's terminal performance.

OPENING DAY PARTY

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CONFERENCE PROGRAMME

DAY 1 / TUESDAY, MARCH 31

09:00 - 17:30

TECHNOVATION: INNOVATION, TRANSFORMATION & PAX JOURNEY

09:00

INTRODUCTION BY CONFERENCE CHAIRS

Maurice Jenkins, division director, information systems, Miami Dade Aviation Department, USA

Al Lyons, SVP firmwide director of IT & electronic systems, HOK, USA

09:05

AUTONOMOUS SERVICE ROBOTS AS NEW MEMBERS OF YOUR TERMINAL STAFF

Ulrich Hoffrichter, manager innovation and strategy, Fraport AG, Germany

Frankfurt Airport's terminal innovation team is constantly looking for new ways to streamline processes or to create new services for passengers. One example is the ongoing proof of concept of an autonomous robot that will guide passengers to their gates and at the same time carry their hand baggage. The smart and highly attention-grabbing vehicle has already proved its skills and is now in a phase of fine-tuning.

09:35

STRATEGIC TECHNOLOGY DRIVES PASSENGER EXPERIENCE

Alexandros Ziomias, acting director IT&T business unit, Athens International Airport, Greece

Nektarios Psycharis, team leader IT&T business analysis and project management, Athens International Airport, Greece

The presentation will depict the challenges and opportunities of a modern airport technology agenda. The emphasis will be on technology-driven airports and the impact of these technologies on passenger experience. This session will cover case studies such as enhancing passenger seamless travel utilizing biometrics, use of robotics (Pepper), etc, which improve the passenger journey and create operational efficiencies.

10:05

LYON AIRPORT – VINCI AIRPORTS CENTER OF EXCELLENCE FOR CUSTOMER EXPERIENCE

Valérie Vesque-Jeancard, France and Americas area director, VINCI Airports, France

With more than 20 innovation projects underway, Lyon Airport has been chosen by Vinci Airports to be one of its three centers of excellence, focusing on customer experience. Experiments are being carried out in several fields to offer passengers a personalized and enjoyable journey: automated valet parking solution, chatbot, marketplace to find services provided both by

airport and partners, check-out and delivery of luggage at home, special services for premium passengers and families, and soon a biometric end-to-end journey. The center of excellence relies on strong involvement of airport teams, specific tools and methods, and an incubator.

10:35 - 10:55

BREAK



10:55

TRANSFORMING THE AIR PASSENGER TERMINAL EXPERIENCE WITH BIOMETRICS

Greg Forbes, managing director - airport experience, Delta Air Lines, USA

Raffie Beroukhim, senior vice president, NEC Corporation of America, USA

Since the initial launch of the first curb-to-gate biometric experience in Atlanta's International Concourse F, Delta Air Lines has expanded biometric services at international departure gates in at least six airports across the USA, with more to come. But building this experience was a complex project that required countless hours of preparation, design and persistence. Exactly how did Delta, in partnership with the Department of Homeland Security and NEC, team up to design and deploy such an innovative experience at some of the country's busiest airports?

11:25

THE SEAMLESS FUTURE OF THE AIRPORT JOURNEY

Ahmad Al Lawati, acting head of ICT strategy, Oman Airports, Oman

Biometric travel has been at the forefront of aspiration for airports across the world. As technology improves, the aviation industry has welcomed the change and begun to leverage it to increase both security and facilitation, two terms that historically sat on opposing sides of the balance. The implementation of such technology stretches across many use cases, which will lead to improvements in operational performance, commercial revenues and the guest experience.

11:55

PANEL DISCUSSION: BIOMETRICS BIG PICTURE

Katherine Goudreau, managing director, facilities, American Airlines, USA

Hans Thilenius, deputy executive director, terminal development and improvement program, Los Angeles World Airports, USA

Stu Garrett, director of aviation technology, Burns & McDonnell, USA

The panel will discuss the current state of biometrics in the aviation industry, including opportunities, challenges, privacy concerns and what the early results are telling the industry. Why does biometrics matter to the industry and passengers? How are airlines/airports currently adapting? What are the early results to quantify ROI and payback? What are the primary barriers to adoption – social (bias/privacy), technical and economic? What is the role of privacy? What are the early results revealing about the technology, human behavior and future opportunities?

12:55 - 14:15

LUNCH



DAY 1 / TUESDAY, MARCH 31, 2020

14:15

HOW EASYJET IMPROVES CUSTOMER EXPERIENCE WITH SELF BAG DROP WHILE OPTIMIZING ITS PROPOSITION

Thomas Doogan, head of commercial ops revenue, easyJet Airline Company Limited, UK

Declan Austin, managing director, Materna PLC Great Britain, UK

In 2016 easyJet started a transformation project at London Gatwick Airport. Within this project the airline moved from a split-terminal operation to a new passenger experience with a 100% self-bag-drop offer for its passengers. Thanks to the automated processes, the stakeholders, airline, airport and passengers benefit from reduced waiting times and high-speed service. To give passengers more comfort, easyJet added functionalities such as Chip and PIN payments and biometrics. The airline is a pioneer in digitization and automation while creating new revenue opportunities. This helps it strengthen its proposition.

14:45

PANEL DISCUSSION: A NEW AGE FOR AUTOMATED GATES IN AIRPORTS

Douglas Wycoff, senior manager client services and innovation, Tampa International Airport, USA

Eric Montplaisir, deputy director, passenger process evolution, Aéroports de Montréal, Canada

Mara Winn, acting division director of the innovation task force, Transportation Security Administration, USA

Pedro Ferreira Alves, senior vice president global sales for passenger flow facilitation and border control, Idemia, France

Panel Moderator: Herve Muller, general manager, North America, IER, USA

Self-boarding gates have been used for about two decades in airports with mixed adoptions around the world. Biometrics integration is helping to make a business case for the deployment of these gates. Other areas of the airport are increasingly being equipped with automated gates: access to the security checkpoint, access to terminal shuttle trains and access to international departure areas. Technology improvements in terms of unicity detection, reliability and costs make automated gates an appealing solution to improve efficiency and the customer experience.

- A new use case for automated gates in airports – bringing higher efficiency, reduced manpower costs and improved passenger experience
- The high unicity detection of modern e-gates allow them to efficiently handle autonomous operations
- The innovative uses of gates in airports (panel examples)
- Benefits are not limited to boarding gates

15:15 - 15:30
BREAK



15:30

PASSENGER FLOWS AT AIRPORTS: BIG DATA AND OPERATIONAL PERFORMANCE

Bastien Bernard, airport operations director, Groupe ADP, France

Major airports are facing – or will likely face in the near future – flow capacity constraints (ground transportation, check-in, security checks, border controls, etc) degrading flight

punctuality and passenger and airline satisfaction. Airports are becoming increasingly ‘smart’ but are themselves complex ecosystems to optimize. As available data skyrockets and passengers’ expectations become higher and higher, big data applications are promising. This presentation looks at how figures can help to better understand the airport processes and improve operational performance efficiently.

16:00

EVOLUTION OF TORONTO PEARSON AIRPORT IN TODAY'S DATA-DRIVEN SOCIETY

Rami Hindieh, associate director - enterprise data management, Greater Toronto Airports Authority, Canada

The presentation will discuss Toronto Pearson Airport's evolution in transforming vast streams of data into seamlessly flowing information for predictive airport analytics to enhance the passenger experience and the operational efficiencies of the airport. During this evolution, we explore how the airport is preparing for the next generation of technology by leveraging data as a strategic asset to position the airport to meet KPIs and encourage innovation across departments. We also look at how the airport has leveraged blockchain to share and distribute information to further enhance the passenger experience when it comes to tracking baggage.

16:30

SHARING AIRPORT DATA – INCREASING THE VALUE OF DIGITAL ASSETS

Aneil Patel, vice president, air policy, ACI NA, USA

There is a need for airport operators to create a collective value for all stakeholders. Airport operators continuously collect data and information related to the physical and operational characteristics of all of the airport facilities. The Airport Data Portal is the data aggregator for third parties (such as airlines, travel apps, etc) that can access data for multiple airports in a standardized format using a single portal. Passengers want access to accurate and real-time information from airports, which is often provided via third parties. Airports create more collective value in providing an industry Airport Data Portal.

17:00

CROSS-COMPANY DATA SHARING: UNDERSTANDING PASSENGER BENEFITS AND COMPLEXITY FOR STAKEHOLDERS

Wolfgang Bublitz, managing consultant, Lufthansa Consulting, Germany

Today, it is common knowledge that increased data sharing can help to solve issues alongside the customer travel journey. However, where to start? What is needed to successfully establish data sharing with another party? The presentation will show that starting with the customer perspective is the key approach to identifying win-win use cases. Most importantly, actual use cases will be discussed in which the involved parties managed to set up a successful method of data sharing. Corresponding strategic rationales, challenges and opportunities will be examined from the passenger's as well as the sharing party's perspective.

OPENING DAY PARTY

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CONFERENCE PROGRAMME

DAY 2 / WEDNESDAY, APRIL 1

09:00 - 17:30

AIRPORT CITIES, TRANSPORT CONNECTIONS & REGIONS

09:00

INTRODUCTION BY CONFERENCE CHAIR

Léa Bodossian, managing partner, Airspire, Belgium

09:05

REGIONAL CONNECTIVITY SCHEME, WITH A PARTICULAR FOCUS ON INDIA

Nandita Bhatt, joint general manager architect, Airports Authority of India, Indian Aviation Academy, India

As the Indian economy grows, consumption-led growth in populated metros is expected to spill over to hinterland areas. This is also expected to be due to production becoming more expensive in the densely populated metro cities. In this scenario, air connectivity can provide the required impetus to the economic growth of regional centers. In this context, one of the key objectives of NCAP 2016 is to 'establish an integrated ecosystem that will lead to significant growth of the civil aviation sector'.

09:35

HOW A REGION CAN POSITIVELY AFFECT LOCAL AIRPORT DEVELOPMENT

Marja Aalto, director air transportation development, Business Tampere Oy, Finland

It's difficult to get airlines to commit to flight operations in remote areas of Europe. When the market is closed, the location is far away, and your region is unknown by airlines and tour operators, and when there are only a few airlines operating from your airport – is there a way to make you known to the world? This presentation showcases how a small region can take matters into its own hands and raise awareness of its existence. With successful marketing and development work, the Tampere region has gone from being a hidden and unknown place to a known opportunity for new companies.

10:05

AIR-RAIL LINK TRANSPORT-ORIENTED DEVELOPMENT: THE GREEN WAY

Julianna Moats, principal engineer, WSP, UK

The Green Way, a new rail link to Heathrow Airport, blends sustainable airport access with sustainable job and housing growth in the west of London, using new connectivity to spur transport-oriented development. This presentation will detail the design evolution, the public-private joint working practices, the political engagement requirements, and advice for other air-rail schemes to enhance business cases and political appeal.

10:55

AN INNOVATIVE LEARNING LAB AT THE CENTER OF CDG AIRPORT

Elisabeth Le Masson, delegate for economic development and job creation, Groupe ADP, France

The companies of the airport area have difficulty recruiting employees trained in the basic skills required for working in an international, customer-focused and increasingly digitized environment. Employees have to adapt to organizational and technological changes. Paradoxically, the training organizations in the airport area often face not fully booked training sessions. In addition, some students stop the training session before the end or struggle with traditional learning methods. The Learning Lab will be an ecosystem of experimentation and innovation on new forms of work and collaborative learning at the heart of CDG Airport.

11:25

REDUCING AIRPORTS' PROPERTY TAX BILLS

Mike Brown, Honorary Research Fellow Imperial College London, Strategic Advice for Great Airports, Canada

Most airports pay taxes or business rates to local municipalities or make payments in lieu. These amounts are often substantial. What most airports fail to realize is that their investment in infrastructure and connectivity shows up in the value of surrounding commercial properties, giving a beneficial uplift in value for the municipality, which could offset some of the airport's tax liability.

11:55

PANEL DISCUSSION: TERRITORIAL IMPACTS ON THE AIRPORT OF TOMORROW

Johanna Rajala, district architect Aviapolis, City of Vantaa, Finland

Bernadette Quinn, senior executive planner, Fingal County Council, Ireland

Alexandre Pueyo, departmental councilor - Cergy 2, Cergy, France

Joachim Wempe, managing partner, GeraeuscheRechner, Germany

Panel Moderator: Marius Nicolescu, secretary general, Airport Regions Conference, Belgium

What are the challenges and opportunities that local authorities and communities will bring to the airport of tomorrow? Exploring the interconnection between land use planning, environmental concerns and airport growth, looking at the next decades, how is the role of local actors changing the face of airport areas?

- The role local authorities play in airport development
- Citizen concerns – are they always heard?
- How do communities perceive airport growth?
- Best practices from local authorities in terms of land use

10:35 - 10:55
BREAK



DAY 2 / WEDNESDAY, APRIL 1, 2020

- planning in airport areas
- Best practices in working together: local authorities and airports

12:40 - 13:45
LUNCH



13:45 CONNECT | EVOLVED – A SKYPORT FOR THE CITY

John Trupiano, principal, Corgan, USA

After the Uber Mega Skyport concept – CONNECT – was introduced, the designers were asked to apply what they learned from developing a solution for major episodic events to a scaled-down version appropriate for the urban environment. CONNECT | EVOLVED approaches air mobility on an urban scale with a solution that can easily be placed into the existing community framework. It explores the dynamics of a newly constructed Skyport as well as how to adapt the solution to repurpose existing infrastructure in the urban core.

14:15 PANEL DISCUSSION: URBAN AIR MOBILITY – ARRIVING SOON AT YOUR AIRPORT

Jens Grabelev, vice president information management, Fraport AG, Germany

Ansgar Sickert, liaison to EASA, Fraport AG, Belgium

Andre Biestmann, director airspace and ANS support, DFS Deutsche Flugsicherung GmbH, Germany

Jörn Jaeger, head of airspace integration and infrastructure, Volocopter GmbH, Germany

Panel Moderator: Paul Hermans, senior airport planner, Arup, Netherlands

Urban air mobility is an emerging technology anticipated to see rapid growth in the coming decades, providing new connectivity between airports and cities. This panel will explore the topic of integrating UAM services into airports, covering requirements for infrastructure, aircraft and passenger operations and airspace requirements. A key integration aspect will focus on the essential collaboration between the main system partners: aircraft manufacturers, operators, airports and ATC. Taking the experience of the panelists from undertakings in the USA, Australia and Germany, the panel will discuss the approach to making a success of eVTOL operation and integration in the airports.

- How to establish and integrate a quality passenger service and experience
- What are the regulatory challenges?
- Who are the main parties to be involved?
- What are the infrastructure and aircraft handling challenges?
- How can UAM operations be integrated into the airport's airspace and ATC?

15:15 - 15:30
BREAK



15:30 HOW EMERGING NEW MOBILITIES WILL REVOLUTIONIZE AIR TRANSPORT AND CITIES

Manuel Chaufrein, CEO and founder, Avairx, France

Through an analysis of airport areas' sustainable development goals, we will analyze how emerging transport systems and new mobilities represent new challenges and offer fantastic opportunities that airport managers may seize to support their growth and develop new business.

16:00 THE AIRPORT – A PLAYGROUND FOR AUTONOMOUS MOBILITY

Hélène Bout, innovation project manager, Groupe ADP, France

Improving access and mobility at an airport is a crucial issue. To meet these challenges, airports leverage a wide range of mobility solutions, including autonomous mobility. After successful first experiments, it is time to establish ambitious roadmaps for autonomous mobility at airport platforms to identify and prioritize the implementation of use cases, whether for the transport of goods or passengers, landside as well as airside, indoors and outdoors. This unprecedented work will help to structure airports' approach to autonomous mobility by offering the emergence of real services that are useful to passengers and airline customers.

16:30 AUTONOMOUS VEHICLES AND SYSTEMS AT AIRPORTS: GUIDELINES AND USE CASES

Dr Kirk Goodlet, director, terminal operations, Winnipeg Airports Authority, Canada

Arturo Garcia-Alonso, managing director, Airport Intelligence SL, Spain

This past November, ACI World released the publication 'Autonomous Vehicles and Systems at Airports - 2019'. This report, developed by a taskforce of airport experts from the ACI Facilitation and Services Standing Committee, is designed to increase the aviation community's familiarity with autonomous machines and technologies. In this panel, several members of this taskforce will discuss some of the first attempts at integrating autonomous machines in airports and identify key opportunities and concerns related to this new technology.

17:00 NEW MOBILITY SERVICES AND THE MOBILITY HUB OF THE FUTURE

Bruno Mario Lochbrunner, mobility entrepreneur, SBB AG, Switzerland

The mobility of the future is on our doorstep and SBB AG wants to contribute to shaping this future. This is why the New Mobility Services unit was launched in 2019 with the aim of rethinking and redefining mobility on the road, in the air and on water. This applies to the whole of Switzerland, as a model for the rest of the world. The mobility hub will be an important pivotal point in this future. SBB has taken on the task of further developing this hub and designing its mobility areas (for example, parking areas).

SKYTRAX WORLD AIRPORT AWARDS

CEREMONY & DRINKS RECEPTION!

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CONFERENCE PROGRAMME

DAY 2 / WEDNESDAY, APRIL 1

09:00 - 17:00

AIRPORT DESIGN,

PLANNING & DEVELOPMENT

09:00

INTRODUCTION BY CONFERENCE CHAIRS

Paolo Bianchi, head of infrastructure strategy and planning, Bologna Airport, Italy
Mark Wolfe, principal, Hassell, Australia

09:05

DEVELOPING VICTORIA'S GATEWAY

Simon Gandy, chief strategy and development officer, Australia Pacific Airports Corporation, Australia

From strategy to operation, this presentation will explain how we are shaping and delivering a future airport that Melbournians can be proud of.

09:35

DELIVERING THE MANCHESTER AIRPORT T2 TRANSFORMATION PROJECT

James Lord, engineering/delivery director, Manchester Airport Group (MAG), UK
Julian Sheppard, UK aviation sector director, BuroHappold Engineering, UK

Manchester Airport Group is investing £1.2bn to transform Manchester Airport into a world-class operation with significant enhancements to current facilities and major improvements to customer experience. The transformation will see Terminal 2 more than double in size through a terminal extension, new airfield piers, baggage halls and a short-stay car park as well as airfield efficiencies to maximize the potential of Manchester's two runways. The presentation will focus on how the combined client and consultant team steered the design while overcoming considerable program and operational constraints.

10:05

HEATHROW WEST – THE ALTERNATIVE PROPOSAL FOR EXPANSION AT HEATHROW

Graeme Power-Hosking, design and delivery director, Heathrow West Ltd, UK
Maurice Rosario, director, Scott Brownrigg, UK

The Heathrow West proposal provides for all expansion in one location with a significant reduction in land take and environmental and community impacts. Working with airlines and operating partners, it provides an affordable solution that will create a new West terminal campus between a new Terminal 6 and existing Terminal 5 with an integrated transport interchange at its heart. The vibrant design is responsive to its context; it is flexible, sustainable and prioritizes hospitality, safety and security. A design informed at every step by the needs of all customers, it strives to provide hospitality standards that ensure passengers become our 'guests' of the future.

10:35 - 10:55
BREAK



10:55

DEVELOPING FOR AIRPORT GROWTH IN A TOURISM-FOCUSED CITY

Chris Mills, chief executive officer, Queensland Airports Limited, Australia

The presentation will explain how current masterplanning and development activity is transforming Gold Coast Airport to meet growth needs, optimize customer experience and deliver shareholder value. The Gold Coast is an area where tourism is the number one industry, and the airport provides an important first and last impression. A significant development program is underway to meet these needs. In 2018 the city hosted the Commonwealth Games, which delivered a number of key lessons.

11:25

THIS IS NOT (ONLY) A PASSENGER TERMINAL

Michele Miedico, head of planning, environment and compliance department, Naples International Airport, Italy
Federico Raja, airports planning, Ge.S.A.C. SpA - Naples International Airport, Italy

Like the famous painting 'Ceci n'est pas une pipe' by René Magritte, we too may say that the new passenger terminal at Salerno Pontecagnano Airport is not only a passenger terminal: it is definitively something more! The new terminal is part of an innovative project that will bring a new dimension to the airport. The design of the terminal will apply innovative schemes, with a new sustainability vision. This means new investments, a new landscape and a new cultural identity. In short: a new life.

11:55 - 13:15
LUNCH



13:15

WESTERN SYDNEY AIRPORT – A NEW GATEWAY TO AUSTRALIA

Scott Ifield, GM airport planning and technology, Western Sydney Airport Company, Australia
Cristiano Ceccato, associate director, Zaha Hadid Architects, UK

Western Sydney Airport (WSA) is a new greenfield airport in Badgerys Creek in the western district of Sydney. WSA is the only new airport to be constructed in Australia for over a generation and is the largest federal government project under development today. This presentation will showcase how WSA was developed from its inception through to the selection process for the master architect. The audience will learn about the airport's phased growth, and how the design for the terminal is built on sustainable planning principles and modular architecture to create an unmistakable new national gateway to Australia. ZHA and COX were appointed as master architect in late October 2019.

13:45

SOLIDARITY HUB – SHAPING THE FUTURE WITH INNOVATIVE IDEAS AND SOLUTIONS

Franciszek Ryczer, director of design and engineering, airport planning and development, Solidarity Transport Hub Poland, Poland

Przemysław Walędzia, airport planning manager, Solidarity Transport Hub Poland, Poland

Solidarity Transport Hub is a greenfield airport project in the heart of Europe with ambition to be the main Central Eastern European transport hub, while becoming a state-of-the-art airport of the future. How to ensure that what is envisioned and planned today will be modern and incorporate future technologies when opened? How to prepare for technologies that are not

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yet dreamed of? In the form of a verbal duel, our speakers will present how to effectively plan and deliver a project while remaining extremely flexible and adaptive to changing trends.

14:15

BUILDING AN AIRPORT THAT REFLECTS YOUR REGION

Paul Hoback, chief development officer, Pittsburgh International Airport, USA

Pittsburgh International Airport has engaged a world-class design team to incorporate the region's best assets (nature, technology, community) into the design and construction of a new US\$1.1bn terminal and multi-modal complex set to open in 2023. The airport is collaborating with local vendors, small businesses, disadvantaged business enterprises, artists and stakeholders to create a facility that truly reflects and embodies the community. The airport has established program advisory groups and incorporated principles of universal design and operational readiness into all program phases to ensure that the new Pittsburgh International will be an unforgettable destination for 10 million annual travelers.

14:45

ILAN AND ASAF RAMON INTERNATIONAL AIRPORT

Amir Mann, architect, Mann-Shinar Architects & Planners, Israel

Ramon International Airport is Israel's first civil airport built from scratch (greenfield), servicing the Red Sea resort city of Eilat and the surrounding region. Commissioned by the Israel Airport Authority, the project was handled from A to Z by the architects in their role as design managers, leading to significant achievements: completion within budget, significantly lower than similar projects in the world; on time with unusually tight schedules, leading over 45 consultant and planning teams; a completely new international airport, unified under one design – from masterplan to check-in counter, technologically cutting-edge, 'green' and environmentally friendly through creative site-specific solutions.

15:15 - 15:30
BREAK



“It was an excellent event in terms of both expo and sessions! It was a great chance to share experience and knowledge with the different airports from all around the world. I gained invaluable insights on where the aviation sector is heading”

**Ismihan Baysal Anderson, IT director,
Istanbul Sabiha Gökçen Airport, Turkey**

15:30

PANEL DISCUSSION: DESIGNING TO WORLD CLASS – JFK INTERNATIONAL AIRPORT

Huntley Lawrence, director, aviation department, Port Authority of New York & New Jersey, USA

Mark Husser, partner, Grimshaw, USA

Panel Moderator: Chris Chalk, global aviation sector leader, Mott MacDonald, UK

We are developing a masterplan for JFK International Airport's redevelopment. This panel discussion will highlight what makes a world-class airport that goes beyond amenity, and how JFK's masterplan celebrates the essential qualities of New York City to ensure a memorable passenger journey. Huntley Lawrence will discuss the Port Authority's ambitions for the airport and how this was developed, Mott will discuss the Port Authority's ambitions and its integral work on governance, and Grimshaw will offer a perspective on design excellence.

- The specific tools and strategies used to develop best-in-class facilities and operations
- How the study of nearby neighborhoods is shaping the framework
- Specific design solutions that will provide unprecedented benefits to users
- Challenges we faced and solutions
- How multiple stakeholders on a large team can work together to deliver the highest-caliber results based on their individual expertise

16:15

PANEL DISCUSSION: INCREASING CAPACITY WITHIN AN EXISTING TERMINAL

Stephen Sisneros, managing director - airport affairs, Southwest Airlines, USA

Don Ostler, program manager, Southwest Airlines, USA

Matthew Ross, senior vice president, AvAirPros, USA

Panel Moderator: Tim Hudson, principal, Gensler, USA

Today's commercial service airports are experiencing unprecedented growth and passenger activity levels. Airport real estate comes at a premium cost, if it is available at all. At Los Angeles International Airport Terminal 1, Southwest Airlines has partnered with LAWA to modify and renovate their existing facilities to address increased passenger levels while providing an authentic LA experience – within the existing Terminal 1 footprint. This panel will share lessons learned from this multi-year project, with a focus on how impacts on ongoing operations and passenger experience were managed, while resolving facility capacity and passenger amenity needs.

- How to deliver a positive customer experience throughout an active terminal modernization program
- How to manage complex terminal renovation projects in an active environment

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CONFERENCE PROGRAMME

DAY 2 / WEDNESDAY, APRIL 1

09:00 - 17:30

AIRPORT DESIGN, PLANNING & DEVELOPMENT – MIDDLE EAST & ASIA

09:00

INTRODUCTION BY CONFERENCE CHAIRS

Ashwini Thorat, head airport planning, GVK, India
Jacques Khoriaty, Middle East & South Asia aviation director, Egis, United Arab Emirates

09:05

HOW TO WIN A CHINESE AVIATION COMPETITION

Max Connop, global design principal, Aedas, Hong Kong
In 2018, an international airport competition was announced in Yantai, a key gateway business city in the eastern province of Shandong. Five teams comprising local and international consultants submitted designs. This presentation will explain the strategic approach the winning team took to develop their concept submission and how this approach provides a good framework for subsequent Chinese aviation projects. Challenging masterplan assumptions, concourse flexibility, stand optimization, risk-mitigated structure and culturally relevant design all contributed to the winning concept. Following the win, the team further enhanced the competition scheme focusing on the client's key drivers.

09:35

CAPACITY REQUIREMENTS AND OPERATIONAL EFFICIENCY

Ioannis Metsovitis, SVP operations, Hamad International Airport, Qatar

Airport expansion plans to support the growth in airline demand and accommodate the preparations for mega-events.

10:05

BEST PREPARATION FOR THE TOKYO 2020 OLYMPIC AND PARALYMPIC GAMES

Misako Okawara, manager, Japan Airport Terminal Co Ltd, Japan
Haneda Airport's passenger terminals are being expanded and renovated to accommodate increasing demand. Slots at Haneda Airport will be increased by 39,000 just before the 2020 Games in next year's summer schedule. There are plans to introduce innovative new technologies such as Fast Travel and OneID. The presentation will discuss these topics and share some of the measures taken to prepare for the upcoming Tokyo 2020 Olympic and Paralympic Games.

10:35 - 10:55
BREAK



10:55

BLR 2030: REIMAGINING INDIA'S FASTEST-GROWING GATEWAY

Satyaki Raghunath, chief strategy and development officer, Bangalore International Airport, India

The presentation will focus on the masterplan update for Kempegowda International Airport, Bengaluru (KIAB). This will include development strategies to meet demand through 90 mppa by 2030.

11:25

AN AIRPORT FOR THE PEOPLE

Mohamed Yousif Al Binfalah, chief executive officer, Bahrain Airport Company, Bahrain

Due to the ever-expanding aviation industry, the Kingdom of Bahrain's Ministry of Transportation and Telecommunications and the Bahrain Airport Company have immersed themselves in developing an encyclopedic project known as the Airport Modernization Program. The AMP aims at elevating Bahrain International Airport by means of updating the current infrastructure and services. Given the size of the project, it is expected that the airport's capacity will increase to accommodate 14 million passengers annually. The project will capitalize and build on the Kingdom's historical position, ultimately transforming it into a vibrant platform that invests in boosting efficiency and reinforcing the role it plays in Bahrain's gateway to the world.

11:55

PANEL DISCUSSION: AIRPORT LEADERS FORUM

Panelists to be announced

12:40 - 13:45
LUNCH



13:45

RENAMING OF TAXIWAYS DUE TO MAJOR AIRPORT EXPANSION

Eileen Pang, manager, Changi Airport Group (Singapore) Pte Ltd, Singapore

Changi Airport has embarked on a massive five-phase project to rename its taxiways as part of preparation works for Changi East and airport expansion, which includes a third runway. This is the first time that Changi has renamed its taxiways airport-wide since opening 38 years ago. The implementation is challenging as the change has to be carried out amid Changi's busy traffic. Intricate planning with relevant stakeholders has been necessary to minimize disruption to operations and for the changes to be carried out efficiently and safely.

14:15

DUBAI AIRPORTS ASSET CONDITION SURVEY AND INVESTMENT COST MODELING

Lal Mathew, director, asset reliability and engineering performance, Dubai Airport, United Arab Emirates
Martin Vallance, business consultancy specialist, Atkins, United Arab Emirates

Dubai Airport, operational since 1960, has a rich history of assets, augmented over many phases in the last 58 years to address capacity demands and modernization. With a capacity of more than 90 million today, Dubai Airport has a large asset base of mixed age and reliability profiles. Preparing for future investments based on well-informed inputs, ensuring optimum timing and maximum benefits, is critical to the continued success of the airport. Join the presentation to learn how a set of 'asset investment planning decision support capabilities' were developed to deliver on Dubai Airport's vision for the future.

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14:45

TERMINAL 3 EXPANSION PLAN AT NARITA AIRPORT

Yusuke Kato, senior manager, Narita International Airport Corporation, Japan

Terminal 3 is the dedicated LCC terminal at Narita Airport, which opened in 2015 with a capacity of 7.5 million passengers a year. Steady growth in LCC in Japan caused severe congestion in T3. We decided to expand the terminal to double the capacity and enhance the passenger experience. First, we segregated the departure and arrival flows by extending the terminal to have an arrival lobby. The access walkway from Terminal 2 will be replaced by a wider and safer corridor and the distance between these two terminals will be reduced. Passenger experience will be dramatically improved by introducing a hold baggage screening system, self-bag-drop equipment and smart security.

15:15 - 15:30
BREAK



15:30

NEW GREENFIELD AIRPORTS IN INDONESIA

Ramdan Pradhan, vice president corporate planning and transformation, Angkasa Pura I, Indonesia (invited)

16:00

CLARK AIRPORT – A NEW GATEWAY TO THE PHILIPPINES

Joshua M Bingcang, senior vice president for conversion and development, Bases Conversion Development Authority (BCDA), Philippines

Athanasios Deriziotis, project director, Egis, France

The presentation will introduce Clark Airport as a future gateway to the Philippines to serve the development of New Clark City. This project has been driven by the Philippines Bases Conversion Development Agency (BCDA) and is implemented under a hybrid PPP scheme made of an EPC contract on the one hand and an O&M service provider contract on the other. This iconic project is one of the most ambitious in the Philippines, and more generally in the dynamic ASEAN region. The airport will serve a brand-new metropolis, thus providing many opportunities for airport industry stakeholders.

16:30

SHANGHAI SOUTH SATELLITE: THE WORLD'S LARGEST AND MOST COMPLEX CONCOURSE

Shanshan Li, regional manager, corporate real estate, China, Delta Air Lines, China

Jonathan Massey, managing principal, Corgan, USA

The PVG South Satellite, which opened at Shanghai Pudong International Airport in September 2019, is the largest and most complex of its kind in the world. This 100-gate, 670,000m² square meter concourse provides immense operational flexibility despite its complex passenger flow and segregation requirements. There were unique challenges, including the requirement for swing gates, the need for segregated domestic/international and arriving/departing passenger flows on a common APM platform, and a large number of gates required within an acceptable walking distance. The story will be presented by a key airline stakeholder and the project's design architect.

17:00

STATE-OF-THE-ART CAMPUS SETS A NEW STANDARD IN AIRLINE OPERATIONAL EXCELLENCE

Serap Okcu, manager, airport investments and transfer planning, Turkish Airlines, Turkey

Joseph Gonzalez, FAIA, global director of design, Ghafari Associates, LLC, USA

With the development of an all-new airport in Istanbul came the opportunity to plan and design a state-of-the-art operational campus for Turkish Airlines (THY) comprised of over 50 next-generation support facilities. The campus will total over 650,000 square meters (7 million square feet) and set a new standard in airline operational excellence. Our design is not only highly functional, but imparts a unified visual identity that thoughtfully applies the airline's revamped global brand. Attendees will learn how we incorporated innovative technology and sustainable materials to develop a cohesive design representative of THY's ambitious growth, corporate rebranding efforts and overall vision.

SKYTRAX WORLD AIRPORT AWARDS

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DAY 2 / WEDNESDAY, APRIL 1

09:00 - 17:30

AVIATION SECURITY, BORDER

CONTROL & FACILITATION

09:00

INTRODUCTION BY CONFERENCE CHAIRS

Dr Jean Salomon, principal, European Association for Biometrics, France

Neville Hay, director of training, Interportpolice, UK

FRONTIERS IN BORDER MANAGEMENT SECURITY

In association with EAB - European Association for Biometrics



09:05

DHS SCIENCE AND TECHNOLOGY BIOMETRIC AND IDENTITY TECHNOLOGY CENTER RESEARCH

Arun Vemury, director, Biometric and Identity Technology Center, US Department of Homeland Security, Science and Technology Directorate, USA

The DHS Science and Technology Directorate (S&T) Biometric and Identity Technology Center is S&T's core biometric and identity RDT&E capability to drive enduring efficiencies and biometric innovations across DHS. The technology center's research focuses on enhancing collection and matching capabilities; data security, privacy and integrity; next-generation identity documents and transactions; and identity linking and correlation.

CONFERENCE PROGRAMME

09:35

ARE INTEROPERABLE BIOMETRIC IDENTITIES WORTH THEIR IMPACT ON THE BORDERS?

Nicolas Goniak, advisor - IT, Ministry of the Interior, France

In 2015-16 Europe endured a rise in terrorist attacks, some of which took advantage of multiple identities made possible by the diversity of immigration and security databases across Europe. Several regulations under the 'interoperability' banner have been devised since then, and now promise to fill the gaps. Borders will be stronger based on more reliable identities and more thorough checks. For that to happen, border crossing will move from a (simple) ID-and-document check to a whole ID registration. Authorization systems (ETIAS and visa) upstream and more automation in airports will reduce the tasks of the border guard. Will this be sufficient?

10:05

RECENT EES-SBMS ADVANCES

Richard Rinkens, coordinator for biometrics and identity management, European Commission, Belgium (invited)

10:35 - 10:55
BREAK



10:55

THE POWER OF IDENTITY - LEVERAGING BIOMETRIC IDENTITY SERVICES

John Boyd, assistant director, futures identity, USA Department of Homeland Security - Office of Biometric Identity Management, USA

The Office of Biometric Identity Management (OBIM) provides the US Department of Homeland Security and its mission partners with biometric identity services that enable national security and public safety decision making. This presentation will focus on the role of an enterprise-level service provider of biometric identity services, discussing current customers and multimodal capabilities, and looking at the Homeland Advanced Recognition Technology (HART) currently being developed: its role as a biometric identity services provider, support to the mission partners, leveraging current and future technology.

11:25

PANEL DISCUSSION: FRONTIERS IN BIOMETRICS: CONCERTED BORDER CLEARANCE CHALLENGES AND ACHIEVEMENTS IN AIR TRANSPORTATION

Arun Vemury, director, Biometric and Identity Technology Center, US Department of Homeland Security, Science and Technology Directorate, USA

Nicolas Goniak, advisor - IT, Ministry of the Interior, France

Richard Rinkens, coordinator for biometrics and identity management, European Commission, Belgium (invited)

John Boyd, assistant director, futures identity, USA Department of Homeland Security - Office of Biometric Identity Management, USA

Panel Moderator: Dr Jean Salomon, principal, European Association for Biometrics, France

11:55 - 13:15
LUNCH



13:15

USING BIOMETRICS TO IMPROVE EFFICIENCY AND SECURITY

Thiago Meirelles Fernandes Pereira, general coordinator, Brazilian Ministry of Infrastructure, Brazil

Carlos Eduardo Gomes Souza, coordinator, Brazilian Ministry of Infrastructure, Brazil

Each year the challenges of airport management become more relevant. In many cases, existing infrastructure cannot keep up with the increase in passenger volume. Thus, having good management of available resources is essential, as is the implementation of new technologies and processes to utilize the full potential of available infrastructure. The Brazilian government understands the importance of efficiency to address this issue. It is focused on improving passenger facilitation without compromising security, and is implementing end-to-end biometrics from check-in to boarding the aircraft, developing a large passenger identification and risk analysis system based on biographical and biometric traveler data.

13:45

THE EFFECT OF THE INTRODUCTION OF THE EUROPEAN ENTRY-EXIT SYSTEM AT AIRPORTS

Dr Kai Wendler, senior team leader process and checkpoint management, Fraport AG, Germany

The challenge of EES is how to collect all relevant biometric and personal data of travelers. Border control checks at airports are particularly critical because any prolongation of the actual process might lead to longer waiting times for passengers, with unpleasant situations especially during peak times. The use of self-service kiosks at the airport is one solution; another option seems to be online (APP) and off-airport registrations. There is no perfect solution yet, but it is clear that all relevant stakeholders, authorities, airlines and airports have to find the optimum way to integrate and facilitate the entry-exit system.

14:15

HOW GOOD IS PASSENGER-ENTERED APIS DATA?

Simon Watkin, senior official, Home Office, UK

Irra Ariella Khi, co-founder and chief executive officer, Zamna (formerly known as VChain Technology), UK

Governments are increasingly demanding that passenger API should be accurate, and fining airlines when it is not. Furthermore, the growth of electronic travel authorizations (and e-visas) means that airlines will need to be sure that passengers have the required ETA before they board. Zamna's API verification technology has been checking the accuracy of passenger-supplied API provided to several of the world's leading airlines. This presentation will examine how good that API data is and what kinds of mistakes are being made by passengers and airline staff - and their impact on operations before and after the increase in ETAs.

14:45

IDENTITY MANAGEMENT AT TSA

Jason Lim, identity management capability manager, Transportation Security Administration, USA

With rising air travel volumes, evolving security threats and operational constraints, TSA must continue to adopt innovative technologies to enhance security and efficiency, while improving the passenger experience. The use of biometrics will modernize traveler identity verification and improve aviation security against the threat from bad actors. This session will cover TSA's approach to identity management as it relates to physical and digital identities. It will also focus on TSA's latest plans for biometric

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technology deployments at TSA checkpoints to provide modern, intuitive self-service solutions that reduce the reliance on manual and paper-based authentication.

15:15 - 15:30
BREAK



15:30 PANEL DISCUSSION: SEAMLESS TRAVEL AROUND THE WORLD - BEST PRACTICES AND LESSONS LEARNED

Javed Malik, group chief operations officer, Air Asia, Malaysia
Chris Woodroffe, chief operations officer, Gatwick Airport, UK
Ricardo Cerri, CTO, Corporación América Uruguay, Uruguay
Steve Rowland, executive director of operations, Terminal 1, JFK International Airport, USA

Panel Moderator: Celine Canu, head of aviation facilitation, IATA, Canada

Digital identity passenger systems are reshaping and transforming the global travel ecosystem by providing seamless experiences through travel hubs. With single digital identification, passengers are easily recognized by service providers at the departing and arriving airports, thereby eliminating repetitive clearance processes. Ultimately, it will provide a seamless pre-cleared travel experience in nearly every travel scenario. Technologies such as mobile ID, multi-border passenger identification, home-to-home passenger biometric authentication and non-stop, paperless airport clearance are leading this transformation by exploring the full capability and capacity of collaborative stakeholder digital networks for enhanced passenger clearance, flow efficiency, identity security and terminal capacity.

- Establishes industry and government collaboration for a robust and efficient identity management solution across the end-to-end passenger process
- Enables a collaborative solution connecting all points and stakeholders to deliver a secure and seamless home-to-home journey across multiple airports
- Biometric tokens are key to trusted digital identity recognition technology and a collaborative identity management platform supporting a trusted framework among stakeholders
- Sets standards and practices for interoperability harmonization of frameworks, processes, data models and data interchange protocols for aviation and government
- Digital management platforms use a full paperless journey setting new standards in passenger privacy and control of personal data

16:30 FROM ART TO SCIENCE - HUMAN-MACHINE INTERFACE TO MAXIMIZE SCREENERS' CAPABILITIES

Udi Bechor, EVP business development and innovation, ICTS Europe SA, France

This presentation will discuss recent breakthroughs in x-ray screening. We will showcase the results of three pilots at major hub airports, demonstrating how screeners' analytical capabilities and performance can be maximized by combining human and artificial intelligence in one platform, allowing real-time human-machine interface for faster and more accurate visual recognition. At the trials, screening time was reduced by 80% per image, and

the POC demonstrated the potential for networked operator screening to achieve a higher hit rate and lower false alarm. We will present further recruitment and training capabilities and consider the implications of AI-driven automation for processes, infrastructure and labor.

17:00 PANEL DISCUSSION: MOBILE AUTOMATION IN AVIATION SECURITY

Brian Cobb, chief innovation officer, Cincinnati/Northern Kentucky International Airport, USA

Anne Marie Pellerin, managing partner, LAM LHA Consulting, France

Panel Moderator: Donald Zoufal, lecturer / consultant, University of Chicago / CrowZnest Consulting Inc, USA

Advancements in autonomous technology have the potential to significantly enhance the efficiency and effectiveness of aviation security. However, the aviation community must think about which systems will provide the biggest benefit and how they can be integrated into ongoing operations. This panel will explore ongoing developments in autonomous technology, operational concerns and lessons learned from use cases to provide potential adopters of autonomous technologies with a better understanding of available capabilities and the best way to move forward.

- Autonomous technology overview: system types, mobile versus stationary systems, multi-system deployments and data collection
- The right solution: matching autonomous technology and capability with operational need and environment
- Logistics: adjusting for autonomous vehicles in the operating plan
- Use cases and lessons learned

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Everyone is welcome! In the exhibition hall after the conference!



"Congratulations! It was my first time at the conference, and I'd like to say that I expect to be in all other editions of it. Thanks again for the opportunity to attend such a high-level event!"

Carlos Eduardo Gomes Souza, airport performance coordinator, department of planning and management, Civil Aviation Secretariat, Ministry of Infrastructure, Brazil

CONFERENCE PROGRAMME

DAY 2 / WEDNESDAY, APRIL 1

09:00 - 17:30

COMMERCIAL DEVELOPMENT, RETAIL, CONCESSIONS & MEDIA

09:00

INTRODUCTION BY CONFERENCE CHAIRS

Fundi Sithebe, acting CEO, Airports Company South Africa, South Africa

Jeremy Corfield, partner, CPI, Australia

09:05

NEXT-GENERATION RETAILING AT HEATHROW

Fraser Brown, retail director, Heathrow Airport, UK

The presentation will outline how Heathrow sees the future of travel retail and some of the early thinking around how Heathrow is evolving its successful retail model with retailers and brands to ensure it supports the airport's vision of delivering the best airport service in the world and continues to deliver non-aeronautical income for all stakeholders.

09:35

MAKING THE ANCILLARY PIE BIGGER

Kam Jandu, chief commercial officer, Budapest Airport, Hungary

By collaborating with airlines, retailers, brands and technology providers, BUD helped drive incremental sales for all players. This serves as a blueprint for growing ancillary income for all, as opposed to competing with each other for the passengers' wallets.

10:05

ACCELERATING GROWTH WITH A DIGITAL RETAIL MARKETPLACE

Pete Richards, head of omnichannel retail, MAG-O, UK
Christopher Stone, retail trading manager, MAG-O, UK

This presentation will review the growth of MAG-O's digital retail marketplace and the great strides it has made over the past year. With cutting-edge new features, an expanded product range and new payments solutions equipped for the most complex customs regulations, there is a lot of progress to share. The presenters will demonstrate how their marketplace has grown online spend per passenger tenfold in the past 12 months and how they are developing new ways to capture customer spend before passengers travel.

10:35

PANEL DISCUSSION: RETAIL INNOVATION AT YOUR FINGERTIPS

Fraser Brown, retail director, Heathrow Airport, UK

Gilles Brentini, head of strategic innovation and projects, Geneva Airport, Switzerland

Kam Jandu, chief commercial officer, Budapest Airport, Hungary

Mats Berglind, digital innovation manager, Swedavia AB, Sweden

Pete Richards, head of omnichannel retail, MAG-O, UK

A discussion on airport innovation and retail department collaboration – inspiring retail ideas.

- Entrepreneurship and innovation in airport retail
- New business model in airport retail
- Reinventing airport retail – retail innovation case studies
- The future of retail: retail innovation – how to

11:10 - 11:30
BREAK



11:30

FOOD TRENDS: HOW TO CREATE NEW FOOD HALLS IN AIRPORTS

Aude Ferrand, chief retail officer, Groupe ADP, France

The presentation will discuss 'the new food hall' – or how to be inspired by new food trends and transform the dining experience in airports. Over the past few years, Groupe ADP has enriched its commercial development strategy to create a unique dining atmosphere for all passengers departing from Paris airports. The main challenge is to always guarantee the right balance in terms of brands and their diversity, the true storytelling and the unique experience to clients, but also to ensure that passengers have a glimpse of the Parisian atmosphere but with diversity. From the first successful step of this strategy implemented in Terminal 2F at Paris-Charles de Gaulle Airport two years ago to the next main project planned at Paris-Orly Airport for 2022, ADP is working with operators and brands to create a new vision of F&B across all terminals. This presentation will be an opportunity to discover the three new projects at Paris-CDG and Paris-Orly.

12:00

CURATING A UNIQUE CUSTOMER EXPERIENCE

Sean Warren, director - non-traditional real estate, Chick-fil-A Inc, USA

What goes into creating a unique customer experience? It's not just one thing, it's a lot of little things – and a few big things. It all adds up and comes together to create a unique guest experience. We care about each and every individual that we serve. Furthermore, we hope that we can inspire people to take good care of each other. We believe that's the secret to creating an experience for guests that is so compelling that people come back again and again.

12:30

COLLABORATING WITH AIRPORT CONCESSIONS DISADVANTAGED BUSINESS ENTERPRISES PARTNERS

Ron Gomes, vice president of strategic alliances, HMSHost, USA

North American airports are increasingly turning to concessions as a way to deliver non-aeronautical revenue and a strongly differentiated offer to passengers. This session takes a look at the shape of the Airport Concessions Disadvantaged Business Enterprises program today. It will also outline the importance of developing collaborative partnerships with concessionaires, local entrepreneurial brands and small businesses, and how that leads to delivering diverse, high-performance programs tailored to each airport's passenger needs.

13:00 - 14:15
LUNCH



14:15

WHAT CAN AIRPORTS LEARN FROM GLOBAL BEST SUSTAINABLE RETAIL DESIGN?

Matthew Abbott, aviation sector leader, Woods Bagot, Australia

With an increasingly competitive airport landscape, retail and hospitality are key differentiators in defining the guest experience. A case study of one of the most recent innovative retail mall and mixed-use designs in Singapore will explore the

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key principles in inspiring customers and how this compares with the most recent airport retail. Focusing on the guest experience, well-being and wellness, it will examine how sustainability is an essential part of catering to the needs of travelers and what airports can learn from successful commercial retail design.

14:45

DEVELOPING A NEW AIRPORT RETAIL CONCEPT FOR JEWEL CHANGI AIRPORT

David Coyne, executive director, Benoy, UK

Our retail vision for Jewel Changi was to create a unique shopping and dining experience, accessible to all while not restricted by the flying process. The retail/F&B is pre-security and accessible to local Singaporeans and travelers alike. Offering some 280 units, 25% of which are flagship stores or unique to Singapore, it links seamlessly with the on-site hotel and leisure facilities. Airline check-in and lounges are included in the retail layout. Natural light, spacious shopping streets and tiered landscaping all combine to create something truly unique and unlike any other existing airport retail experience.

15:15

AIRPORT TERMINALS – TOMORROW'S DEPARTMENT STORES?

Peter Farmer, transportation director, Chapman Taylor, UK

Airport terminals need to encourage increased dwell and patronage by offering a private members club experience, in the manner of a successful airline lounge, but to everyone. In doing so, revenue will flow. Harry Selfridge said his store shouldn't be seen simply as a shop, but also as a social and cultural center where people could commune, relax, browse and enjoy the experience. We will explore how airports and terminals need to be relevant, customer-centered brands – particularly how airport branding will be more like curating a resort, creating a positive and memorable passenger experience.

15:45 - 16:00
BREAK



16:00

THE COMMERCIAL REVOLUTION – HOW DYNAMIC PRICING UNLOCKS ADDITIONAL REVENUES

Simon Deplitch, vice president trading - car parks, lounges and ancillaries, MAG-O, UK

This presentation tells the story of MAG-O's evolution from simple, static, turn-up pricing to advanced, dynamic pre-booked pricing, and the subsequent financial and operational benefits. This involves the application of advanced analytics, augmented by machine learning at MAG-O's client airports, to present optimal price points that stimulate demand and optimize price where appropriate. The revenue manager's knowledge and experience are overlaid to optimize overall strategy, not only to maximize revenue but also to reduce operational expenditure to increase profit. This unique, combined approach has resulted in significant growth levels across car parking, lounges, fast-track and ancillary products.

16:30

RETHINKING AIRPORT PARKING IN THE AGE OF EVS AND AVS

Dr Mark Friesen, managing partner, Quinta Consulting, Germany

Parking has always been an important commercial revenue source for international airports. However, the car parking business at airports has come under pressure in recent years with the rise not only of digital and technological innovations but also dramatic changes in market dynamics and customer behavior. This presentation will address the main forces, illustrating what airport parking looks like today and explaining how disruptive trends like AVs, EVs and TNCs will shape airport parking in the future.

17:00

KEY E-COMMERCE TRENDS SHAPING AIRPORT PARKING

Neil Corr, senior account executive, IDaaS - a SAS company, UK

Airport parking managers must plan for the future in a rapidly changing environment. Airports are predicting unprecedented growth and making significant investments in their infrastructure, funded in large part by a parking revenue stream that is facing increased competitive pressure. To remain competitive, selling parking reservations online has become the new standard. Advancements in technology have also given airports access to an unprecedented amount of data. Learn about the tools they are using to optimize limited or excess demand across parking facilities. Hear about demand-based, dynamic pricing tools and marketing and distribution strategies that make e-commerce success a promising reality.

SKYTRAX WORLD AIRPORT AWARDS

CEREMONY & DRINKS RECEPTION!

Everyone is welcome! In the exhibition hall after the conference!



“The event covers the length, breadth and the depth of the aviation ecosystem, by far the best in the world. Aligned to today's needs of the aviation industry, it was excellent”

Suresh Khadakhbavi, general manager Innovation Lab, India

CONFERENCE PROGRAMME

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09:00 - 17:30

CUSTOMER SERVICE & PASSENGER EXPERIENCE

09:00

INTRODUCTION BY CONFERENCE CHAIRS

Sujata Suri, vice president – strategy and development, Hamad International Airport, Qatar

Brian Engle, director of customer experience, Greater Orlando Aviation Authority, USA

09:05

MOTIVATION, INSPIRATION, INNOVATION – ENGAGING ALL OUR PEOPLE MAKES THE DIFFERENCE

Anna Maria Francinelli, benchmarking service quality manager, SEA Milan Airports, Italy

The presentation will show how SEA engages all its people and collaborates with all its stakeholders in times of disruptions and contingency in order to face emergency situations (for example, the so-called BRIDGE due to the closure of Linate Airport and the movement of all the traffic to Malpensa Airport from July 27 to October 26, 2019). It will also explain how SEA involves its staff cross-functionally for the deployment and improvement of all the services in the medium and long terms, looking for innovative solutions in line with the best technology.

09:35

CUSTOMER SERVICE ON THE FLY!

Beau Vanderford, station manager, Copa Airlines, USA

This presentation will cover lessons learned from improv. Improvisation is an art, and so is customer service. By embracing the skills learned from the art of improv, the same tools can be used to deliver outstanding customer service and create signature experiences for customers.

10:05

EMPLOYEES AND CUSTOMERS – THE TWO SIDES OF THE SAME EXPERIENCE

Dimitri Coll, director ASQ customer experience, ACI World, Canada

Employee experience and customer experience are closely linked and are now two of the driving forces of airport business. When managed together they create a unique competitive advantage and lead to better efficiency and profitability and a more sustainable future. This session will describe the similarity between customer and employee experience and stress the importance of managing them both holistically.

10:35 - 10:55
BREAK



10:55

PANEL DISCUSSION: INNOVATIVE PLACEMAKING – HOW CROSS-INDUSTRY DESIGN PRACTICES CAN ELEVATE PASSENGER EXPERIENCE

Regina Czerr, wayfinding and signage manager, Charlotte Douglas International Airport, USA

Lauri Golden, customer engagement manager, Charlotte Douglas International Airport, USA

Jemma Radick, senior experiential designer, Populous, USA

Panel Moderator: Dennis Iskra, senior airport architect, Charlotte Douglas International Airport, USA

The future airport will evolve around elevating the passenger experience and meeting the needs of the next-generation traveler. Address the basics, reduce stress and manage expectations but also provide an opportunity for passengers to interact with the local culture of the city they are traveling to/from even while at the airport. How can alternative design practices such as urban planning, tourism and entertainment, sport and event design re-energize public spaces in response to evolving consumer demand for authentic, engaging travel experiences? What can we learn from industries that bring millions of people together, delivering exciting experiences unique to their communities?

- How to respond to the critical need for innovative new thinking to solve complex problems related to customer experience
- How to organize the chaos and improve passenger experience. How to communicate critical messages and reduce visual clutter
- How to mitigate the typical stress of the airport environment and construction impacts that create negative customer feedback
- How to reimagine underutilized spaces to create positive experiences for customers that serve both as a feature and a distraction
- How applying urban design practices to public spaces can create meaningful connections between people and place while stimulating economic growth

11:55 - 13:15
LUNCH



13:15

MANAGING THE PASSENGER EXPERIENCE DURING MEGA-EVENTS

Simone Mendonça, landside and customer service manager, Antonio Carlos Jobim Airport - RIOgaleão, Brazil

Improving the passenger experience is our daily goal. RIOgaleão Airport has won several awards for the quality of service provided to its users. But how to maintain the same quality of service during the realization of mega-events, which can double the number of passengers for a defined period of time? After experiencing several events with these characteristics – including the Olympic Games – RIOgaleão has developed expertise in these situations and has been an example in Brazil of how to operate during these periods with the same level of service.

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13:45

THE ARRIVAL PASSENGERS: EQUALLY AS IMPORTANT AS THE DEPARTING PASSENGERS

Rafael Alberto Smith, director operations landside and cargo, Punta Cana International Airport, Dominican Republic
Sevda Fevzi, manager, ASQ business development and customer care, ACI World, Canada

When a passenger visits a city for the first time, the arrivals experience at their destination airport is their first experience of that particular airport. How can their arrivals experience influence their return, departing experience, and increase or even decrease dwell time? Are satisfied passengers more likely to be revenue spending on their departing journey? Are there any specific groups of passengers particularly influenced or less satisfied with the arrivals experience at an airport?

14:15

ADDRESSING MULTIPLE STRATEGIC OBJECTIVES WITH INNOVATION – A REGIONAL EXAMPLE

Yassin Saddiki, commercial manager, Rotterdam The Hague Airport, Netherlands

Airports face many challenges at once, involving many different stakeholders, while trying to maintain long-term strategic goals. Although this is likely true for airports of all sizes, perhaps smaller and regional airports feel a relatively bigger need to balance their operations with financial and economic targets, sustainability goals and creating distinct experiences for passengers, while establishing and cultivating a regional support base. Rotterdam The Hague Airport proactively pushes innovation as a comprehensive strategy to address all these various challenges and interests simultaneously. The presentation will include a recent example that will serve to explain and elaborate on RTHA's philosophy.

14:45

LESSONS AVIATION CAN LEARN FROM THE HOSPITALITY INDUSTRY

Mazhar Butt, group director of guest experience development, Value Retail, UK

Airports and airlines have (finally) woken up to the importance of customer experience – arguably today's battleground for every industry. In today's competitive environments, standing still is akin to moving backward when it comes to customer experience. Gone is the era of 'only the strong survive' and now is the dawn of 'those who evolve will survive'. So where best to understand best practices for customer experience than the hospitality industry? In this presentation, the speaker will share some of the key elements that elevate the customer experience in the hospitality and luxury retail industries, driving loyalty and ultimately revenues, and challenging decision makers in airports and airlines to make the change.

15:15 - 15:30
BREAK



15:30

PREPARING FOR THE GLOBAL GENERATIONAL SHIFT: CHALLENGES AND INSIGHTS

Ross Gilpin, accessibility and PRM contracts manager, Edinburgh Airport, UK

Christina Apatow, CEO, FetchyFox, USA

Today, the fastest-growing segment in the travel industry is accessibility; by 2050, the number of travelers over the age of 65 will double. Although this creates some challenges that airports

need to prioritize, it also opens a unique market of opportunity. In this talk, we will examine what the data is telling us about the shift in passenger needs over the next decade, look at examples from around the world of how airports and governments are working to prepare for this transition, and discuss measurable goals to ensure your airport or airline is on track to accommodate the Silver Tsunami.

16:00

DESIGNING FOR DEMENTIA IN AIRPORTS

Joshua Jones, architect, Weston Williamson + Partners, UK

The presentation will offer a technological but humanized perspective on how airports can respond spatially to the demands of an aging population and in particular to passengers with dementia. It will explore beyond how education can change perception and training can influence conduct, to how the built environment can provide an inclusive design solution. This will lead to increased accessibility and confidence for independent air travel in an otherwise challenging environment. The session will conclude with an architectural design study, exploring how people-centered design can solve tangible problems, creating a modular sensory space that responds to the needs of inherent flexibility while recognizing that space is at a premium in airports today.

16:30

PROMOTING THE UNIVERSAL DESIGN OF NARITA AIRPORT

Kosuke Yamada, assistant manager, Narita International Airport Corporation, Japan

In preparation for the Tokyo 2020 Olympic and Paralympic Games, Narita Airport is strongly promoting universal design. It has had to consider not only wheelchair users, visually impaired people and hearing impaired people, but also people with intellectual disabilities and those with developmental disabilities. Narita Airport in Japan, the country with the fastest-aging population in the world, has developed a scheme for consulting with persons with disabilities at high density, has made appropriate planning, and has begun work on things that previously had not been working on.

17:00

AIRPORT UX SIMULATION SYSTEM FOR PEOPLE WITH SPECIAL NEEDS

Paul Hodgen, general manager, Launceston Airport, Australia
Karl Traeger, principal – aviation leader, Architectus, Australia

The Airport UX simulation project (A-UX) is a fully interactive, multi-player desktop and virtual reality system that can be adapted to any airport. A-UX is designed to support people with disabilities and special needs, allowing them to manage their anxiety levels through simulating the processes of using the airport prior to travel. A-UX also provides a training tool for airport staff to empathize with travelers with special needs. Staff experience the facilities they manage through the eyes of people with a variety of disabilities or special needs, improving the passenger journey experience and efficiencies in throughput.

SKYTRAX WORLD AIRPORT AWARDS

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CONFERENCE PROGRAMME

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09:00 - 17:30

ENVIRONMENT & SUSTAINABILITY

09:00

INTRODUCTION BY CONFERENCE CHAIRS

Emanuel Fleuti, head of environment, Flughafen Zürich AG, Switzerland

Dr Mary Kerins, head of health, safety, sustainability and environment, daa, Ireland

09:05

LEED FOR COMMUNITIES CERTIFICATION AT THE WORLD'S MOST EFFICIENT AIRPORT

Jeff Denno, senior project manager, sustainability, Hartsfield-Jackson Atlanta International Airport, USA

Hartsfield-Jackson Atlanta International Airport (ATL), the world's busiest and most efficient airport, is the first airport in the world to be awarded LEED for Communities certification. LEED for Communities is a dynamic performance-scoring platform that helps set the framework for broader sustainability strategies that maximize resource efficiencies. This presentation will explore how this platform has supported the planning efforts and operational decision making at ATL; and where the intersection of these data sets can drive positive, people-focused, economic growth to prepare for the rapidly changing landscape of the aviation industry.

09:35

GREEN AIRPORT CERTIFICATES: A PROPOSAL FOR ALAÇATI AIRPORT

Figen Celik, architect, Ministry of Transport and Infrastructure, Turkey, Turkey

The aviation sector is an important component of global development in every regard. Considering the support the industry provides for tourism, trades, services, marketing and foreign investment, its salience among modes of transportation is apparent. Although the sector ensures socio-economic benefits, its impact on the environment also warrants discussion. The aviation sector has begun to attach importance to green building certification to improve its reputation. Turkey has also acted and obtained a LEED certificate for Izmir Adnan Menderes Airport. Suggestions were developed for Alaçatı Airport in light of the lessons learned from this application.

10:05

HOW TO ACHIEVE LEED GOLD FOR LELYSTAD AIRPORT

Anke Matijssen, head of airports department, Deerns, Netherlands

Lelystad Airport was selected to accommodate the increasing origin and destination traffic at Schiphol Airport. Lelystad Airport aspires to be recognized as an international showcase of a functional airport that is convenient for its passengers, maintaining strong links with the region, and an example of sustainability. The design team demonstrated the airport's level of sustainability by stating that it could be certified LEED Gold without additional measures. Lelystad Airport seized this opportunity, resulting in the airport being the first European passenger terminal with this certificate on its door. The presentation shows the design and the process to achieve LEED Gold certification.

10:35 - 10:55
BREAK



10:55

REGIONAL AIRPORTS' NET-ZERO CO2 EMISSIONS BY 2050 COMMITMENT

David Ciceo, CEO, Cluj International Airport, Romania

Almost 200 airports from 24 European countries have committed to net-zero carbon emissions by 2050, as part of an ACI Europe initiative. Net-zero carbon emissions by 2050 has the same importance for small, regional or big airports, but the challenges are different. The main challenges for regional airports are political support and public awareness, financing, increased costs, limited power to deal with customers and stakeholders, and competition. Commitment at all levels is mandatory to obtain the expected results. Cluj International Airport, a Romanian regional airport, shares its plan to reach this goal.

11:25

RELEVANCE-BASED CLIMATE MITIGATION OPTIONS AT ZURICH AIRPORT

Emanuel Fleuti, head of environment, Flughafen Zürich AG, Switzerland

Airports and industry partners are all working toward reducing the aviation carbon footprint. But often, the action taken is not the most effective way forward. This presentation gives insight into the carbon footprint of the entire airport, some approaches to assess it, and sources and responsibilities. It additionally discusses how to single out and address emission sources and offers mitigation options to reduce them.

11:55 - 13:15
LUNCH



13:15

HOW CAN WE MAKE SUSTAINABLE AVIATION A REALITY?

Max Hirsh, professor, University of Hong Kong, Hong Kong

This talk investigates the concrete steps that we need to take to decarbonize the aviation industry. It focuses on three key topics: how to build better aircraft, how to build better airports and how to build better airport areas. In so doing, it provides a comprehensive overview of the opportunities to drive sustainability through innovations in technology, design and behavior. It also discusses the regulatory and financial barriers that need to be overcome. Finally, it illuminates how airports and airlines can educate the public, engage policymakers and innovate their business models to achieve the goal of decarbonization.

13:45

CARBON, CLIMATE AND COMMUNITY RESILIENCY

Elizabeth Leavitt, senior director - engineering, environment and sustainability, Port of Seattle, USA (invited)

The presentation will review the key strategic areas the Port of Seattle is advancing to reduce greenhouse gas emissions, improve climate resiliency and return economic benefits to near-port communities.

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14:15

BUILDING CLIMATE CHANGE RESILIENCE FOR CHANGI AIRPORT

Gerald Ng, director - environment and sustainability, Changi Airport Group (Singapore) Pte Ltd, Singapore
Liping Cheng, senior manager, masterplanning, Changi Airport Group (Singapore) Pte Ltd, Singapore

As climate change and its effects become increasingly apparent, it is timely to assess its impact on aviation by identifying the climate-induced risks and vulnerabilities to airport infrastructure and operations, and incorporate the identified risks and vulnerabilities into existing airport programs and processes. Adaptive management – a systematic approach to managing uncertainty, promoting flexible decision making as information evolves – offers Changi Airport a means to achieve integration, especially considering climate projection uncertainty, limited available funding and the fact that timeframes for climate-induced risks are projected far into the future (i.e. 2050 to 2100). This will help to ensure Changi Airport's sustainable growth.

14:45

REMAKING THE AIRPORT PLANNING AND ENVIRONMENTAL INTERFACE

Patrick Magnotta, assistant manager, airport planning and environment, Federal Aviation Administration (FAA), USA

The airport industry continually refines the intersection of airport planning and environmental impact analysis. Should these distinct yet complementary processes run concurrently? Sequentially? Or something in between? Recent laws and executive orders in the USA have prompted nationwide reviews of the intersection of these two processes, with the aim of making the environmental review process more efficient and accountable. In this session, we will discuss these changes, and draw parallels between one country's recent experience and the global, thematic challenges environmental practitioners face when conducting environmental impact analyses for proposed airport development.

15:15 - 15:30
BREAK



15:30

AIRPORT ACCESSIBILITY: THE 'DON'T WORRY, BE HAPPY' STRATEGY

Marcel van Beek, innovation manager/program manager, Amsterdam Airport Schiphol, Netherlands

The presentation will discuss a program to motivate 10,000 employees to travel to and from the airport on their e-bikes or regular bicycles. This involves investment to upgrade the existing cycling infrastructure, bike lockers, dressing rooms, and charge stations, and provision of comfortable clothing for every type of weather. It will result in reduced traffic congestion and increased vitality of personnel. Amsterdam Airport Schiphol, with its international partners, is investing in this program, which is known as 'goinGDutch'. With its package of measures for bicycle commuters, Schiphol Airport predicts that the total number of daily bicycle commuters will be 10,000, resulting in a reduction in employee cars at the airport of more than 3,000 per day by 2024.

16:00

CHALLENGING 76,000 COLLEAGUES TO MAKE SMARTER, HEALTHIER, GREENER COMMUTING HABITS

Nicola Jones, colleague travel strategy lead, Heathrow Airport, UK
Bridget Hipwell, marketing and communications strategist, ICF Next, UK

London Heathrow Airport's expansion program is dependent on the achievement of a number of targets set out in the UK Government's Airports National Policy Statement. One of these targets is a 25% reduction in colleague car trips by 2030 and a 50% reduction by 2040. At the heart of hitting these targets will be successful employee engagement. Our vision is to create a seismic shift in commuting behavior, eradicating single-occupancy car journeys and encouraging greater use of public transport, by creating a data-led campaign that demystifies, educates and inspires the 76,000 staff working at Heathrow Airport across over 400 organizations.

16:30

HOW TO BECOME A SUSTAINABLE AIRPORT

Vincenzo Giordano, deputy director B2T sustainability solutions, Engie Impact, Belgium

Like cities and industries, airports are facing huge challenges to decarbonize their activities and become more sustainable. The focus will be on innovative methodologies, new digital tools and optimal investment strategies recently developed and applied to several airports. The presentation will provide four different use cases from Europe and North America with key outcomes and benefits. We will address four sustainability challenges in particular: mobility (air and land sides), energy (clean on-site generation, energy storage, hydrogen, microgrid, PPAs, alternative fuels for aircraft), resiliency (power reliability thanks to energy storage) and circular economy (resources footprint to leverage the circular potential).

17:00

CIRCULAR ECONOMY: A 10RS APPROACH FOR AIRPORTS IN DEVELOPING COUNTRIES

Ana Claudia Cruz Henriques da Silva, senior researcher, Group for Studies and Research, Airlines, Airports & Drones (NEA2D), Department of Transportation Engineering, Federal University of Rio de Janeiro (UFRJ), Brazil

This presentation will go beyond the common CE concepts and will use the 10Rs approach outlined by Reike, Vermeulen & Witjes in 2018 (Refuse, Reduce, Resell/Reuse, Repair, Refurbish, Remanufacture, Repurpose/Rethink, Recycle, Recover, Re-mine) as a basis to focus on how airports in developing countries may turn CE concepts and theories into actions, strategies and policies to reposition themselves amid an ever-growing number of passengers, companions, visitors and working personnel, plus the continuous pressure to maximize aviation and commercial revenues, while being 'ecofriendly' and environmentally sustainable in all possible matters.

SKYTRAX WORLD AIRPORT AWARDS CEREMONY & DRINKS RECEPTION!

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CONFERENCE PROGRAMME

DAY 2 / WEDNESDAY, APRIL 1

09:00 - 17:30

MANAGEMENT & OPERATIONS

09:00

INTRODUCTION BY CONFERENCE CHAIRS

Etienne van Zuijlen, lead business development - airport operations, SITA, Netherlands
Velissarios Eleftheriou, CEO, TotalCDM, Greece

09:05

'SMART FLOW' - BALANCING ARRIVALS AND DEPARTURES WITH AIRPORT NEEDS

Dr Gotthard Boerger, director products and strategy, Harris Orthogon GmbH, Germany

In line with the ATM masterplan trajectory, moving from first-come, first-served, to best planned-best served will be a crucial operating concept shift for airports within the next few years. Airports have been busy playing their part, harnessing the ground operational flows from aircraft stand to runway, giving the network a much-enhanced picture of which flight will take off, when. Now, using smart, predictive technology to create a full digital twin of the airspace operations, for the first time we can join together the air and the ground operation to enable optimized predictive balancing of the airport's critical finite ground infrastructure from the outside, in.

09:35

BRIDGE 27.07/27.10.2019 - TRANSFER OF OPERATIONS FROM LINATE TO MALPENSA AIRPORT

Alessandro Fidato, chief operating officer, SEA Milan Airports, Italy

Closing Linate Airport for three months was necessary in order to carry out extraordinary maintenance works to flight infrastructures as well as to upgrade the BHS system and refurbish the passenger terminal. A great effort in planning, organizing and logistics management was put in place to transfer the commercial and general aviation air traffic to Malpensa Airport in terms of infrastructure enhancement, transferring staff, vehicles and equipment. A new scenario for managing operations was applied in accordance with the ATC provider and the local authority to handle a +30% in A/C movements in one shot. Closing for three months and having to transfer most of the flights to Malpensa was not only extremely challenging for the Milan airport system but also potentially disruptive for passengers and airlines. The outcome was somewhat surprising.

10:05

RIOGALEÃO'S PLANNING AND PERFORMANCE FOR TEMPORARY CLOSURE OF THE ADJACENT AIRPORT

Juliana Gonçalves da Silva Ferreira, airport planner, RIOgaleão Airport, Brazil

Beatriz Lagnier Gil Ferreira, airport planner, RIOgaleão Airport, Brazil
Rio de Janeiro has two major airports: Galeão - Rio de Janeiro International Airport (GIG) and Santos Dumont (SDU). In September 2019, SDU closed its main runway for refurbishment for 30 days and 90% of SDU flights were transferred to GIG, contributing to a 110% increase in domestic traffic overnight. The confirmation of the SDU closure came only 40 days prior and GIG had to rapidly plan several interventions to withstand the additional demand. This presentation will show GIG's action plan to maximize airport throughput and ensure passenger experience, and the main issues and successes regarding operational performance.

10:35 - 10:55
BREAK



10:55

ORAT - CONNECTING THE DOTS AT MICRO, MEZZO AND MACRO LEVELS

Mo Ashmawy, aviation manager, project controls, AECOM, United Arab Emirates

Connecting the dots with ORAT means seeing the bigger picture so as to raise the confidence level for a smooth transition from construction to operation from day one, with innovation in every aspect of what you do. Being ready for operation depends on the ability to seamlessly navigate and combine all levels (micro, mezzo and macro) to deliver successful outcomes for clients and communities. The ORAT governance models and the confidence we provide to new or revamped facilities are all about how many dots to connect.

11:25

DIGITAL TRANSFORMATION - THE IMPORTANCE OF PEOPLE

Ryan Marzullo, managing director - design and construction, New York City Airports Delta Air Lines, USA

Jane Goslett, associate principal/regional ORAT lead, Arup, USA

In today's rapidly transforming world, business leaders across industry have come to recognize that their continued success depends on their ability to evolve with the times. Until recently, they have focused primarily on effectively leveraging the power of new technologies to improve operations. But airports are increasingly recognizing that they face challenges that go well beyond technology when implementing major programs; they rely on a sophisticated ecosystem of people and systems to deliver a critical service.

11:55

PANEL DISCUSSION: SIMPLIFY AND ACCELERATE ORAT EXECUTION FOR YOUR CAPITAL IMPROVEMENT PROGRAM

Charles Goedken, senior ORAT manager, Port of Seattle, USA (invited)

Melvin Price, associate director, ORAT, LeighFisher, USA

Ortez Gude, CEO, Citiri Inc, USA

Panel Moderator: Robert Gilbert, strategic advisor, Los Angeles World Airports, USA

As airport systems and technology have increased in complexity, so has the job of carrying out airport operational readiness (ORAT). Even though ORAT can be complex and daunting, not executing it well puts airports at risk of experiencing opening-day failures. In this session you'll hear from airport executives and operational readiness practitioners about how they have been able to simplify and accelerate the execution of their ORAT programs. Come and learn real takeaways that you can implement right away to better position your airport projects for success.

- How to structure your AOR/ORAT team for success
- How to organize stakeholder working groups for maximum participation and coordination
- How to effectively use technology to plan, execute and monitor your AOR/ORAT program
- How to phase your AOR/ORAT program for maximum benefit
- How to ensure engagement and collaboration from start to finish

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12:40 - 13:45
LUNCH



13:45 DIGITIZATION JOURNEY OF 'THE AMERICAS' HUB

Claudio Dutary, general manager operations department, Tocumen International Airport, Panama

Héctor Manubens, business development director, Ikusi, Spain

The presentation will discuss the transformation of Tocumen International airport data into business intelligence to improve and optimize airport processes, under a total airport management concept, allowing better operational management, coordination, control and monitoring of the services provided by the AOCC. The challenge was on managers, operators and airport planners to obtain information in a simplified, orderly way about the status of the KPIs of the airport processes, to allow them to better understand the reality of the airport and, consequently, make the best decisions.

14:15 APOC: IT'S ALL ABOUT IMPROVEMENT

Korijn Defever, APOC expert, Brussels Airport Company, Belgium

What steps do we take with all the stakeholders to increase operational excellence and enhance the maturity of the APOC? This presentation outlines a step-by-step program with a three-fold positive impact: collaboration, data exchange, decision and performance.

14:30 APOC: SOFTWARE DOESN'T MATTER - DATA DOES.

Ward Decaluwé, director special projects, Brussels Airport Company, Belgium

The ability to make effective decisions is crucial for the APOC in today's tumultuous, complex environment. In order for APOC to evaluate alternatives and make informed choices, they must have reliable and timely data upon which to make their decisions.

14:45 OPERATIONS EXCELLENCE AT DUBAI'S MULTI-AIRPORT AOCC

Ronan O'Shea, director - Airport Operations Control Center (AOCC), Dubai Airport, United Arab Emirates

Romain Hericher, director - operational strategy, Dubai Airport, United Arab Emirates

As demand grows, customer preferences change and airline models develop, opportunities and challenges constantly arise. Dubai Airports' multi-airport system relies on an agile AOCC to jointly develop innovative ways to enhance service delivery, operational performance and resilience. The company's commitment to working toward a total airport management (TAM) operating model is helping it to adapt and improve the efficiency of its operation and ultimately the experience for its 90m+ passengers.

15:15 - 15:30
BREAK



15:30

MAG IT'S QUEST FOR TOTAL AIRPORT MANAGEMENT

Stuart Hutson, chief technology officer, Manchester Airport Group (MAG), UK

Lukman Abdul-Karim, head of IT strategy, Manchester Airport Group (MAG), UK

MAG IT has been on a quest for total airport management (TAM) for a number of years. The presentation will reveal how MAG has used the latest innovations in delivery and technology to move away from the big bang approach to strategic programs of work, and now is able to deliver strategic initiatives in a more iterative approach, thus alleviating the risks to the business as well as delivering benefits early. The talk will cover concepts such as A-CDM and iAOP and how these key initiatives, as well as the latest approaches to data integration/data and analytics, all add to the concept of TAM.

16:00

THE AIRPORT OPERATIONS CENTER IN ACTION

Laurence Faure, head of passenger services department at Paris-Orly Airport, Groupe ADP, France

Kamal Amri, APOC senior manager Paris-Orly Airport, Groupe ADP, France

The Airport Operations Center (APOC) is a collaborative approach to improve performance and build a global picture of airport operations. By sharing information and real-time data with all stakeholders, APOC enhances passenger satisfaction and quality of service from landside to airside. The fluidity of road access, the performance of baggage sorting machines, the quality of ground handling operations and the reliability of technical installations are all subjects that contribute to the punctuality of the airport. The APOC solution brings together in one place experts able to solve problems, implement curfew management solutions and predict future developments.

16:30

PANEL DISCUSSION: LESSONS LEARNED FROM APOC IMPLEMENTATION

Panelists to be announced

- What came first, KPIs or process models?
- How has the APOC changed your terminal operating models?
- How are you monitoring and reacting to real-time KPIs?
- How do you coordinate performance with stakeholders (both in and out of the APOC)?
- Which is better: centralized or distributed APOCs?
- What contingencies do you plan for major outages of the APOC facilities/infrastructure?

SKYTRAX WORLD AIRPORT AWARDS CEREMONY & DRINKS RECEPTION!

Everyone is welcome! In the exhibition hall after the conference!



CONFERENCE PROGRAMME

DAY 2 / WEDNESDAY, APRIL 1

09:00 - 17:30

TECHNOVATION: INNOVATION & TRANSFORMATION

09:00

INTRODUCTION BY CONFERENCE CHAIRS

Maurice Jenkins, division director, information systems, Miami Dade Aviation Department, USA

Catherine Mayer, vice president, SITA, USA

09:05

AI AS A REQUIREMENT FOR THE GROWTH OF THE AVIATION INDUSTRY

Abhi Chacko, head of enabling tech and digital innovation, Gatwick Airport, UK

Christiaan Hen, chief customer officer, Assaia International, Netherlands

The demand for air travel is growing faster than airports can expand their capacity. It is therefore essential that new, smart solutions be implemented in order to increase the utilization of existing infrastructure. This presentation will highlight how AI technology can work as a catalyst on CDM and AOP frameworks to make airports more efficient and safe. It will introduce this line of thinking but also show concrete examples and considerations when using these kinds of solutions in airport environments.

09:35

DRIVING OPERATIONAL EFFICIENCY THROUGH DIGITAL TRANSFORMATION AND DATA ANALYTICS

Nicholas Woods, chief information officer, Manchester Airport Group (MAG), UK

This presentation will provide an overview of how MAG has approached the digital transformation of airport operations across the group. From developing a data strategy and building the investment case, through to driving delivery and business change with cross-functional teams, the presentation will explore the journey so far, including the key successes and lessons learned.

10:05

DIGITAL TRANSFORMATION AND INNOVATION AT #BLRAIRPORT

Suresh Khadakhbavi, general manager Innovation Lab, Bial, India Digital technology and innovation have the potential to transform air travel. The airport business, which until now has been a predominantly bricks-and-mortar business, is now looking at digital intervention in all aspects of operations, maintenance, commercial and the passenger journey to create an API ecosystem and a shared economy. Data-driven insights have the potential to make the journey of the air traveler more meaningful and memorable. Efficiencies can be enhanced in passenger processing using a biometric boarding system and other technologies for smart security. Airside operations and airport asset management (fixed and mobile) can be transformed with the use of IoT devices and analytics.

10:55

AUTOMATION BELOW THE WING

Sarah Kelly, automation manager, International Airlines Group, UK

There has been a huge focus on digitizing the customer journey: booking, airport and onboard experiences. This has changed the way airlines interact with passengers, but what about the parts of our operation customers don't see? Technology breakthroughs such as drones, robotics, autonomous vehicles and AI are changing how people and technology interact in society and industry, but airport baggage, ramp and logistics have remained largely unchanged for years, providing a great opportunity for automation and innovation. The presenter will talk about how emerging technologies can be applied, revolutionizing the way airports, airlines and ground handlers operate in the future.

11:25

DIGITAL VISUALIZATION OF THE RAMP PROCESS

Steven Yiu, deputy director, service delivery, Airport Authority Hong Kong, Hong Kong

Dr Jerrel Leung, chief architect, ubiZense Ltd, Hong Kong

With the Internet of Things (IoT) driving an interconnected future forward at breakneck speed, Hong Kong International Airport (HKIA) has been working to create even smarter processes. One of the latest innovations is the IoT-augmented airfield service system, or AS2 – a cloud-based service-oriented system that lends visibility to real-time operations through descriptive and predictive AI-enabled analytics. Among its many potentials, the AS2 Phase 1 enables the ramp handling operators to better manage arrival baggage delivery with a multidimensional dashboard service supported by on-demand analytics, which matches estimated flight arrival data with equipment readiness as revealed by IoT.

11:55

STRATEGIES TO ADVANCE PASSENGER BOARDING BRIDGES (PBB) OPERATIONS IN SCA

Hoe Boon Lim, manager, innovation and process enhancement, Changi Airport Group (Singapore) Pte Ltd, Singapore

Damien Poh, manager, aerobridge and aircraft docking system, Changi Airport Group (Singapore) Pte Ltd, Singapore

Currently, PBB operators at Changi Airport perform manual pre-arrival operation checks on PBBs, and are trained to operate them using actual PBB and mock-up fuselage. Such training and manual checks pose challenges in an operational environment and produce inconsistencies in the checks. Through automation and innovation, PBBs can now be checked and operated in a consistent manner. Changi Airport is working on the automation of pre-arrival PBB checks to further reduce potential human errors. We are also exploring the use of a PBB training simulator to improve operator proficiency and productivity, enhance docking safety and efficiency, and provide consistency in training.

12:40 - 13:45

LUNCH



10:35 - 10:55
BREAK



DAY 2 / WEDNESDAY, APRIL 1, 2020

13:45

PANEL DISCUSSION: THE MODERN AIRPORT – SIBLING RIVALRY IN THE DIGITAL AGE

Gilles Lévêque, group CIO, Groupe ADP, France

Michael Zaddach, senior vice president IT, Flughafen München GmbH, Germany

Sjoerd Blüm, chief information officer, Royal Schiphol Group, Netherlands

Maurice Jenkins, division director, information systems, Miami Dade Aviation Department, USA

Panel Moderator: Catherine Mayer, vice president, SITA, USA

As significant centers of economic activity in every major community around the world, modern airports are also hubs of mass-scale digital activity. From information collection, processing and dissemination, to e-commerce, predictive analytics and complex information processing, an airport's digital sibling is more than just a twin. This session brings together world airport tech leaders to discuss many issues related to today's digital reality. What does the airport's digital doppelgänger really look like? How do airports develop their digital alter egos? How will the future airport digital ecosystem work? The speakers will also look at real industry-level programs aimed at creating the foundations of the airport digital revolution.

- How airports have evolved on their own digital transformation journeys
- How to develop an effective digital strategy
- How the future digital ecosystem might work
- Leveraging industry programs to help airports on their digital transformation journeys

14:45

DRIVING DIGITAL DISRUPTION AT SCALE

Justin Barritt, VP product, Manchester Airport Group (MAG), UK

Get the low-down on how MAG-O, Manchester Airport Group's digital business, was established and rapidly scaled from 5-150 digital natives within two hugely challenging years. Learn how a culture of experimentation delivered over £5m additional income and how new customer-centric experiences and accelerated product diversification are combating disruption while creating sustainable new lines of business. As the business matures, find out how MAG-O is now evolving from a product to a platform business, and building an airport ecosystem and leading-edge user experiences that are fit for the future.

15:15 - 15:30
BREAK



15:30

THE USE OF DRONES IN AIRPORTS

Enrique Sanchez Cuellar, head of Electrotechnic and Airfield Ground Lighting Lab, AENA, Spain

Pablo Lopez-Loeches, innovation project manager, AENA, Spain

Nowadays, drones are a clear hot topic. This presentation will deal with the different uses of drones in a controlled way within airports, enabling many tasks to be optimized and made more efficient. This implies operating drones inside controlled airspace, coordinated with regular air traffic, in accordance with current legislation. As an airport management company, in Aena we have used drones for calibration of visual aids and air navigation equipment, FOD detection, obstacle measurement and pavement revision – and we have planned other useful features for the airport field.

16:00

SUSTAINABLE INNOVATIONS

Karin Gylin, head of innovation, Swedavia AB, Sweden

Mats Berglind, digital innovation manager, Swedavia AB, Sweden

In recent years, Swedavia has conducted a number of proofs of concept and implemented a number of solutions to make Swedavia more sustainable and the world a little better. This presentation shares the lessons from these proofs of concept and the solutions, from using new data to save energy, to connected runways, exploring how innovation can help make sustainability possible.

16:30

DIGITAL STRATEGIC PLANNING IN THE ISRAEL AIRPORTS AUTHORITY

Michael Ruff, deputy director general, information systems, Israel Airports Authority, Israel

Ralph Speier, senior strategic IT consultant, R.S. & Co Information Technology Consultants, Israel

The presentation will discuss the journey toward digital transformation in alignment with the business strategy of the Authority. The presentation will describe how we derived the digital strategy from the business strategy, and will introduce the components of the digital strategy.

17:00

INNOVATION OPPORTUNITIES THAT EVERY AIRPORT CAN TAP INTO

Pierre Lanthier, director - IT strategy, innovation and business transformation, Greater Toronto Airports Authority, Canada
Sahadev Singh, vice president and global head – engineering, construction and operations, Wipro Limited, UK

Across airports, there are always innovation opportunities that can be found in common daily challenges faced by passengers and various airport stakeholders. What is needed is a different lens to look at common challenges and identify innovative solutions to address these. The technology innovation program at Toronto Pearson is focused on driving such innovations by leveraging the potential of AI, IoT, analytics, blockchain, BIM and RPA. The presentation covers the innovation opportunities found across business units that are not unique to Toronto Pearson and that can be tapped into by other airports as well.

SKYTRAX WORLD AIRPORT AWARDS

CEREMONY & DRINKS RECEPTION!

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CONFERENCE PROGRAMME

DAY 3 / THURSDAY, APRIL 2

09:00 - 13:25

AGING POPULATION & PRMS

09:00

INTRODUCTION BY CONFERENCE CHAIRS

Geraldine Lundy, director, Accessible Travel Consultancy Ltd, UK
Roberto Castiglioni, director, Reduced Mobility Rights Limited, UK

09:05

DISRUPTING THE TRADITIONAL WAY WCHC PASSENGERS FLY

Josh Wintersgill, founder and director, easyTravelseat, UK

For too long, WCHC passengers have had to put up with the undignified, uncomfortable and embarrassing process of having to be manually handled in order to access an aircraft, not to mention the strain on the operational staff. The need to be physically grabbed under the arms and legs, the need to sit on an unsuitable aisle chair, the severe lack of appropriate transferring equipment at the majority of airports across the globe to facilitate a safer, more dignified and comfortable experience is still very disappointing. The easyTravelseat enhances the WCHC passengers' experience and improves operational performance.

09:35

GIVING CONFIDENCE TO PASSENGERS WITH A DISABILITY

Graham Race, accessible aviation lead, Queen Elizabeth's Foundation for Disabled People, UK

Every year in the UK, tens of thousands of people with disabilities travel through airports and fly with airlines. However, only a tiny proportion know assistance is available or feel comfortable asking for it. Airports can be challenging environments both physically and mentally. Many people simply decide not to travel. To deny people that opportunity, however unintentionally, is not right. Nor is it good for an airport's revenue line. We'll share the findings from a unique in-depth research study of people with disabilities: what they expect, need, want and hope for that will give them confidence in traveling.

10:05

UK AIRLINE ACCESSIBILITY FRAMEWORK

James Fremantle, manager, consumer policy and enforcement, UK Civil Aviation Authority, UK

The UK CAA has undertaken a wide-ranging review of the accessibility of airlines operating to and from the UK. It has reviewed the accessibility of booking procedures, check-in and boarding processes, and facilities and services on board aircraft. The review has assessed the current level of compliance with applicable legislation, as well as noting best practice. The CAA now plans to develop a framework designed to deliver improvements in airline accessibility. This will complement its airport accessibility framework, which has been in place since 2014.

10:35

EU LEGISLATION ON THE RIGHTS OF PASSENGERS WITH REDUCED MOBILITY

Andras Mogyoro, legal officer, European Commission, Belgium

This presentation will outline the European Commission's current activities related to the rights of PRM. This will include the ongoing evaluation of Regulation (EC) 1107/2006 and the revision of the interpretative guidelines of the same regulation.

11:05 - 11:25

BREAK



WORKSHOP: GOING BEYOND THE CURRENT MODEL OF WHEELCHAIR ASSISTANCE

Year-on-year growth in wheelchair assistance requests is stretching airport assistance services across the globe beyond capacity. Recent trials suggest that a significant share of passengers who currently request wheelchair assistance would prefer to get alternative types of assistance. This workshop will enable attendees to explore the sector's current state of play and recent studies, discuss which viable alternatives can be implemented in the short term, and identify long-term solutions that will shape a better and more cost-effective model of wheelchair assistance.

11:25

WHEELCHAIR ASSISTANCE AT AIRPORTS – THE PASSENGER'S PERSPECTIVE

Laurel Van Horn, VP director of programs, Open Doors Organization, USA

At large airports in the USA and Europe, more than one million passengers per year request assistance with mobility or navigation. Regardless of their specific needs, most are offered 'one-size-fits-all' wheelchair service and are left feeling more like a parcel than a valued customer. This presentation will examine the experience from the customer's perspective, with analysis based on findings from ACRP Report 210: Innovative Solutions to Facilitate Accessibility for Airport Travelers with Disabilities.

11:35

WHEELCHAIR ASSISTANCE AT AIRPORTS

Linda Ristagno, manager, external affairs, IATA, Switzerland

The presentation will review findings from experts from airlines, airports, regulators, travel agents and disabled associations to analyze the complexity of handling the special category of customers who need assistance at the airport.

11:45

HOW REAL-TIME DATA IMPROVES PRM PASSENGER FLOW

William L Neece, director of airport solutions, Ozion, France

Service operations for passengers with reduced mobility are evolving. Every year, overall passenger volumes appear to rise, as does the expectation of service. In this session we will explore how the use of good data and collaboration can improve service for passengers with reduced mobility today, and prepare for the increasing numbers of tomorrow. Airlines, airports and service providers all contribute valuable data and now have access to that combined real-time passenger operational information. We will show how this allows for the securing of each passenger, on-time flight performance and smooth overall airport operation.

11:55

WORKSHOP

13:25 - 14:30

LUNCH



CONFERENCE QUESTIONNAIRE

Your conference questionnaire will be sent to you by email today. See you at Passenger Terminal CONFERENCE 2021!



DAY 3 / THURSDAY, APRIL 2, 2020

DAY 3 / THURSDAY, APRIL 2

09:00 - 13:25

AIRPORT DESIGN, PLANNING & DEVELOPMENT

09:00

INTRODUCTION BY CONFERENCE CHAIR

Mark Wolfe, principal, Hassell, Australia

09:05

BWI – BUILDING WITH INNOVATION: THE AIRPORT OF TOMORROW, STARTING TODAY

Paul Shank, chief engineer, MDOT MAA, USA

Chirantan Mukhopadhyay, aviation principal, Jacobs, USA

Innovative customer service is the core of the motto 'Easy Come Easy Go' for Baltimore/Washington International Thurgood Marshall (BWI) Airport. Through planning, design and construction, BWI's in-depth approach to today's concerns provides pragmatic solutions for tomorrow and beyond. This paper demonstrates how a US\$500m terminal expansion and a new baggage handling system (BHS) met airline operational needs, improved customer service and provided flexibility for aircraft mix. A creative design provided easily maintainable BHS, dramatically increased natural light for passenger comfort, and better concessions and restroom design. Lessons learned were incorporated through stakeholder participation and a new project.

09:35

THE MOST IMPORTANT TERMINAL PLANNING TRENDS – IS YOUR AIRPORT READY?

Sean Loughran, long-range planning manager, Port of Portland, USA

Scott Tumolo, director - terminal planning leader, C&S Companies, USA

Members of the ACI-NA Operations and Technical Affairs Committee – Planning and Development Working Group recently completed a terminal planning white paper titled Key Terminal Planning Considerations for the Next Decade. This session explores the most important terminal planning trends airport executives should be preparing for as we approach the 2020s. It will clearly state these initiatives and explain their impact on airports generically. Then, the long-range planning manager from Portland International Airport will explain how his airport is planning for these initiatives, and showcase some of the projects his team is implementing to be prepared.

“This is my second year, and I think it’s the most important conference that we can attend”

Manuel Aubone, director of customer experience – CXO, Aeropuertos Argentina 2000, Argentina

10:05

PANEL DISCUSSION: A NEW WORKING MODEL: HEATHROW'S INTEGRATED DESIGN TEAM

Barry Weekes, head of design, Heathrow Airport, UK

David Beare, divisional director of aviation, Mott MacDonald, UK

Steve Tasker, market director of aviation, Atkins Global, UK

Tony Gibbs, global environmental sciences service line leader, Wood Plc, UK

Panel Moderator: Jolyon Brewis, partner, Grimshaw, UK

Heathrow's third runway expansion is the largest and most complex infrastructure planning application in UK history. Through an innovative approach, Heathrow assembled an integrated design team (IDT) comprising the best architects, engineers and designers with proven experience across infrastructure projects and global aviation hubs, as well as experience in complex and sensitive masterplanning. Find out how the IDT has developed its working model over the last three years to deliver exceptional designs for Heathrow, and how this collaborative model has consistently challenged the seven companies within it to strive for better solutions to highly complex design challenges.

- Why Heathrow chose the integrated design team approach above other models of delivery
- Find out how the 'best athlete' approach to tasks creates an atmosphere of healthy competition delivering highly effective outcomes
- Discover how the IDT offers incredible expertise and great diversity of thinking
- How IDT's Early Career Professionals network is helping to fast-track careers and share lessons learned across Heathrow and its suppliers
- How the IDT leadership team have evolved the model over the last three years

11:05 - 11:25
BREAK



11:25

PLANNING WHEN UNCERTAINTY IS ACCELERATING

Philippe Delaplace, senior vice president, ADP Ingénierie, France

The new challenge is to plan flexibility. Planning is key for airports to better operate their infrastructure. But in this ever-changing environment, how can they plan with enough precision while keeping enough flexibility to embrace upcoming and unplanned evolutions? Drawing on Groupe ADP's experience as an operator and ADP Ingénierie's international experience with airports all over the world, discover how to better plan and anticipate the upcoming changes and prepare for uncertainty.

11:55

LEAN PROCESS IMPROVEMENT IN AIRPORT CONSTRUCTION

Jonathan Smith, program director, Heathrow Airport, UK

Miguel Ricalde, lean principal consultant, AECOM, UK

The supplier worked alongside the client to improve the excavation process for one airport expansion project. The process optimization project was delivered through a systematic implementation of lean principles where the current process was fully understood, opportunities mapped and solutions developed.

CONFERENCE PROGRAMME

Through discrete scenario simulation and focusing on process flow and rhythm, potential savings of 19% time and 15% cost were demonstrated for the excavation process. The lessons from this project call us to break silos within the airport, to assess construction processes from a business perspective and to reassess the flexibility of the operations stakeholders to better support necessary construction activities.

12:25

PANEL DISCUSSION: UTILIZING THE PROGRESSIVE DESIGN-BUILD DELIVERY METHOD FOR COMPLEX AVIATION PROJECTS

Traci Holton, assistant vice president – development and engineering, Metropolitan Nashville Airport Authority (BNA), USA

John Aitken, director of aviation, Mineta San Jose International Airport (SJC), USA

Corey Ochsner, associate principal, Fentress Architects, USA
Panel Moderator: Scott Shelby, operations manager/project executive, Hensel Phelps, USA

The presentation will provide insight from two major airports experiencing rapid growth and expansion where the progressive design-build (PDB) project delivery method is being utilized. Industry experts will offer real-world examples of how the PDB contract method can be tailored to handle aggressive schedule requirements and/or contract flexibility from a cost and programming perspective. What are the advantages and challenges of this unique project delivery method? Lessons learned from the perspectives of the owner, architect and builder will be revealed.

- Why would an airport choose to use the progressive design-build project delivery method?
- What are the unique traits of the progressive design-build contract?
- Success stories that can only be delivered by progressive design-build
- What the teams have learned from past PDB projects and how to build on these lessons
- The unique challenges faced by the owner, architect and builder who enter into the progressive design-build arena

13:25 - 14:30
LUNCH



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DAY 3 / THURSDAY, APRIL 2

09:00 - 13:25

AVIATION SECURITY, BORDER CONTROL & FACILITATION

09:00

INTRODUCTION BY CONFERENCE CHAIRS

Neville Hay, director of training, Interportpolice, UK
Philipp Kriegbaum, retired senior aviation security expert, Philipp Kriegbaum, Germany

09:05

PANEL DISCUSSION: TSA INNOVATION BRIEFING – THE FUTURE TRAVEL EXPERIENCE

Stacey Fitzmaurice, executive assistant administrator for operations support, Transportation Security Administration, USA
Alexis Long, chief innovation officer, Transportation Security Administration, USA

Mara Winn, acting division director of the innovation task force, Transportation Security Administration, USA

Austin Gould, assistant administrator of requirements and capabilities analysis, Transportation Security Administration, USA
Panel Moderator: Matt Gilkeson, Innovation Task Force deputy director, Transportation Security Administration, USA

This informational briefing discusses innovation at TSA, the Innovation Task Force (ITF) mission and vision, and current and future solicitation methods. Attendees will be introduced to ITF as a thought leader in innovation/aviation security and will leave energized and excited about how the government is facilitating public-private partnerships and how they themselves can transform aviation security.

- The current innovation work and innovation landscape at TSA
- ITF's mission and vision, and solution selection and demonstration process
- Update on the NASA Hackathon Crowdsourcing Challenge
- Promotion of the DHS S&T Self-Screening Accelerator Challenge and the open-for-submission targeted Broad Agency Announcement (BAA)
- Use of augmented and virtual reality at TSA

10:05

THEATER OF SECURITY DESIGN – UPGRADING SECURITY AT AUSTRALIAN AIRPORTS

Robert Ousey, principal - transport sector leader, Architectus, Australia

In recent tests in the USA and elsewhere, high percentages of the undercover test passengers carrying prohibited items, including a variety of weapons, made it through security screening points at major airports. To effectively transform the poor performance of security spaces, the implementation of the latest screening technology and high-quality training for security personnel needs to be matched with the deterrent offered by the successful application of the 'theater of security design'. In Australian airports we might finally be getting it right, with security spaces that say in every way, "Just try it. You are definitely going to get caught!"

DAY 3 / THURSDAY, APRIL 2, 2020

10:35

STEPPING STONE TO SUCCESS – REMOVING SECURITY CHECKPOINTS IN THE FUTURE

Billy Shallow, manager, Smart Security, ACI World, Canada

Positive developments have been evident in security checkpoints over the last five years, combating evolving threats while improving efficiency and creating an enhanced customer experience. With a doubling of passengers by 2035, the checkpoint approach is not sustainable and treats everyone as a threat. It is envisioned that a 'checkpointless' security operation will evolve where passengers and their baggage are screened side by side at walking pace. This presentation discusses what will be achieved over the next five years and how these are stepping stones to a revolutionary future model.

11:05 - 11:25
BREAK



11:25

WORKFORCE PLANNING FOR AVIATION SECURITY

L Clint Welch, director, aviation security and public safety, San Diego County Regional Airport Authority, USA

Jeffery Oboy, partner, M2P Consulting GmbH, USA

The threat to security remains for airports. New fears over the 'insider' and the introduction of drones have many arguing that the threat has in fact increased. At the same time, major innovations are unleashing a new 'art of the possible' for responding to these developments. Considering this and the need to work through the complexities presented by growth and construction, San Diego Airport asked itself whether it was adequately staffed and optimally organized to deliver on its security and safety responsibilities. The airport also needed to demonstrate that it was doing so in the most fiscally responsible manner.

11:55

PUBLIC AREA SECURITY ENHANCEMENT MEASURES

Mark Crosby, principal consultant, Ross & Baruzzini, USA

Airport public areas are susceptible to a myriad of threats from terrorism to public protests to persons in mental health crisis. This presentation will help airport operators, designers and consultants mitigate the threats to airport public areas.

12:25

GUIDANCE FOR AIRPORT SECURITY ACCESS CONTROL SYSTEMS: THE STAKEHOLDER'S VIEW

Dr Jonathan Branker, industry SME, RTCA, Inc, USA

As stakeholders, airport operators, airlines and security personnel universally accept the paradigm that their main focus is on the safety and security of travelers without jeopardizing the passenger experience. Passengers are insulated from the behind-the-scenes technological changes that stakeholders need to continuously update as they focus on possible breaches by disgruntled employees, malicious acts (both internal and external), and how to identify and mitigate the changing threat landscape. This presentation will focus on the continuing development of the guidance developed by the RTCA Special Committee 224 in the form of consensus-based recommendations on airport security access control issues.

12:55

SCHIPHOL: IMPLEMENTING LANDSIDE SECURITY IN A GROWING AIRPORT

Tom van Maastrigt, strategic advisor - aviation security, Royal Schiphol Group, Netherlands

After the Brussels incident, Schiphol started several activities to cope with the impact of such a disaster. Meanwhile, Schiphol is facing an increase in passenger numbers and traffic flow. Trying to keep the airport accessible while implementing new landside security measures, and developing a landside accessibility program while keeping the airport secure, are challenging jobs for all parties involved.

13:25 - 14:30
LUNCH



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“It was indeed a very great experience. The conference context was excellent. The sharing of expertise & learning was high level and all the speakers were great in their respective fields”

Heman Koomar Lollbearree, head of security services, Airports of Mauritius Co Ltd, Mauritius

“Excellent conference! Quality presentations, well prepared presenters – I learned a lot from them”

Krishan Tangri, general manager, Brisbane Airport Corporation, Australia

CONFERENCE PROGRAMME

DAY 3 / THURSDAY, APRIL 2

09:00 - 13:25

COMMERCIAL DEVELOPMENT, RETAIL, CONCESSIONS & MEDIA

09:00

INTRODUCTION BY CONFERENCE CHAIR

Jeremy Corfield, partner, CPI, Australia

09:05

INFLIGHT RETAIL REINVENTED

Chris Pok, CEO, KrisShop, Singapore
Kian Gould, CEO and founder, AOE, Germany

The growing focus on sustainability, the ever faster-changing customer behavior driven by a mobile world, and declining inflight sales are forcing airlines to rethink their inflight business models. Travelers today are more demanding in terms of the product offering, the overall inflight experience and how this fits in their customer journey. These days, travelers are looking for the ability to pre-order 60 minutes before the flight departure, home delivery, personalized offers and extensive product catalogs and services. By changing their supply chain, airlines can reduce their CO2 footprint, drive revenues up and improve the customer experience before, during and post-travel, matching the expectations of today's travelers.

09:35

FUTURE OF NARITA AIRPORT'S RETAILING STRATEGY

Atsuro Kaneko, staff, Narita International Airport Corporation, Japan

Since its opening in 1978, Narita Airport has evolved not only as an airport, but also as one of the best commercial spaces in Japan. Narita Airport has been focusing on expanding its sales by introducing popular brand stores and restaurants, and aims to strengthen the retailing strategy even further. The presentation will discuss the rising revenues at Narita Airport, the newly opened stores and the future vision of the commercial space.

10:05

THE OUTSIDE INVESTMENT MODEL FOR TAOYUAN'S DUTY-FREE STORES

Yun-Ju Lee, senior specialist (in-house counsel), Taiwan Taoyuan International Airport, Taiwan

Yuting Tsai, staff, Taiwan Taoyuan International Airport, Taiwan

This presentation will share the experience, concept and strategy of the previous administration, bringing out the current status of the formulations for commercial models by introducing a specialized business service for non-government enterprises. This has led to the airport service becoming more innovative and diverse. In addition, it has not only lowered the airport's costs but also increased the overall operational efficiency.

10:35

A CENTRAL RECEIVING AND DISTRIBUTION FACILITY (CRDF) CASE STUDY ANALYSIS

Heather Leide, director, airport development, Metropolitan Airports Commission, USA

Steve Wareham, associate vice president, Landrum & Brown, USA

A CRDF operates as a pass-through dock for airport terminal receivables. CRDFs are best located on airport grounds with public delivery docks, internal receiving, a screening area and a secured area with outbound docks and trucks. Airports utilize CRDFs to improve concessions delivery logistics as well as enhance security. Minneapolis-St. Paul International Airport

(MSP) implemented a contracted managed loading dock program in 2005. This facility outgrew its location and MSP recently opened a new CRDF. MSP's internal analysis and experience can serve as a template to help airports decide: Is a CRDF right for our airport?

11:05 - 11:25

BREAK



11:25

INGREDIENTS FOR THE WOW FACTOR

Kyrian Eke, senior aviation consultant, Munich Airport International, Germany

The presentation will take the audience through some key internal initiatives that airports need to have in place to create the foundation for delivering the wow factor for its passengers. It will explain how these wow factor initiatives increase the non-aeronautical revenues of any airport. These initiatives can be tailor made for each airport so they don't have to be expensive; on the contrary, in most cases they are revenue generators.

11:55

EXPANDING TO INCREASE CAPACITY AND DELIVER LUXURY RETAIL EXPERIENCE

Peter Daley, project director, Hamad International Airport, Qatar

The presentation will discuss ways to enhance the customer experience through setting retail strategy.

12:25

AIRPORT RETAIL IS MEDIA

Melvin Broekaart, founder and CEO, Aircommerce Group, Netherlands

Physical retail stores are transitioning from being primarily a distribution channel for products to becoming a powerful media channel for branded experiences and stories. Airport retail stores are no exception to this transition, as declining spend-per-passenger numbers have been indicating over the past few years. It's a transition that will change everything, including how retailers generate revenue and how store success is measured. Passengers' brand immersion will become the store's greatest value driver. Applying a similar calculation to airport stores as we do for online traffic, this places the (concession) value of airport retail space in a whole new light.

12:55

AIRPORTS AS BRANDS

Juan de Lascurain, chief dreamer, Dream Big, Mexico

This presentation will discuss how airports can maximize their potential to become recognized brands. By developing original merchandising and retail spaces and manufacturing local products, airports can enter one of the fastest-growing segments in the travel industry.

13:25 - 14:30

LUNCH



CONFERENCE QUESTIONNAIRE

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DAY 3 / THURSDAY, APRIL 2, 2020

DAY 3 / THURSDAY, APRIL 2

09:00 - 13:25

CUSTOMER SERVICE & PASSENGER EXPERIENCE

09:00

INTRODUCTION BY CONFERENCE CHAIRS

Hiosvany Muina, senior director passenger service USA, DNATA, USA

Catherine Mayer, vice president, SITA, USA

09:05

MOVING FORWARD WITH FAST TRAVEL AT NARITA AIRPORT

Noriaki Kataoka, assistant manager, Narita International Airport Corporation, Japan

At Narita Airport, the number of passengers has increased in recent years due to rising demand for visits to Japan. This trend is expected to continue, but expansion of terminal facilities is difficult to achieve in the short term. Therefore, Narita Airport is promoting fast travel to optimize the use of its existing facilities. It is proceeding with the introduction of boarding procedures (OneID) using biometric authentication technology. The presenter will outline the initiatives and issues such as privacy measures that have been encountered along the way.

09:35

IMPROVING THE (DIGITAL) AIRPORT EXPERIENCE

Anette Schouls, manager digital airport and recovery, Air France-KLM, Netherlands

With airline industry demand growing 20 times faster than capacity (by 2040), we have to prioritize innovation of the airport experience in departure halls, transfer desks and business class lounges. With the renovation of KLM's flagship business class lounge at Schiphol, KLM aimed to do more than simply upgrade the facilities of the lounge. With the ambition to close the gap between the offline and online worlds, a completely new service design has been implemented.

10:05

INNOVATION FOR AN EXCEPTIONAL END-TO-END PASSENGER EXPERIENCE

Anita Natarajan, director, head of global airports operations, Uber, USA

More than ever before, passengers want convenience, speed and personalization at the tap of a button, all in one place. Our view is that the travel industry should work together – airports, airlines, technology companies, transportation providers, etc – to seamlessly connect and hand-off customers at the transition points. When harnessed, technology can facilitate the transition to create a frictionless travel experience that passengers would like to repeat. Measurement is also important: partners in the travel ecosystem who own different parts of the customer journey should be data driven, basing decisions and new ideas on the data versus anecdotal observations.

10:35

HOW TO OPTIMIZE PASSENGER FLOW AND EXPERIENCE USING SECURITY WAIT TIMES

Martin Rubinstein, AVP - digital and social, Dallas Fort Worth International Airport, USA

Michiel Munneke, CEO, M2Mobi, Netherlands

Passengers traveling through DFW Airport can now see live security waiting times for every checkpoint and every lane. This session gives an insight into how DFW Airport became the first airport to offer this native feature for its passengers. The app gives passengers a clear overview of all 16 checkpoints and their lanes. This allows passengers to decide whether the nearest checkpoint is also the fastest to go through. To work properly, each checkpoint and lane has its own measuring. This session also provides insight into how the security wait times flow is designed.

11:05 - 11:25

BREAK



11:25

EYETRACKING – USING THE LATEST TECHNOLOGY FOR A BETTER WAYFINDING

Martin Schweinberger, senior advisor quality and CX management, Flughafen München GmbH, Germany

Christian Sandtner, manager marketing and advertising media, Terminal 2 Operating Company, Germany

Munich Airport conducted an eye-tracking survey to optimize wayfinding and insights for the perception of commercial signs/advertising. The following use cases will be discussed: wayfinding/gate signage – eye tracking as a means to identify optimization potential regarding gate signage; commercial signage – engage passengers to change terminal buildings in order to shop and dine by using floor and wall signage as well as monitors; advertising – does advertising interfere with the passengers' navigation to their gate? How are advertising spaces perceived?

11:55

USING SOCIAL MEDIA TO CONNECT WITH DIGITAL TRAVELERS

Kevin Cullinane, head of communications, Cork Airport, Ireland

The presentation will offer an insight into how Cork Airport uses different social media channels to promote its services, grow its brand and connect with digital travelers as Ireland's best-loved airport. We will share what has worked well and how social media fits into our wider marketing strategy to compete and grow as Ireland's fastest-growing international airport. Learn how business strategy allied to a brand transformation has led to this success, and why passengers love taking off from Cork Airport.

12:25

BOT OR NOT? HOW IS A CHATBOT USEFUL FOR OUR PASSENGERS?

Monika Półtorzycka-Jon, marketing and PR manager, Wrocław Airport, Poland

Airports are exploring possibilities to meet the needs of mobile passengers who want to receive information immediately and effortlessly. To respond to passengers' expectations, Wrocław Airport has developed an advanced chatbot. Integrated with the airport's information system, it sends flight updates, facilitates finding flights and booking tickets and, by automatically answering hundreds of questions supported by online experts, assists passengers traveling through Wrocław Airport. The system pushes incentives to shop and dine, thereby enhancing the airport's revenue. Appreciated by passengers and rewarded

CONFERENCE PROGRAMME

by experts, the chatbot has opened a new era of communication at Wrocław Airport. This presentation comes with practical examples and a case study.

12:55

IMPROVING THE PASSENGER EXPERIENCE THROUGH INNOVATION, TRAINING, COMMUNICATIONS AND SUSTAINABILITY

Allen Lainez, airports training and service excellence director, Copa Airlines, Panama

During this presentation the audience will learn the following with reference to generating accountability and ownership and ensuring a successful adoption. This includes listening to the customer's voice, involving technology and innovation to deploy a new project, developing a winning training plan beyond the classroom, engaging users in developing an assertive communications plan, and developing and sharing a plan to be sustainable.

13:25 - 14:30
LUNCH



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DAY 3 / THURSDAY, APRIL 2

09:00 - 13:25

FACILITIES MAINTENANCE & MANAGEMENT

09:00

INTRODUCTION BY CONFERENCE CHAIRS

Michael Riseborough, director terminal infrastructure, Greater Toronto Airports Authority, Canada
David Tomber, director of strategic consulting, Woolpert, USA

09:05

OVERVIEW OF AIRPORT ASSET MANAGEMENT

Eric Coupaye, technical director, Aéroports de Paris SA, France
Patrick Rallett, senior manager, Groupe ADP, France

Unlike many assets managers for whom the best strategy is to let their assets reach obsolescence and then demolish/rebuild, Groupe ADP has chosen to maintain its terminals, even the oldest ones, and bring them back at the level of recent air terminals. This choice, which has limited the need for new investments, has been validated by experience. We have therefore moved to piloting renovations with the 'condition-based renovation' index, which is more economical than a systematic renovation policy and more effective in terms of robustness and reliability than a purely corrective renovation policy.

09:35

INTEGRATING ASSET MANAGEMENT WITH TERMINAL DESIGN VISION, GUIDELINES AND STANDARDS

Heather Karch, architecture manager, Port of Seattle, USA

David Tomber, director of strategic consulting, Woolpert, USA

This session will focus on integrating asset management with terminal design standards using Seattle Airport as an example. Seattle Airport has recently developed an innovative strategy document that brands design vision, articulates clear design guidelines and establishes design standards for terminal development. An asset management program is now being developed by the airport to integrate with and complement the standards. Creative terminal aesthetics alone are not enough for maintaining ongoing terminal performance, optimizing costs or even winning prestigious recognition like Skytrax awards. This session will show how to integrate design brand with asset management best practices.

10:05

INNOVATIVE USE OF ISO 55001 TO DRIVE RISK MANAGEMENT FOR FM

Gary Merrow, vice president facilities, Atlanta Airlines Terminal Company, USA

Craig Omundsen, asset management and O&M specialist, Jacobs, USA

Craig will share the innovative solution applied at Hartsfield-Jackson Atlanta International Airport to reduce risks at its central utility plants. He will reveal the transformation with the move to conform to ISO 55001 and in-depth information about methods used to drive improvements within risk management for facilities maintenance. Gary will discuss lessons learned, including return on investment (ROI) strategies and a five-year roadmap for continuous improvement between AATC and outsourced partners. The presenters will provide their fresh perspective on planning for the airport's future success by delivering a positive ROI through risk management elements of ISO 55001.

10:35

KANSAS CITY AIRPORT (MCI) ASSET MANAGEMENT PROGRAM AND BIM/MAXIMO INTEGRATION

Ian Redhead, deputy director of aviation, Kansas City Missouri Aviation Department, USA

Manik Arora, president and CEO, Arora Engineers Inc, USA

On the verge of building a brand-new terminal, Kansas City International Airport (MCI) sought to incorporate a new asset management software that has the ability to monitor and manage the full lifecycle of MCI's enterprise assets, such as facilities, communications, transportation, production and infrastructure in the new maintenance facility building. Electronic Data Inc (EDI) was tasked with the implementation of Maximo and the migration of data from the primary BIM model to Maximo. This smaller, successful project is a prelude to a much larger implementation during the development of the new terminal, set to open in 2023.

11:05 - 11:25
BREAK



DAY 3 / THURSDAY, APRIL 2, 2020

11:25

PANEL DISCUSSION: INDUSTRY EXPERTS SHARE PERSPECTIVES ON ASSET MANAGEMENT BEST PRACTICES

Fong Kok Wai, advisor, Changi East, Changi Airport Group (Singapore) Pte Ltd, Singapore

Michael Moran, general manager, Port Authority of New York & New Jersey, USA

Michael Riseborough, director terminal infrastructure, Greater Toronto Airports Authority, Canada

Gary Merrow, vice president facilities, Atlanta Airlines Terminal Company, USA

Neil Moran, head of digital asset management and transformation, Dublin Airport, Ireland

A global panel of seasoned industry experts will share frank and candid perspectives on asset management best practices for airport terminals. Practices that work at one airport or region may not work at another for a variety of reasons. This panel will explore common and differing practices, along with the underlying reasons. The panel representatives are from airports in Atlanta, Dublin, New York, Singapore and Toronto. Discussion topics include enterprise asset management systems, asset inventory, condition assessments, digital and data management, maintenance policies and practices, levels of service, and CIP and annual O&M funding procedures.

- Is ISO 55001 certification a must to optimize value, or can an airport simply use IAM best practices?
- What are the most effective strategies for getting leadership buy-in for an asset management program?
- How do you align asset management, maintenance management and workforce planning on a digital platform?
- What are the most effective strategies for justifying capital renewal funding to airport and airline decision makers?
- How can planners and designers ensure terminals are cost-effective to operate, maintain and renew?

12:25

AIRPORT PUBLIC ADDRESS SYSTEMS' AUDIO QUALITY - IT DOES MATTER

Todd VanGerpen, manager, innovation and systems, Seattle-Tacoma International Airport, USA

It seems that public address (PA) system audio in an airport rarely gets the attention that a critical airport system deserves. In many cases a PA system is installed almost as an afterthought. But a PA system goes well beyond simply putting a grid pattern of speakers in the ceiling, connecting these to an amplifier and giving someone a microphone. This presentation will give a real-life example of audio success in a new facility, provide information regarding a reference document that is invaluable to airports, and address the human factor in terminal announcements.

12:55

MAKING YOUR ASSET MANAGEMENT PLAN TAKE FLIGHT

Nick Jensen, director, asset management, Edmonton International Airport, Canada

Martin Gordon, director, asset management, WSP, Canada
Airports help regional economies extend their reach and often face many of the same challenges that local governments do. They have a portfolio of diverse infrastructure that supports a variety of services to customers in a challenging, dynamic environment. Edmonton International Airport has implemented an asset management program that began with the successful implementation of a computerized maintenance management system to better understand the cost of service. The airport has recently also established an asset management strategy and a

systematic approach that employs risk, strategic and service priority for investment planning. The program was nationally recognized at PEMAC's 2019 annual convention.

13:25 - 14:30
LUNCH



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DAY 3 / THURSDAY, APRIL 2

09:00 - 13:25

INCREASING AIRPORT CAPACITY

09:00

INTRODUCTION BY CONFERENCE CHAIRS

Satyaki Raghunath, chief strategy and development officer, Bangalore International Airport, India

Ashwini Thorat, head of airport planning, GVK, India

09:05

LEVERAGING ARTIFICIAL INTELLIGENCE AND VIDEO TO DRASTICALLY IMPROVE THE TURNAROUND PROCESS

Laurent Kaddouch, project manager, Groupe ADP, France

Groupe ADP, as an airport operator, has deployed more than 1,000 video cameras covering the apron area over the last few decades. In a context where technologies based on AI are emerging and maturing, the use of cameras can be enhanced to a higher level. Meeting all the conditions, ADP has taken the opportunity to combine AI and video cameras to improve the turnaround process with the objectives of automating turnaround milestones detection, improving safety, enhancing predictability and increasing performance. The presentation will offer an overview of the proof of concept ongoing in Groupe ADP.

09:35

GATWICK'S MASTERPLAN AND FUTURE GROWTH

Tim Norwood, chief planning officer, Gatwick Airport, UK

Gatwick has an innovative proposal to make best use of its existing runways by bringing its Northern Runway into routine use. The presentation will discuss the development consent order process the airport is preparing, and what the future of Gatwick could look like in the next 15 years.

10:05

HOW TO BALANCE TRAFFIC IN MAXIMUM-CAPACITY MULTI-TERMINAL AIRPORTS

Matt Cosker, demand and capacity manager, Heathrow Airport, UK

Martijn Verhees, director aviation solutions, Beontra GmbH, Germany

Heathrow is severely capacity constrained; therefore, optimizing how its limited capacity is used is key. Even minor changes to flight schedules can disturb a previously balanced terminal operation. The presentation will explain how Heathrow prepares to accommodate these changes and ensures it gets the most

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efficient use of its infrastructure.

10:35

HELSINKI AIRPORT DEVELOPMENT PROGRAM – PASSENGER TERMINAL PROCESSOR CAPACITY SIMULATION

Heikki Koski, chief digital officer, Finavia, Finland
Piet Ringersma, senior airport architect, NACO, Netherlands
Airport Consultants, Netherlands

The most extensive expansion project in the history of Helsinki Airport is underway. Finavia's giant investment program allows the airport to serve 30 million passengers annually. The expansion program includes an increase in terminal capacity to accommodate future growth. Successful discussion on terminal capacity between airport and airlines requires a simulation approach to discuss various terminal design layouts and what-if scenarios on different allocation strategies. The presentation will show how NACO and Finavia conducted terminal simulations for various scenarios to showcase the terminal capacity, which facilitated seamless discussion between Finavia and the airlines at Helsinki.

11:05 - 11:25
BREAK



11:25

EFFICIENT TERMINAL DEVELOPMENT STRATEGIES FOR THE US MARKET

Stephen Sisneros, managing director - airport affairs, Southwest Airlines, USA

Jonathan Massey, managing principal, Corgan, USA

The private infrastructure development industry has been searching for ways to expand its presence in the US market for many years. However, the formulas and approaches that work in other regulatory, commercial and cultural environments can prove challenging in the US market. As the US aviation market was originally pioneered by multiple short-haul domestic air carriers rather than a single state-affiliated flag carrier, the airline community plays a much greater role in how the market develops. This discussion will focus on the nuances of the US market as seen through the eyes of the largest US domestic carrier.

11:55

PACKAGE OF OPTIMIZATION PROJECTS TO INCREASE CAPACITY AND EFFICIENCY @PRG

Martin Kučera, executive director airport operations, Prague Airport, Czech Republic

In the last couple of years, Prague Airport has gone through huge traffic growth and has faced many challenges to react to the increasing operational demands while retaining the high passenger experience and punctuality. This paper will show a package of projects with the goal of increasing capacity and operational efficiency at the airport, which allows the increasing traffic demand on existing infrastructure to be accommodated. This capacity and efficiency increase is not driven just by construction activities (e.g. additional check-in counters, larger security or border control, apron reconfiguration), but also by optimization of planning and implementation of self-service technologies.

12:25

THE JOURNEY TO 400 PASSENGERS PER

HOUR PER SECURITY LANE

Willem van Bavel, managing director, Bavel Consulting, Ireland

Global passenger volumes are increasing each year and are forecast to double by 2035 (IATA, 2016-2035). As a result, security checkpoints are becoming capacity-constrained bottlenecks in the passenger journey. This can lead to costly expansion programs to make space for additional lanes, often at the cost of sacrificing valuable retail space. However, most checkpoints operate at only half of their available capacity. This presentation puts a spotlight on the common security lane inefficiencies and introduces a methodology to overcome them. Is a 400-passengers-per-hour lane achievable and if so, at what cost? We answer these questions.

12:55

A DYNAMIC PERSPECTIVE ON AVIATION CAPACITY – WHAT DRIVES THE CAPACITY

Geert Boosten, lector aviation management, Amsterdam University of Applied Science, Netherlands

Dr Catya Zuniga, associate professor, Amsterdam University of Applied Science, Netherlands

This work presents a framework to define and measure capacity on different time horizons while identifying the different main stakeholders involved, their interaction and role, using three main drivers. Technological and societal constraints define the available capacity per time unit (hour, day, year). Airline, airport or ATC business models reflect how users try to optimize the available capacity. The main drivers provide insight into the dynamic use of airport capacity; the fact that individual stakeholder decision making could have a major impact on airport capacity and how the available capacity will be incorporated in scheduling, tactical planning and daily operations.

13:25 - 14:30
LUNCH



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“The conference was very good: it was educational, innovative and motivating”

Thor Thoeneie, CEO, Oslo Airport City, Norway

DAY 3 / THURSDAY, APRIL 2, 2020

DAY 3 / THURSDAY, APRIL 2

09:00 - 13:25

SAFETY, CRISIS & DISASTER MANAGEMENT

09:00

INTRODUCTION BY CONFERENCE CHAIRS

Etienne van Zuijlen, lead business development - airport operations, SITA, Netherlands
Alastair Deacon, airport operational systems consultant, Toasty Solutions Limited, UK

09:05

DEVELOPMENT OF NARITA AIRPORT'S CRISIS MANAGEMENT – AFTER THE TYPHOONS

Mamika Katagiri, assistant, Narita International Airport Corporation, Japan

No two disasters are the same, and their condition changes every moment. That's why we have to prepare and be ready for any crisis situation. We will explain the recent case where we were able to carry out a better airport operation by examining the problems arising from the previous disaster response experience and taking countermeasures. Due to the impact of Typhoon Faxai in September 2019, a large number of passengers were stranded at the airport. This presentation will share Narita Airport's countermeasures for Typhoon Hagibis, which landed in Japan just a month after Typhoon Faxai.

09:35

PREDICTING CIVIL UNREST AT AIRPORTS

Kristina Does, strategic development, Transecure, USA
Terrorism incidents impacting airports are predictable. The Institute for Economics and Peace now predicts the risk of countries falling into conflict nearly seven years ahead, allowing preventive measures in allocating resources and producing more cost-effective decision making during incidents of civil unrest impacting airports. Airport operators could retool this predictive model and effectively predict where the next large-scale civil airport disruption might occur – meaning better preventive measures could be more cost-effectively planned and executed. This case study proposes a model collaborative airport effort to avoid unnecessary disruption to civil aviation due to civil unrest incidents in the future.

10:05

MANAGING THE AIRPORT DURING CIVIL PROTESTS

Allan Padilla, chief operations officer, Quiport, Ecuador
During October the Government of Ecuador announced the elimination of the fuel subsidies for the whole country. At first, all public transport stopped operating as a protest to the government, blocking the roads and access to the airport. Later, indigenous groups from all over the country joined a national protest that ended 12 days later. Access roads, flight cancellations, logistics and airport cargo were affected.

10:35

COMMUNICATING WITH PASSENGERS AND EMPLOYEES DURING EMERGENCIES

Michael Nonnemacher, aviation chief operating officer, Fort Lauderdale-Hollywood International Airport, USA
The speaker has been directly involved in a passenger aircraft accident, a cargo aircraft accident and a shooting at a passenger

terminal. As a result, he has real-life experience of responding to these emergencies and lessons learned about communicating with passengers and employees during emergencies. He has also developed employee training programs for how to communicate and help during emergencies. During this presentation he will share his experience.

11:05 - 11:25

BREAK



11:25

A SIMPLE PROCESS TO IMPROVE SAFETY IN COMPLEX OPERATIONAL AREAS

Lyn Fowler, baggage transformation manager, Heathrow Airport, UK

Chris Penny, senior people and change consultant (operations consulting), Arup, UK

Safety issues are often systemic in nature, yet many interventions focus on a single symptom. This is often due to the complex nature of operational areas, where multiple stakeholders interact around a single function. How do airports create a holistic view of safety? We describe the development of a local safety framework, which creates a common language to coordinate activities. This framework was used to underpin a simple process for capturing feedback on the workforce's feelings – "How safe do you feel on your shift?" We detail our trial of the new proactive measures and processes and our lessons learned.

11:55

FULL-SCALE EMERGENCY EXERCISE: A TOOLKIT TOWARD EFFICIENT DISASTER MANAGEMENT

Koen Hillewaert, head of contingency, Brussels Airport Company, Belgium

After a brief description of the Brussels Airport specifics, the presenter will focus on a risk analysis of the airport and for which emergencies and business continuity scenarios Brussels Airport is prepared. The presentation will also discuss how to get airport staff and stakeholders educated and trained to deal with a real emergency, and how to establish a robust training program. Finally, a case study of a full-scale emergency exercise will be presented, showing real footage, lessons learned and dos and don'ts.

"Once a year in the aviation industry - MUST BE IN ATTENDANCE!"

Tomasz Lenart, passenger services manager, Wroclaw Airport, Poland

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12:25

PANEL DISCUSSION: WHO'S CRYING NOW – THE FUNDAMENTALS OF CRISIS MANAGEMENT

Wendy Reiter, director aviation security, Port of Seattle, USA
Andrew Velasquez III, managing deputy commissioner and chief operations and security officer, City of Chicago, Department of Aviation, USA

Dr David Rubens, executive director, Institute for Strategic Risk Management, UK

Panel Moderator: Donald Zoufal, lecturer / consultant, University of Chicago / CrowZnest Consulting Inc, USA

Airports are subject to a range of natural and man-made disasters that can quickly spiral into crisis situations. Be it ash clouds from a volcanic eruption, drones on the perimeter or a ransomware cyber-attack, the possibility of a crisis in airports is always at hand. This session explores fundamental issues critical to any crisis management program. It will facilitate the audit and benchmarking of current mitigation, response and recovery practices and help to identify corrective measures. Grounded in global case studies and best practices, this session will give participants insights into the management of a crisis and an opportunity to explore options.

- How crisis situations differ from standard incidents, routine emergencies and major incidents
- The main causes of crisis management failure
- The essential elements of crisis management decision making
- The benefit of information management in crisis management
- The availability of resources and training to help better prepare staff dealing with crisis situations

13:25 - 14:30
LUNCH



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“Excellent conference with a good variety of speakers”

Sudlapa Preeonwong, director, Airports of Thailand Ltd, Thailand

DAY 3 / THURSDAY, APRIL 2

09:00 - 13:25

TECHNOVATION: BAGGAGE, SYSTEMS & INTEGRATION

09:00

INTRODUCTION BY CONFERENCE CHAIRS

Maurice Jenkins, division director, information systems, Miami Dade Aviation Department, USA

Al Lyons, SVP firmwide director of IT and electronic systems, HOK, USA

09:05

THE IDEAL BAGGAGE HANDLING SYSTEM OF THE FUTURE

Mark Birkebak, director of engineering, Greater Orlando Aviation Authority, USA

Juan Carlos Arteaga, vice president, HNTB Corporation, USA

Baggage handling systems (BHS) are critical to successful and efficient airport operations. Selection of proper BHS technology that will provide the most reliable, efficient and secure conveyance of bags is an absolute necessity. And ensuring that the design, construction, operations and maintenance will fully satisfy the airport's needs must be carefully orchestrated. Orlando's growth has dramatically exceeded forecasts. To meet demand, GOAA began a public procurement protocol in 2015 to select the design, construction and manufacturing team for an RFID (aka ICS) BHS system, which provides 100% tracking, eliminates international and domestic bag separation, minimizes jams and improves hygiene.

09:35

THE LARGE-SCALE TRANSITION STRATEGY OF THE INFORMATION INTEGRATION SYSTEM IN IIAC

Jung-Hun Lee, deputy director, Incheon International Airport Corporation, Korea

Jee-Hwa Jung, deputy director, Incheon International Airport Corporation, Korea

The presentation will detail the operational status of Incheon International Airport's operation systems, specifically the conversion of the large-scale information linkage system at the third stage of the airport's construction project.

10:05

THE NEXT GENERATION OF AUTOMATED BAGGAGE HANDLING SYSTEMS

Daniel Agostino, assistant director, operations, Miami International Airport, USA

The presentation will explore the integration of a new fully automated baggage handling system that consists of a new facility with CTX 9800 EDS machines and mobile inspection tables (MIT) inside the CBRA room. The discussion will dive deeply into operational constraints associated with the transition from an outdated system and standalone EDS operation into the new fully automated system. The presentation will describe from the airport perspective how to properly plan, including getting airline buy-in, and how to work with federal partners and other stakeholders including ground handlers, while still operating in the old environment.

DAY 3 / THURSDAY, APRIL 2, 2020

10:35

INCREASING RELIABILITY AT SCHIPHOL BAGGAGE HANDLING

Ronald Wever, cluster manager baggage systems, Amsterdam Airport Schiphol, Netherlands

An increasing number of passengers are taking to the skies every year, and airports need to adapt to cope. A significant barrier to increased passenger capacity is the limits of the baggage handling systems. Many airports cannot expand the physical capacity of their baggage systems and therefore need to increase capacity through increased reliability. Schiphol is using smart condition monitoring to alert the maintenance team to baggage conveyor faults up to four months in advance of a breakdown – helping to improve the reliability of the baggage systems and increase the passenger capacity of the airport.

11:05 - 11:25
BREAK



11:25

CO-DESIGNING A GATE-MANAGEMENT TOOL WITH BUSINESS

Yorick Buys, service manager - passenger services, Brussels Airport Company, Belgium

The presentation will introduce a tool to reduce the workload at a gate and make managing a gate easier and more straightforward. The tool has been designed together with airlines and handlers using a very fast and agile approach. It has considerably reduced the workload at a gate.

11:55

USING RFID TECHNOLOGY TO IMPROVE BAGGAGE MANAGEMENT

Nicolas Pierre-Pierre, project manager - RFID deployment at CDG, Groupe ADP, France

The ADP group, as well as Hub One, has been working for a few years on the deployment of RFID technology to improve the traceability of baggage at CDG Airport, in order to meet an ever-increasing need for information. All the sorters at T2E are equipped with this technology, as well as the sorters dedicated to Skyteam rapid connection. Deployment will continue on arrival carousels to enhance service quality. The rest of the platform will be equipped over the coming years, making CDG one of the leading European airports in the use of this identification technology.

12:25

THE FUTURE OF HAND LUGGAGE: FROM PAIN TO GAIN - INVISIBLY

Vicky Scherber, head of passenger and baggage processes, Lufthansa Group, Germany

Dr Torsten Wingenter, founder, Aviation Catalysts, Germany

One of the biggest challenges today (IATA's number 3 for airports) is hand luggage, which causes flight delays by slowing down processes from security to boarding. What if we could automatically detect the amount and measure the size of hand luggage? Invisible to the passenger and in a seamless walk-through process, without creating a new touchpoint. In a perfect world, everyone carries only as much hand luggage as allowed. But there are times when things don't work out as planned. Wouldn't passengers be happier if there was more flexibility; if they could take (even additional) important hand luggage on board while unimportant pieces stay out?

12:55

BAGGAGE HANDLING SYSTEM SIMULATION TOOL

Abdul Hadi Osman, assistant manager, Changi Airport Group (Singapore) Pte Ltd, Singapore

Eric Miller, director, BNP Associates Inc, USA

The presentation will introduce a multifaceted simulation tool for the baggage handling system at Changi International Airport. It allows a range of users from planners to operation teams to understand how the baggage handling system copes with different flight load and schedule changes. This is all done in 30 minutes with graphs and tabular results for analysis.

13:25 - 14:30
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“An event that all aviation sector-related professionals should attend. Three days of rich content and learning”

Susana Santos, marketing and product aviation, ANA Aeroportos de Portugal, Portugal

“This was a great one-stop shop to learn about what other world-class airports are doing”

Ari Ming, director designate airport redevelopment, Bermuda Airport Authority, Bermuda

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*Subject to speaker permission

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RAI Hotel Services is the official hotel agent for the event. Visit the Travel & Hotels section of our website for details.

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Paris Expo Porte de Versailles
Hall 7.3, 1 Place de la Porte de
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CONTACT US

Passenger Terminal EXPO

UKi Media & Events Ltd, Abinger House, Church Street, Dorking, Surrey, RH4 1DF, UK

Tel: +44 1306 743744, Fax: +44 1306 877411,

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