CONFERENCE PROGRAMME

THE WORLD’S LEADING INTERNATIONAL AIRPORT CONFERENCE AND EXHIBITION

14, 15, 16 MARCH 2017
RAI AMSTERDAM, THE NETHERLANDS

REGISTER TODAY!

See the online conference programme at www.passergerterminal-expo.com for the very latest updates

Please wear your DELEGATE or SPEAKER badge where it can be CLEARLY seen at ALL times!

Venue: RAI Amsterdam, The Netherlands
Supporting airport: Schiphol Amsterdam Airport
Awards: None
Endorser: IATA

Alex Smith
Managing Director
APS Security Systems
United Kingdom

DELEGATE
We hope that you enjoy your time with us at the conference!

Please wear your delegate or speaker badge where it can be clearly seen at all times!

You can only enter the conference rooms wearing a delegate (on your chosen days) or speaker badge. Please wear it in a visible place, ready for it to be scanned at conference room doors.

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**08:00**
REGISTRATION & BADGE COLLECTION

**08:00-09:00**
EARLY MORNING REFRESHMENTS
14 March - outside Forum
15 March - Ruby Lounge
16 March - Ruby Lounge

**CALL FOR PAPERS**
Work will begin immediately on securing new speakers and topics for next year’s conference in Stockholm. If you or your organisation would like to participate as a speaker in the conference next year, please contact: Janine McEvilly, Conference Director: janine.mcevilly@ukipme.com

**TOPICS WILL INCLUDE:**

**PUT THE DATES IN YOUR DIARY!**

**Passenger Terminal CONFERENCE 2018**
20, 21, 22 MARCH 2018
STOCKHOLMSMÅSSAN, STOCKHOLM, SWEDEN
CONFERENCE AT A GLANCE

08:50-09:00
ZONE: 1, ROOM: FORUM
WELCOME TO AMSTERDAM
AND OPENING ADDRESS
Jos Nijhuis, President & CEO, Schiphol Group

Speaker Gallery

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Schedule subject to change

CONFERENCE TRACK COLOURS
• Each conference track has a colour.
• Please follow the coloured signs.
Please note: Conference Tracks are not in the same room every day

www.passengerterminal-expo.com
SKYTRAX WORLD AIRPORT AWARDS WINNERS WILL BE ANNOUNCED AT PASSENGER TERMINAL EXPO 2017

Join us for celebration drinks with the winners of the prestigious SKYTRAX WORLD AIRPORT AWARDS 2017!

14 March 2017 from 17:30 - 18:30 in exhibition hall 8

SKYTRAX WORLD AIRPORT AWARDS are the most prestigious and coveted awards to recognise 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 2017 WORLD AIRPORT AWARDS will be held at Passenger Terminal EXPO on 14 March 2017!

For more information visit our website: www.passengerterminalexpo.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 drinks on offer to everyone.

www.worldairportawards.com
YOUR CONFERENCE AMENITIES

FOR CONFERENCE DELEGATES & SPEAKERS
All of these are included on the day/s you registered for the conference:

**PASSENGER TERMINAL CONFERENCE**
Forum / Park Foyer 1 / Park Foyer 2 / F002-F005 / E102-E107

**FREE CLOAKROOM**
Enterance F

**CONFERENCE MAP**
Page: BACK COVER
Conference Room locations
Refreshment Break locations
Conference Dining locations

**WELCOME REFRESHMENTS**
08:00-09:00
14 March - outside Forum
15 March - the Ruby Lounge
16 March - the Ruby Lounge

**LUNCH**
Conference Dining
Exhibition Halls 8 & 9

**REFRESHMENTS AT BREAKS**
10:00-17:00 - 14 & 15 March
10:00-13:00 - 16 March
Ruby Lounge, Hall 8 stand number
C1 & C2, Hall 9 stand number 938

**FREE WI-FI - CONFERENCE**
Network name: CONGRESSWIFI
Passcode: congress@rai

**EXHIBITION MAP**
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Exhibitor List, Stand Numbers,
Visitor Relaxation Areas, Skytrax
WORLD AIRPORT AWARDS

**FREE WI-FI EXHIBITION**
Network name: PTEXPO17
Password: amsterdam

**SKYTRAX WORLD AIRPORT AWARDS**
Exhibition Hall 8

**CONFERENCE PROCEEDINGS WEBSITE**
Access to presentations following the conference*
*subject to speaker permission, within two weeks

**VISITOR MEETINGS & RELAXATION AREAS**
Exhibition Halls 8 & 9

**CONFERENCE PROCEEDINGS WEBSITE**
Check your email on 27 March for
the website address and your unique
username and password!

**WHAT THE AUDIENCE WILL LEARN**
See presentation SYNOPSES, speaker BIOGRAPHIES and our unique WHAT THE AUDIENCE WILL LEARN on our website!

**QUESTIONNAIRE**
Look out for our it in your email on 16 March! Keep a note of YOUR favourite speakers!

@pteamsterdam #pteamsterdam
A-Z SPEAKER GALLERY
www.passengerterminal-expo.com
HOME TOURIST MARKET THAT HAS GROWN A GREAT DEAL IN RECENT YEARS, MAINLY IN TOURISM DESTINATIONS IN THE SOUTH OF EUROPE, LIKE THE ALGARVE, DUE TO THE NEW OFFER OF ROUTES AND FREQUENCIES THROUGHOUT THE YEAR, AS WELL AS THE GOOD CLIMATE, SECURITY AND, ABOVE ALL, THE QUALITY AND DIVERSITY OF GOLF AND OTHER TOURISM FACILITIES.

10:40 AIRPORTS AS TRANSPORT HUBS: THE IMPORTANCE OF MULTIMODAL CONNECTIVITY FOR TOURISTS

Nandita Bhatt, Deputy General Manager - Architecture/ Course Developer - IAP, Airports Authority of India, India

The tourism and aviation industries complement each other. A global tourist’s travel experience invariably starts and ends with transportation to and from an airport. Although aviation has revolutionised world tourism by reducing travel hours and maximising comfort, a tourist remains dependent on other transport modes to reach the intended destination(s). Today’s airports provide transit passengers with a pleasurable experience during the course their airport stay, but this needs to be complemented by an equally pleasurable experience when reaching or leaving the airport. Seamless connectivity with an efficient and reliable multimodal transportation system is the need of the hour.

11:30 THE IMPORTANCE OF INTERMODAL PROJECTS FOR SMALL AIRPORTS

David-Ioan Ciclo, CEO, Cluj International Airport, Romania

Intermodal projects for regional airports have become a mandatory objective. The main beneficiaries will be airports, airlines and passengers, but also many secondary stakeholders: railway companies, community, bus companies and so on. Designing and implementing an intermodal project is a challenging task due to the high number of stakeholders, financing issues, competition, lack of understanding and complexity. Implementing the intermodal project for Cluj International Airport, which will welcome more than two million passengers in 2017, will be a challenging task, but one of the main drivers of future development.

11:10 - 11:30 BREAK

12:00 SEA AIR-RAIL PROJECT – EXPERIENCE IN SECURING FUNDING FROM EU

Massimo Corradi, TEN-T Projects Coordinator, SEA Milan Airports, Italy

The discussion will examine the steps to take to ensure governmental support, particularly with reference to the European Commission co-funding experienced as a catalyst for the overall implementation of an air-rail project. Moreover, it will focus on the vital role that good governance plays in the success of intermodal projects. The presentation will focus on the railway connection project between Terminal 1 and Terminal 2 as well as the new Terminal 2 station at Milano Malpensa Airport, highlighting the expected operational and access improvements from an airport managing company’s point of view.

www.passengerterminal-expo.com
TAXI MANAGEMENT SYSTEM

Thomas Hoff Andersson, Director of Passenger & Terminal Services, Copenhagen Airports, Denmark

The presentation will give insights into how Copenhagen Airports moved from a taxi operation with long waiting times for the taxi drivers, inefficient utilisation of airport infrastructure and an unpredictable passenger experience, to a situation with a forecast-based taxi management system controlled by the airport. We have managed to introduce KPIs, terms of use, an incentive model, airport staff financed by the taxi industry and an unpredictable passenger experience, to a situation with an uninterrupted taxi operation during the construction stage.

AIR-RAIL CORRIDORS IN NORTH AMERICA

Anthony Loui, Community Planner, United States Department of Transportation, USA

Larry Leung, Director, Experience The Skies, Canada

Air-raid corridors are major transportation corridors containing airline and passenger rail services in the same corridor. These corridors connect many airports, transportation centres and cities to a region. Direct connections are also made outside these corridors to other transportation services worldwide. Major investments are needed to maintain the connectivity, sustainability, access, safety and reliability of air-raid corridors to promote the economic vitality and growth of the regions they serve. This presentation will highlight current investment activities in several air-raid corridors identified in North America, and plans for future growth.

IMPLEMENTING AN INDUSTRY-LEADING TAXI MANAGEMENT SYSTEM

Boon Cheat Yew, General Manager, Projects, Changi Airport Group (Singapore) Pte Ltd, Singapore

A purpose-built infrastructure for taxi queuing was added to the three-terminal Changi Airport. It was designed with taxi capacity of 96 vehicles. Excess taxis tailed out of the queuing space onto the main road during peak hours. We relocated the T1 taxi queue to above the existing T3 taxi area, which is 1.5km away. The new capacity is 300 taxis, plus 200 queuing spaces in the network of a vehicular bridge and an underpass roadway. The design is based on five criteria: maximised taxi capacity, environment, taxi drivers’ welfare, efficient queuing system and uninterrupted taxi operation during the construction stage.

THE MANAGEMENT OF TAXIS AT TTIA (PRESENT VS. FUTURE)

Mercy Fong, Clerk, Taoyuan International Airport Corporation Ltd, Taiwan

Taxis are convenient and important transportation for people. Therefore, providing people with a friendly service and good experience is always a major issue for an airport operator. Taoyuan International Airport Corporation, the main operator of TTIA (duty free shop, restaurants, security etc.) but it is not the legally authorised manager for taxis. Passengers always complain about the quality of taxi management. As a result, we are trying to revise the administrative regulation of this section and expect to offer passengers a better experience and impression than previously.

WHY AIRPORTS SHOULD STOP RELYING ON CAR PARKING REVENUES

Milda Manomaityte, Director, Global AirRail Alliance, UK

Car parking fees are still the biggest income generator for most airports, but with the arrival of autonomous vehicles and car sharing schemes, the need to park a car at the airport will be significantly reduced. In turn, public transport providers, especially airport rail operators, will have to compete with on-demand door-to-door transportation companies. This presentation will look at what opportunities there are for airports to reform their ground access strategies to improve customer experience and in turn generate alternative revenue streams.

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DAY 1 - TUESDAY 14 MARCH

ZONE: 1, ROOM: FORUM

08:50
WELCOME TO AMSTERDAM AND OPENING ADDRESS
Jos Nijhuis, CEO, Royal Schiphol Group, Netherlands

All conference tracks will begin promptly five minutes after the opening address

09:05 - 17:35
AIRPORT DESIGN, PLANNING & DEVELOPMENT

ZONE: 1, ROOM: FORUM

09:05
CONFERENCE CHAIR
John Mok, Aviation Consultant, John Mok, USA

09:05
INTRODUCTION BY CONFERENCE CHAIR

09:10
THE SPECTACLE OF THE AIRPORT
Jos Nijhuis, CEO, Royal Schiphol Group, Netherlands

Schiphol is more than just an airport – it’s theatre. Like Les Misérables, it’s a production that doesn’t have an end date. It’s a well-oiled machine, where every day brings the possibility of adding a new touch or refinement. Every day, the airport terminal forms the backdrop to a complex system of movement, one in which every traveller forms part of a massive ensemble cast. With our airport and airlines as the production crew, we look at how this dance plays out every day. We ask ourselves: how do we exceed expectations today to create a better show tomorrow?

09:30
HOW TO TRANSFORM THE CUSTOMER EXPERIENCE AND REMAIN COMPETITIVE
Brad Miller, Manchester Airport Transformation Programme Director, MAG, UK

The presentation will cover: the strategic challenges faced by the UK’s third largest airport and largest regional airport – Manchester; the wide range of considerations and stakeholder views that must be taken into account in order to be successful; how central the customer experience has been to our thinking; how all of this has to be delivered in a live, growing operation and remain competitive.

10:00
A CASE STUDY IN AIRPORT STRATEGIC PLANNING
Scott Gibbons, Vice President of Administration, Cincinnati/Northern Kentucky International Airport, USA

Strategic planning can be defined as the process undertaken by an organisation to define its future and formulate a roadmap to guide it there. Theoretically, the strategic plan should set forth the foundation for every organisational initiative and action. For example, at airports, the strategic plan should drive results in the areas of planning, capital investment, operations, customer services and employee relations. Yet the strategic planning process has not been widely embraced in the airport industry. This case study will demonstrate how an airport’s new strategic plan provided direction, alignment and accountability, both internally and externally.

10:30 - 10:50
BREAK

10:50
O’HARE SATCT: MAXIMISING VALUE THROUGH DESIGN INNOVATION AND COLLABORATION
Jonathan Leach, Chief Operating Officer, Chicago Department of Aviation, USA
Jefrey Jakalski, Vice President, Buildings, EXP US Services Inc, USA

The new South Air Traffic Control Tower at Chicago O’Hare International Airport began as a site adaptation of the recently completed North Tower. Due to code changes, FAA objectives and City goals, an extensive collaborative process ensued between the City of Chicago, the FAA, and EXP, resulting in an innovative design process that considered function, aesthetics, cost and schedule from the start. Designing for innovative construction methods, incorporating numerous sustainable initiatives, and making opportunities out of code challenges, constructability and long-term operations and maintenance were significantly improved over standard tower designs, resulting in reduced short- and long-term costs.

11:25
IMPLEMENTING PROGRAMME CONTROLS FOR A MAJOR AIRPORT DEVELOPMENT
Jarrett Simmons, Assistant Aviation Director, Houston Airport System, USA
Stephen Bualda, Project Director, Turner & Townsend, USA

Across the globe, clients are increasingly choosing to manage their capital investments using the tools and techniques of Programme Management. This presentation sets out an approach to implementing programme controls on major airport programmes, within the Programme Management approach. Major programmes are complex enterprises; they expose the client organisation to significant business threats and, conversely, offer benefits that can transform markets. The successful application of programme controls teams, tools, processes and procedures are fundamental to the ability to successfully deliver through all phases of the programme lifecycle. The presentation will illustrate globally demonstrated aspects of implementing programme controls.

12:00
HEATHROW EXPANSION
Derek Provan, Future Heathrow, Director, Heathrow Expansion, Heathrow Airport Limited, UK

The presentation aims to explain the history of Heathrow, the role the airport plays within global aviation and the UK economy. It will explain the political and legal process of getting a decision from the UK Government to expand, the process required to design and build a new airport, and the challenges expected along the way. Finally it will provide a view of what an expanded airport will look like and achieve as an icon of global aviation.

12:30 - 14:00
LUNCH

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DAY 1 - TUESDAY 14 MARCH

14:00
AA CAPITAL PROGRAMMES AT OUR HUBS
Palmina Whelan, Managing Director Corporate Real Estate, Facilities, American Airlines, USA

The presentation will review the history of American Airlines, and discuss the construction capital programmes the company currently has and will have at hubs.

14:30
CONSTRUCTING A NEW RUNWAY AT BRISBANE AIRPORT – CHALLENGES AND OPPORTUNITIES
Krishan Tangri, General Manager - Assets, Brisbane Airport Corporation Pty Ltd, Australia

With the first phase of the project successfully completed, construction on the 3.3km-long New Parallel Runway (NPR) at Brisbane Airport is due to commence soon, with a target date of opening the runway by September 2020. The runway had been in planning for more than 10 years and will cost A$1.4bn.

This presentation examines the challenges and opportunities of planning, designing and constructing a runway on very poor-quality ground by a privatised airport with a strong focus on project governance and optimum project cost outcomes.

15:00
INTERFACE BETWEEN TERMINAL AND AIRFIELD: TRENDS IN BOARDING GATE DESIGN
Patric Przeradzki, Senior Associate, Woods Bagot, Australia

Seemingly disconnected interactions between the terminal and airfield affect the passenger experience at the boarding gate. We will review the key drivers, trends and challenges faced when trying to create the best possible passenger experience at the boarding gate. Are there downsides to designing for maximum flexibility and should airports be designed from the inside out starting with the boarding gate?

15:30 - 15:50
BREAK

15:50
BERMUDA AIRPORT PPP – A MODEL EARLY ENGAGEMENT WITH THE AIRLINES
David Stewart, Head, Airport Development, IATA, UK
Chris Chalk, Global Practice Leader - Aviation, Mott MacDonald, UK

Developing a new US$270m passenger terminal to replace 40-year-old facilities using project finance and direct negotiation with an investor can raise many challenges. However, early engagement and a high level of transparency between all stakeholders enabled development of a bankable collaborative solution that met the needs of everyone. The joint presentation between IATA and Mott MacDonald sets out the steps that were followed as a model for development of smaller airports needing external support.
10:30

COPING WITH EMERGING THREATS – AN AIRPORT OPERATOR’S PERSPECTIVE
Alan Xavier Tan, Vice President Aerodrome Safety & Aviation Security, Changi Airport Group (Singapore) Pte Ltd, Singapore

Recent security incidents have pointed towards emerging threats in the aviation sector. As the aviation industry beefs up its protection against unlawful intervention in aircraft and its core hardware, the perpetrators are choosing easier targets (soft targets) like landside. However, are traditional threats less real? Have there also been security incidents pointing towards airport staff colluding with such perpetrators in those cases. How can we deal with them?

12:00

PANEL DISCUSSION: CONCEPT TO DEPLOYMENT: THE LIFECYCLE OF EXPLOSIVES DETECTION
PANEL MODERATOR: Lawrence Studdiford, President, Studdiford Technical Solutions LLC, USA
Gerard Hanley, Director of Global Certification, Rapiscan Systems, USA
Luke Olsen, Director of Sales & Business Development, Smiths Detection, USA
Todd Silvestri, Vice President, L3 Security and Detection Systems, USA
Stanley DeFilippis, Director Federal Accounts, Leidos / Reveal Imaging, USA

As new threats to aviation assets are discovered, new technologies are constantly being developed to thwart these developments. But at what cost, and how quickly can they be brought to market and be incrementally more effective while common standards throughout the EU and the rest of the world are constantly changing? This roundtable of explosives detection equipment manufacturers and industry experts will discuss the journey through the regulatory and acquisitions process, and the nuances of bringing new capabilities to fruition, from theory to development, testing and implementation.

14:05

CRUMBLING CALIPHATES AND THE RESURGENT JIHADIST THREAT TO AVIATION
Tim Williams, Managing Director, Stirling Assynt, UK

Islamic State is placing increasing emphasis on targeting the West and other regions outside the Middle East. The group is seeking to show continued momentum in its battle for supremacy over Al-Qaeda, as the latter’s caliphate in Iraq and Syria is steadily lost. This will involve increasing emphasis on high-profile attacks, and its targeting of aviation will rise as technical expertise is spread from its core areas. In response, Al-Qaeda will seek to use its own residual capacity to target airliners, in an attempt demonstrate its continued relevance and to capitalise on Islamic State’s difficulties.

14:20

GEOPOLITICAL RISK INTELLIGENCE AND CIVIL AVIATION
Henry Wilkinson, Director, Head of Intelligence & Analysis, The Risk Advisory Group plc, UK

Civil aviation is vulnerable to a range of risks stemming from the geopolitical realm. Although terrorism may be a familiar threat, the MH17 disaster exposed serious shortcomings in how some airlines monitor and assess risks, and raised questions about what airlines can and should be doing. This presentation will provide a high-level strategic overview of the changing geopolitical environment and explain why, how and where the risks are changing. It will highlight emerging risks to air corridors, ground safety and passenger demand, and will conclude with some points on how airlines, airports and regulators can better assess risks.
14:35
THE IMPORTANCE OF INTELLIGENCE FOR DAILY DECISION MAKING
Tzahi Shraga, Chief Intelligence Officer, MAX Security, Israel

Global companies, having to operate in complex environments, expect to find creative and relevant solutions to a vast variety of risk scenarios. Riots, civil unrest, terror and natural disasters are only a few of the challenges to be mitigated. When it comes to aviation security, the majority of people will address the threat to the airport or the flight, but only few would address the threat to the larger circle; for example, today’s risk level at the landing area. Qualitative intelligence, vetted and analysed by experienced analysts, is a force multiplier for the CSO and an efficient tool in his toolbox and decision making process.

14:50
PANEL DISCUSSION: SECURITY INTELLIGENCE
PANEL MODERATOR: Ned Farmer, Geopolitical Risk Manager, American Airlines, USA
Tim Williams, Managing Director, Stirling Assynt, UK
Henry Wilkinson, Director, Head of Intelligence & Analysis, The Risk Advisory Group plc, UK
Tzahi Shraga, Chief Intelligence Officer, MAX Security, Israel

15:30 - 15:45
BREAK

15:45
DISRUPTIVE EFFECTS FOR AVIATION SECURITY
Graham Stubbs, Head of Security / Regulatory Compliance Policy & Standards, London Stansted Airport, UK
Representative UK Government, Expert, Centre for Protection of National Infrastructure, UK

This presentation will provide an overview of a new approach to augment aviation security developed by the UK Government. Based on behavioural science research, the presentation will show how existing airport resources, in particular the people element, can be enhanced to disrupt hostile reconnaissance.

16:30
PANEL DISCUSSION: FROM INFORMATION TO ACTION – EMERGING TECHNOLOGIES CREATING ACTIONABLE INTELLIGENCE
PANEL MODERATOR: Donald Zoufal, Instructor, University of Chicago, USA
Anders LENNERMAN, Independent Consultant, Mp3 Consulting AB, Sweden
Richard Duncan, Assistant General Manager, Public Safety and Security, Atlanta Hartsfield Jackson International Airport, USA

Threats to aviation are continuous and increasingly complex. Emerging technology enhances an airport’s abilities to understand threats, manage resources and monitor operational tempo. These domain awareness technologies can make security more efficient and effective, as well as reducing cost. Multi-disciplinary information systems provide valuable data that can be leveraged for process improvements in a range of security and non-security systems. From video surveillance systems, to social media monitoring, to sensor data from the Internet of Things, airports are presented with a sea of information. This session will examine use of emerging technology and platforms for converting information to actionable intelligence.

17:15 - 17:30
WRAP-UP

17:30
SKYTRAX WORLD AIRPORT AWARDS CEREMONY & DRINKS RECEPTION!

DAY 1 - TUESDAY 14 MARCH

ZONE: 1, ROOM: FORUM

08:50
WELCOME TO AMSTERDAM AND OPENING ADDRESS
Jos Nijhuis, CEO, Royal Schiphol Group, Netherlands

All conference tracks will begin promptly five minutes after the opening address

09:05 - 17:35
COMMERCIAL - CONCESSIONS, RETAIL & MEDIA
ZONE: 2, ROOM: PARK FOYER 1

09:05
INTRODUCTION BY CONFERENCE CHAIRS
Jeremy Corfield, Partner, CPI, Australia
Dr Patricia Ryan, Director of Aviation, IOS Partners, USA

09:15
THE ONGOING EVOLUTION OF THE COMMERCIAL OFFER AT AMSTERDAM AIRPORT SCHIPHOL
Tanja Dik, Director Consumer Products & Services, Amsterdam Airport Schiphol, Netherlands

Only at Schiphol: how a 100-year-old airport remains at the forefront of commercial passenger experience. As one of the world’s oldest airports, Amsterdam Airport Schiphol has operated from the same terminal complex for the past 50 years. Thorough understanding of passenger profiles and needs, and the strengths and weaknesses in our terminal, form the basis for Schiphol’s commercial developments. In this presentation we’ll guide you through the building blocks of the unique Schiphol passenger experience: present and future; digital and analogue.

09:45
INSIGHTS INTO TRAVEL RETAIL IN CHINA
Sabine Trenk, Deputy General Manager Operations, Xi’an Xianyang International Airport, China

Many airports around the world have strategies for targeting Chinese travellers, but in this presentation Xi’an Xianyang International Airport will share how Chinese airports target Chinese travellers. With more than 33m travellers, Xi’an is one of the busiest airports in China, and has developed a retail and F&B offer that caters to Chinese nationals and the important inbound tourist market for Xi’an. The speaker will share insights into Xi’an’s commercial strategy and show how the airport has successfully met the needs of the Chinese market as it diversifies and grows.

@pteamsterdam #pteamsterdam
10:15  A NEW STYLE IN AIRPORT EXPERIENCE
Abdullah Nergiz, Marketing Director, IGA – Istanbul New Airport, Turkey
We will explore the distinctive style of Istanbul New Airport in terms of the duty free, retail and F&B experience.

10:45 - 11:05  BREAK

11:05  SEE BUY FLY: THE AIRSIDE SHOPPING EXPERIENCE OF SCHIPHOL
Anne-Marie Zuidweg, Director Commercial Services & Media, Amsterdam Airport Schiphol, Netherlands
The presentation will offer more information about the commercial journey of Schiphol passengers and how we, together with our business partners, use a multi/omni-channel strategy to increase our sales and raise our passenger experience. Always want to know what the best ways are to achieve more with an airport shopping brand? Let's see if our experiences with See Buy Fly will inspire you!

11:35  THE FUTURE OF AIRPORT RETAIL IN THE DIGITAL ERA
Cissy Chan, Executive Director, Commercial, Airport Authority Hong Kong, Hong Kong
As online shopping becomes popular and convenient, airports will have to revisit the retail model in this digital era. Instead of being a channel purely for transactions, airports have to entice passengers with much more inspiring experiences and hassle-free shopping. At the same time, the role of the airport retail team will have to evolve in order to add value to both passengers and retail partners in this omni-retail world.

12:05  PANEL DISCUSSION: GETTING THE BALANCE RIGHT
PANEL MODERATOR: Jeremy Corfield, Partner, CPI, Australia
Cissy Chan, Executive Director, Commercial, Airport Authority Hong Kong, Hong Kong
Anne-Marie Zuidweg, Director Commercial Services & Media, Amsterdam Airport Schiphol, Netherlands
Sabine Trenk, COO, Xi’an Xianyang International Airport, China
Many airports are challenged to deliver a commercial mix that appeals to local and international passenger groups. Understanding that different passenger groups spend and behave differently, in F&B and in retail, we discuss how active an airport can be in crafting and delivering the offer, both physically and digitally.

12:45 - 14:00  LUNCH

14:00  DIGITAL TRAVEL TRANSFORMED
Sharon McCloskey, Vice President, Marketing, Dallas Fort Worth International Airport, USA
Michiel Munneke, General Manager, M2Mobi, Netherlands
How to upgrade your experience with the launch of a new brand, new digital channels (app and website) alongside a terminal refurbishing programme. This session will give insight into how Dallas Fort Worth International Airport is leading the way by offering fresh digital innovation to enhance the passenger experience: implementing wayfinding, indoor positioning, food ordering, user profiling and context-based suggestions. You will learn why certain choices are made, what the results are and which best practices have emerged.

14:35  TRAVEL BLOGGING AT MUNICH AIRPORT – CONTENT MARKETING REVISITED
Thomas Kallmayer, Senior Innovation Manager, Munich Airport Company, Germany
Although setting up a travel blog would typically be the task of the Communications Department, Munich Airport went another way and had the Innovation Management implement this product. Travellers-Insight.com is our B-B content marketing tool to provide our customers and guests with inspiration for their travel planning. Our goal is to become one of the leading German travel blogs within the next two years by giving real and valuable insights, inspiring the reader and providing our airline partners with another marketing tool.

15:05  HOW THE BRANDING OF JOHN LENNON AIRPORT AFFECTED FUTURE GROWTH
Neil Pakey, Chairman, Regional and Business Airports Group, UK
For many years in succession, Liverpool’s Speke Airport saw 500,000 passengers through its doors every year. Then from 2002 to 2007, it grew to 5.5m passengers, with the airport eventually selling to Vancouver Airport Services at a substantial profit. So what happened? Find out why Liverpool, when faced with many credible politicians to name their airport after, went with John Lennon, and why a strong brand can have such an important effect on an airport’s business.

15:35 - 15:50  BREAK

15:50  THE FUTURE OF AIRPORT MEDIA
Arthur de Groot, Sales Director Schiphol Media, Royal Schiphol Group, Netherlands
New (digital) technologies and passenger behaviour have a significant impact on airport media. This presentation will offer an overview of the opportunities and threats for the media revenue stream at airports.

16:15  CAN AIRPORTS EVER HAVE THE SAME BRAND APPEAL OF AIRLINES?
Nicholas Coleman, Course Leader, London Metropolitan University, UK
Airlines have developed their brand appeal for decades, focusing on the subtle appeal of their heritage and their service standards, etc. The airports of the world have yet to capture this loyalty, but how far can they travel in this direction and what are the rewards? In particular, can passenger terminals make a significant impact on airport loyalty?

www.passengerterminal-expo.com
16:40  SENSE OF PLACE
Pamela Griffith-Jones, Chief Executive Officer, Nieuport Aviation Infrastructure Partners, Canada
Stanis Smith, Executive Vice President, Stantec, Canada
How airports can create a distinctive passenger experience and brand by celebrating whatever is unique and special about their city and community. Many of our airport clients are interested in how they can use art, exhibits, interior design, architecture, graphics, live entertainment and other innovative strategies to differentiate their airports and enhance the passenger experience.

17:10  PANEL DISCUSSION: CREATING AND DELIVERING A ‘BRAND EXPERIENCE’ IN AN AIRPORT AND HOW THIS IMPACTS SPEND
PANEL MODERATOR: Dr Patricia Ryan, Director of Aviation, IOS Partners, USA
Neil Pakey, Chairman, Regional and Business Airports Group, UK
Pamela Griffith-Jones, Chief Executive Officer, Nieuport Aviation Infrastructure Partners, Canada
Thomas Kallmayer, Senior Innovation Manager, Munich Airport Company, Germany
This panel will discuss the ways in which airports are positioning themselves from a brand perspective and how, when done well, this is filtering through to every aspect of the customer journey, and positively impacting commercial outcomes.

17:35  SKYTRAX WORLD AIRPORT AWARDS CEREMONY & DRINKS RECEPTION!
DAY 1 - TUESDAY 14 MARCH
ZONE: 1, ROOM: FORUM

08:50  WELCOME TO AMSTERDAM AND OPENING ADDRESS
Jos Nijhuis, CEO, Royal Schiphol Group, Netherlands
All conference tracks will begin promptly five minutes after the opening address

09:05 - 17:30  CUSTOMER SERVICE & PASSENGER EXPERIENCE
ZONE: 1, ROOM: E106 - E107
09:05  INTRODUCTION BY CONFERENCE CHAIRS
Douglas Stolls, Manager of Guest Relations / Central Baggage / Continuous Improvement, Virgin America, USA
Brian Engle, Director of Customer Experience, Greater Orlando Aviation Authority, USA

09:10  MARKETING RESEARCH AND INVESTIGATION
Flip Nellissen, Senior Programme Manager Customer Centric, Royal Schiphol Group, Netherlands
Hans Martens, Market Research Manager, Royal Schiphol Group, Netherlands
Marketing research and investigation provides valuable information for Schiphol’s vision to place the traveller at the centre. For this we investigated our traveller’s emotional journey. At what point are we exceeding expectations and where do we have work to do? We’re in the process of changing our strategies based on this information and arranging our organisation accordingly. What concrete steps is Schiphol taking for this transformation and what are the challenges we face? We will particularly look into the Operations Department.

09:45  DESIGNING A BEST-IN-CLASS AIRPORT IMPROVEMENT STRATEGY USING ENHANCED PASSENGER INSIGHT
Christopher Wright, Process Improvement Director, London City Airport, UK
Rob Gehring, Continuous Improvement Manager, London City Airport, UK
In today’s world of airports, it is current industry practice to focus on achieving SLAs and developing new facilities around standardised design standards. With this high standardisation across industry, how will you differentiate from your competitors? How can you buy customer loyalty? How well has the voice of the customer (VOC) been incorporated into your airport’s daily operations and strategy? London City Airport has an industry-leading voice of the customer programme, which enhances passenger experience, drives improvement activities and focuses the business on what is important, by integrating the voice of the customer in the holistic airport improvement strategy.

10:20  MAKE YOUR CONNECTION...WITH THE CUSTOMER
Kathleen Boyd, Head of Marketing, Houston Airport System, USA
Houston Airports has made immense progress with understanding who its customers are and what their needs are, via innovative use of big data (credit card transactional data and parking licence plate captures, yielding buyer and parker psychographics). It has also ‘cracked the code’ of its customer satisfaction research to prioritise the most powerful drivers of satisfaction, and has developed a research-based passenger hierarchy of needs. Job one was to improve the digital experience, which HAS did by jettisoning its eight-year-old non-mobile-responsive website and building a new customer-centric website that is so mobile-responsive that users call it an app! fly2houston.com

10:50 - 11:10  BREAK

11:10  WELCOME TO OUR PLACE: DELIVERING HOSPITALITY AND BOTTOM-LINE RESULTS
Garry Porter, Manager Airport Operations, Darwin International Airports, Australia
Welcome To Our Place is an innovative new approach to enhance customer experience at Darwin International Airport (DIA). This initiative works on the principal that all members of
the airport community treat customers with respect, warmth and friendliness, as they would if they were welcoming guests into their own homes. In essence, Darwin International Airport is ‘home’ for the airport community, and visitors will be made to feel welcome and safe at all times. Welcome To Our Place is now an intrinsic part of the culture at Darwin International Airport, and this will continue well into the future.

11:40  
**HOSPITALITY AT PARIS AÉROPORT**  
Jean-Michel Hua, Customer Experience Director, Groupe ADP, France

Developing an outstanding welcoming attitude at the airport is a key issue to improve customer experience in Paris. This not only concerns Groupe ADP staff but also all the airport community, as 95% of the contacts are with external staff. Among other initiatives, Paris Aéroport has launched a customer attitude programme to differentiate and embody the image of our airport. Our aim is to develop a caring and personalised relationship with our customers at every contact point throughout their travel experience.

12:10  
**CONSUMER ENGAGEMENT THROUGH ARTS, ENTERTAINMENT AND TECHNOLOGY**  
Brian Cobb, VP, Customer Experience, Cincinnati/Northern Kentucky International Airport, USA

Airports were once viewed as utilitarian, sterile and airline brand specific. New opportunities through community engagement are presenting fresh concepts to establish the airport brand identity. CVG has engaged the best and brightest from its local community arts, entertainment and technology venues to create an unforgettably positive experience with Midwestern charm. The travel community experience often begins and ends with the airport. CVG and its surrounding region cherish this opportunity to begin the region’s story at the airport, provide consistent expectations.

12:40  
**EXHIBITS OF CULTURAL AND ARTISTIC COOPERATION AT TAOYUAN INTERNATIONAL AIRPORT**  
Rou-You Lin, Staff, Taoyuan International Airport Corporation Ltd, Taiwan  
Yin-Tung Wang, Staff, Taoyuan International Airport Corporation Ltd, Taiwan

TTIA is not only working on its hardware facilities but also providing cultural experiences to passengers. Passengers around the world can learn more about Taiwan through specially designed decorations in airport showcases, passenger lounges, carousels and selected corners. In addition to mainstream culture, we collect unique artworks to exhibit more characteristics of Taiwanese customs and lifestyle. TTIA cooperates with artists, art organisations, businesses and local governments to display diverse cultural and artistic experiences.

13:15 - 14:30  
**LUNCH**

14:30  
**CHANGE IS THE NEW NORMAL: THE X-WAY OF WORKING**  
Sander Stomph, Director Operational Excellence, KLM  
Royal Dutch Airlines, Netherlands

Dr Christine De Lille, Assistant Professor, Delft University of Technology, Netherlands

There is quite a difference between what you promise as an airline and what passengers actually experience. How do you bridge that gap? KLM decided to build a platform for co-creating the future of the passenger experience with employees and passengers: ‘X’ with the support of TU Delft. X started off with the X-gates, three actual gates at Schiphol Airport where the existing airport processes are improved in the ongoing operations through thematic sprints. X-gates is now being extended towards co-creation inflight. The first X-flight has already taken place towards San Francisco.

15:05  
**CHANGE BY MOVEMENT NOT MANDATE – ACTIVATING AN AIRPORT**  
Scott Collier, Vice President, Customer and Terminal Services, Greater Toronto Airports Authority, Canada  
Owen Rogers, Partner, IDEO, USA

Toronto Pearson Airport and IDEO have been working together for the last few years to transform Toronto Pearson to become a world-class airport. We would like to share with you some of the journey we have been on, the lows and highs, and where it has taken GTAA to date. This is a presentation about harnessing the power of Toronto Pearson’s 40,000 employees across multiple stakeholders towards one common purpose: the positive impact the airport can have on its passengers, its customers, and ultimately its business performance.

15:40 - 15:55  
**BREAK**

15:55  
**MUNICH AIRPORT’S PASSENGER EXPERIENCE MANAGEMENT FRAMEWORK: KEY SUCCESS FACTORS**  
Thomas Hinterholzer, Expert in Customer Experience Measurement, Munich Airport – Flughafen München GmbH, Germany  
Arturo Garcia-Alonso, Terminal Operations Expert, Munich Airport - Flughafen München GmbH, Germany

It is well known that improving the customer experience makes business sense. How to get there remains a mystery for many organisations striving for excellence in customer service and getting mixed results. Munich Airport’s performance might make customer service excellence seem easy. The reality is that, behind prestige and awards, there is a series of fundamental activities taking place that are often not mentioned in the media. These require work, dedication and motivation. This presentation focuses on the key success factors that allow Munich Airport to remain ahead of the game in exceeding guests’ needs and expectations.

16:30  
**HOW TO BRING ‘CUSTOMER EXPERIENCE’ INTO PRACTICE**  
Sille Devacht, Experience Manager, Brussels Airport Company, Belgium

The presentation will look at bringing the theory into airport practice – how to bring the CEL theory (also from ACI) into real
life, with three very solid business cases: premises – seating as key touchpoint and driver of satisfaction; product – app 3.0, building a location-based information-driven app; people – community building after 22/03 at BRU and Airport Helper programme.

17:00
MAKING SENSE OF MULTIPLE MEASUREMENTS OF PASSENGER SATISFACTION
Aymeric Dussart, Director, Strategy and Business Data, Aéroports de Montréal, Canada
Airports today have access to multiple channels to evaluate the satisfaction of their passengers. From the traditional paper-based fieldwork survey, to feedback kiosks and the online monitoring of complaints and praise on social networks, airport operators have never had so many options at hand. However, although these tools generate a lot of useful data and analytics, before deploying them it is important to consider the exact usage that will be made of the new output. This will limit the risk of swimming in data with its usual consequences: imprecise interpretation and perilous comparisons between different channels.

17:00
SKYTRAX WORLD AIRPORT AWARDS
CEREMONY & DRINKS RECEPTION!

DAY 1 - TUESDAY 14 MARCH
ZONE: 1, ROOM: FORUM

08:50
WELCOME TO AMSTERDAM AND OPENING ADDRESS
Jos Nijhuis, CEO, Royal Schiphol Group, Netherlands
All conference tracks will begin promptly five minutes after the opening address

09:05 - 17:00
ENERGY, ENVIRONMENT & SUSTAINABILITY
ZONE: 1, ROOM: E103

09:05
INTRODUCTION BY CONFERENCE CHAIRS
Emanuel Fleuti, Head of Environment, Flughafen Zürich AG, Switzerland
Elizabeth Leavitt, Senior Director, Environment and Sustainability, Port of Seattle, USA

09:10
A SUSTAINABLE FUTURE
Denise Pronk, Programme Manager CR, Royal Schiphol Group, Netherlands
2016 was the year that sustainability really rooted in the aviation sector. First the airlines took action and signed the ICAO CORSIA agreements in Montreal, and then airports signed the Airports Sustainability Declaration in Amsterdam. The ambition is to strengthen a system of sustainable and resilient airports worldwide, through collaboration, transparency, innovation and engagement. What are the main developments in sustainability among airports? What lies in the future? In this keynote, Denise Pronk, Programme Manager Corporate Responsibility at Royal Schiphol Group, will take you on an informative tour of the world of sustainable airports.

09:40
BUDAPEST AIRPORT GREENAIRPORT PROGRAMME
Ferenc Kis, Head of Environmental Protection, Budapest Airport, Hungary
Budapest Airport has recognised that we have to involve and influence the many companies contributing to the emissions and environmental impacts of the airport. We initially did this through business-as-usual methods: contracts, business agreements, positive and negative incentives. But we have realised that this attitude and business model have limitations, and as a company we must think outside of the box. So Budapest Airport launched a partnership initiative called Greenairport Programme in the summer of 2015 for organisations operating at the airport to work together with the operator on further reducing the environmental impacts of the airport.

10:10
RESPONSIBLE GROWTH AT COPENHAGEN AIRPORT
Inger Seeberg, Director, Environmental Affairs, Copenhagen Airports, Denmark
CPH has a vision to make Copenhagen Airport able to handle up to 40 million passengers a year (26.6 million in 2015). It is a vision to accommodate the growth in a responsible manner. The presentation looks at environmental results achieved so far, and the opportunities and challenges looking forward.

10:40 - 11:00
BREAK

11:00
POWER AND WATER – AIRPORT OPPORTUNITIES
Kristi McKenney, Assistant Director of Aviation, Oakland International Airport, USA
Airports are large consumers of power and water, and large dischargers of water. Growing passenger activity globally is increasing the demand for both, and modern airport infrastructure and customers are increasingly power hungry. What are the opportunities for airports in managing this demand? Where are there opportunities for greening the supply of power and water and the discharge of water? What is the bottom line on revenue and the expense implications of different approaches?

11:30
GATWICK AIRPORT: ENERGY AND WATER EFFICIENCY AND INNOVATION
Steve Howells, EHS Director, Gatwick Airport Ltd, UK
Gatwick’s sustainability strategy, Decade of Change, was launched in 2010, shortly after the airport came into independent ownership. The strategy includes ambitious targets for 2020 on 10 key topics including energy, water, waste, carbon, air quality and public transport use. The strategy is being implemented alongside Gatwick’s 10-year £3bn investment to transform the passenger experience and operational efficiency. This, together with the airport’s robust EHS and asset stewardship culture, has empowered teams across the business to identify and deliver both innovative and incremental ways to meet the Decade of Change targets. As a result, by 2015 Gatwick had reduced its energy, water and waste footprint to mid-1990s levels, even as passenger numbers have doubled since that time.

@pteamsterdam #pteamsterdam
12:00
**CARBON AND WATER FOOTPRINT IN MILAN AIRPORTS.**
Dr Giovanni Falsina, Environment and Airport Safety Manager, SEA - Aeroporto Enrico Forlanini, Italy
The 2016 was, unfortunately, a record year for CO2 emissions. The European airports are making a great effort in this field, thanks in part to an incisive initiative of ACI Europe. The involvement of operational management is fundamental, and the economic benefits are significant: the commitment to a lower amount of emissions and improved ‘water footprint’ (a challenge that will become more and more crucial) must not be separated from daily operations and from investment programmes. Airports could also be ‘good catalysts’ to support synergistic action with neighbouring territories.

12:30 - 14:00 **LUNCH**

14:00
**OPEN-ALAQS: THE FIRST COMPLETE OPEN-SOURCE AIRPORT LOCAL AIR-QUALITY TOOL SUITE**
Dr Stavros Stromatas, Scientific Director, Envisa, France
Airports monitor air quality (it’s legally required in some countries). But measurements can be hard to interpret. How can we be sure that the pollution identified is really due to airports? This presentation will explain how Open-ALAQS, a Eurocontrol open-source tool, will help airports quantify their emissions and assess their impact on air quality (dispersion and concentrations). We will show how, thanks to an open-source geographical information system, the process of defining emission sources is simplified, and how the results can be easily visualised in various ways. This new system is validated by CAEP and is compatible with the EU air quality standards.

14:30
**THE QUALITY OF AMBIENT AIR AT THE AIRPORT**
Emanuel Fleuti, Head of Environment, Flughafen Zürich AG, Switzerland
Local air quality is not only an issue in the wider area of an airport, but often also at the airport itself. Passengers and staff are exposed to all emission sources at the airport. This presentation shows and discusses findings from measurements at the airport apron where staff and passengers are present.

15:00
**SUSTAINABLE AIR CLEANING TECHNOLOGY FOR HIGH INDOOR AIR QUALITY**
Christophe Berthoud, Sales Director Europe, LK Luftqualitaet AG - Ionair, Switzerland
Passenger comfort and wellbeing are relevant for a relaxing and successful experience at the airport. Excellent indoor air quality plays an importance role in that aim. Efficient outdoor and indoor air treatment together with low energy use in that process is like squaring the circle. Innovative air cleaning technology such as dynamically controlled ionisation combines these goals in the most elegant and sustainable way. Excellent outdoor air treatment, reduced indoor air pollutants and odours, together with high levels of hygiene, are the effects of this rising technology, which is already in place in leading airports.

15:30 - 15:50 **BREAK**

15:50
**INNOVATION TO IMPROVE DISCHARGE WATER QUALITY AT HEATHROW**
Peter Lewis, Project Manager, Atkins, UK
As part of Heathrow’s Water Quality Investment Programme, this presentation will demonstrate how Atkins is helping Heathrow to treat contaminated airport runoff and discharge cleaner water to the environment. It will discuss the variable nature of the conditions that create contamination, the spatial and operational constraints within the site and the conditions that drove innovation in order to succeed.

16:20
**WASTE DIVERSION: VANCOUVER INTERNATIONAL AIRPORT’S WASTE MANAGEMENT JOURNEY**
Shaye Folk-Blagbrough, Environmental Specialist, Vancouver Airport Authority, Canada
The presentation will provide a summary of waste diversion at YVR. YVR has had some great success with its waste programme and will share its process to achieve these results.

16:50
**WRAP-UP**

17:00
**SKYTRAX WORLD AIRPORT AWARDS CEREMONY & DRINKS RECEPTION!**

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**DAY 1 - TUESDAY 14 MARCH**

**ZONE: 1, ROOM: FORUM**

08:50 **WELCOME TO AMSTERDAM AND OPENING ADDRESS**
Jos Nijhuis, CEO, Royal Schiphol Group, Netherlands
All conference tracks will begin promptly five minutes after the opening address.

09:05 - 17:35 **FUTURE AIRPORTS**

**ZONE: 2, ROOM: PARK FOYER 2**

09:05 **INTRODUCTION BY CONFERENCE CHAIR**
Kiran Merchant, CEO, Merchant Aviation, USA

09:10 **A COLLABORATIVE DESIGN APPROACH TO ACHIEVE AIRPORT INNOVATION**
Maureen Gribnau, Innovation Manager, Schiphol Group, Netherlands
Dr Katinka Bergema, Postdoc Researcher, Delft University of Technology, Netherlands
In this presentation we will present how Schiphol collaborates with different universities to achieve innovation. In different projects they work on passenger experience and how to improve it. This requires knowledge of passenger experience, passenger behaviour, design techniques, media, content, etc. The different institutes can provide this knowledge and in the collaborative process all bring their own expertise and approaches. By working on different projects, the partners learn about each other’s strengths and weaknesses, which can be further applied in...
follow-up projects. The team has now worked on different topics such as waiting and baggage reclaim.

**09:40**  
**THE FUTURE AIRPORT**  
Curtis Fentress, President/CEO and Principal in Charge of Design, Fentress Architects, USA  
There is no end to the demands placed on airports in this ever-changing world. The speed of change is so incredible that the moment we begin designing an airport, we are already renovating it. Airport architects are on the front line, the point of conflict between myriad opposing forces, balancing trends in markets, technology, security, and ideas with human and cultural influences to create memorable gateways that embrace globalisation. The Fentress Global Challenge: Airport of the Future, challenges students around the world to envision this airport. Winners receive a US$15,000 prize that includes an internship at Fentress Architects.

**10:30**  
**APPLYING OTHER INDUSTRIES’ LEARNINGS FOR AN INNOVATIVE AIRPORT DESIGN**  
Joel Couillandeau, Head of Consulting Department, ADP Ingénierie, France  
The presentation will explore what innovative ideas for airport design can be found by looking at other industries’ practices, both in technological solutions and in the approach to problem solving.

**10:40**  
**THE GREENEST AND MOST CONNECTED OFFICE BUILDING IN THE WORLD**  
Dave Sie, Senior Manager, Deloitte Real Estate Consulting, Netherlands  
The presentation will discuss what the aviation industry can learn from the design, development and operation of the greenest and most connected office building in the world – the Edge in Amsterdam, home to Deloitte.

**11:00 - 11:30**  
**BREAK**

**11:30**  
**FUTURE OF NEWARK LIBERTY INTERNATIONAL AIRPORT**  
Catherine Cronin, Programme Director for Newark Redevelopment, Port Authority of NY&NJ, USA  
The Port Authority of New York and New Jersey (PANYNJ) is undertaking the Terminal A Redevelopment Programme to position the airport to meet the needs of passengers and airlines alike in the 21st century. The programme will replace the existing Terminal A building with a new terminal building, and all associated airside and landside infrastructure. New Terminal A will provide an open, modern terminal with ease of access to improve the passenger experience and the efficiency of their travel, as well as flexibility to grow and change with the increasing demands and evolving requirements for air travel.

**12:00**  
**E2E PASSENGER JOURNEY PILOT AT TERMINAL 1, SYDNEY AIRPORT**  
Anna Fantoni, Development Planning Manager, Sydney Airport, Australia  
Although the technology to fully automate passenger processing exists today, implementations are often fragmented and only address certain segments of the passenger journey. Because of complexities with data sharing, data ownership, lack of industry standards and existing regulatory frameworks, no airport so far has achieved a complete outbound and inbound automated passenger processing integration. Sydney Airport, in partnership with airlines, Australian Government agencies and selected vendors, is now launching a pilot to prove the concept. The implementation will be enhanced by full integration of facial recognition state-of-the-art technology, allowing passengers to travel seamlessly from kerb to gate and back.

**12:30**  
**BUILDING NEW YORK CITY’S WORLD-CLASS TERMINAL**  
Stewart Steeves, Chief Executive Officer, LaGuardia Gateway Partners, USA  
Hear how LaGuardia Gateway Partners is reimagining Central Terminal B at New York City’s LaGuardia Airport – a world-class city deserves a world-class airport. With a focus on great customer service, LGP is building a state-of-the-art facility with a sustainable design that will bring the airport into the 21st century and become the new standard – not only for New York City but for airports everywhere.

**13:00 - 14:15**  
**LUNCH**

**14:15**  
**DESIGNING THE AIRPORT OF THE FUTURE**  
Bert van der Stege, Vice President, Business Development & Chief Commercial Officer, Halifax International Airport Authority, Canada  
How to differentiate as an airport and create a unique passenger experience

**14:45**  
**JOINT ACTIVITIES AND NEW CHANNELS TO THE CUSTOMER**  
Manfred Zötl, Managing Director InfoGate, Munich Airport Group, Germany  
Getting closer to the customer means activating more channels to the customer and working with other airports or partners across all industries to deliver the right information by the right time and, most importantly, in the right way.

**15:15**  
**AIRPORT OF THE FUTURE**  
Tara Rogers, Ground Operation System Specialist, easyJet, UK  
easyJet’s vision for Airport of the Future is to invest in technology, to enable customers to self-manage while allowing ground crew to focus their attention on those that need help. easyJet wants an automated and seamless travel experience from home to destination.

**15:45 - 16:05**  
**BREAK**

**16:05**  
**AVIATION 2050 – A RETROSPECTIVE IN A POST-BREXIT WORLD**  
Timothy Narey, Director of Operations - Aviation & Transport, Jacobs, UK  
This deliberately thought-provoking piece is presented as a retrospective review of aviation in 2050, and speculates how UK, European and global policies developed in reaction to Brexit, capacity and security needs, the environment and new technologies. The presentation plots 50 years of work with BAG/
ACC encapsulating the highs and lows of the last half a century of UK and global aviation. This paper will deliberately touch on some of the most pressing issues for our industry in the context of an intriguing vision of the future.

16:35  
DESIGNING FOR HEATHROW’S FUTURE  
Barry Weekes, Head of Design, Heathrow Airport, UK  
Andrew Thomas, Partner, Grimshaw, UK  
As one of the world’s leading airports, further development of Heathrow Airport remains vital to maintaining the UK’s place within the global economy. Setting a new benchmark for sustainable infrastructure, there are ambitious plans to create an airport that is skilfully integrated within the communities it serves, but also retains an authentic and uniquely British sense of place. This presentation will examine Grimshaw’s latest design concepts, based on key insights and future trends, which will further raise the bar for terminal design at Heathrow as it continues to deliver an affordable yet outstanding passenger experience.

17:05  
PANEL DISCUSSION: AIRPORT FAST FORWARD  
PANEL MODERATOR: Kiran Merchant, CEO, Merchant Aviation, USA  
Anna Fantoni, Development Planning Manager, Sydney Airport, Mexico  
Curtis Fentress, President/CEO and Principal in Charge of Design, Fentress Architects, USA  
Katinka Bergema, Postdoc Researcher, Delft University of Technology, Netherlands  
Lance Lyttle, Managing Director, Sea-Tac International Airport Manager, Port of Seattle, USA  
Maureen Gribnau, Innovation Manager, Schiphol Group, Netherlands  
The year is 2050! Can you imagine what your end-to-end air travel experience will be like? Come and join us in a robust futuristic panel discussion about the possibilities of technological innovations and the changing social behaviour of the next generation of travellers that will transform the way our airports will look, feel and function. We will look at the winning entries of an international student design competition conducted by Fentress Architects, followed by each panellist’s views on critical areas of change and how we can prepare for the Airport 2050.

17:35  
SKYTRAX WORLD AIRPORT AWARDS  
CEREMONY & DRINKS RECEPTION!
DAY 1 - TUESDAY 14 MARCH

10:40
PREDICTIVE PERFORMANCE MANAGEMENT IN AIRPORT OPERATIONS CENTRE (APOC)
Denis Huet, Senior Expert, Eurocontrol, Belgium
The SESAR Airport Operations Center (APOC) concept focuses on proactive and predictive performance management rather than reactive. This requires improved awareness of past and present performance as well as development of performance prediction tools with a view to supporting collaborative decision making. This presentation will highlight several performance management tools that are being developed and tested by EUROCONTROL with several European airports as part of their APOC implementation (interactive dashboards, fast time simulations, big data and machine learning techniques).

11:10 - 11:30
BREAK

11:30
HOW TO BALANCE OPERATIONAL EFFICIENCY AND PASSENGER EXPERIENCE
Eero Knuutila, Head of Service Development, Finavia Corporation, Finland
Andreas Hofmann, Director Business Development, Amorph Systems GmbH, Germany
See how a collaborative platform enables the contribution of multiple roles and stakeholders to passenger flow management and passenger experience at Helsinki Airport. The shown solution provides the latest planning scenarios and resource plans to all parties involved. This means the best possible preparation towards the day of operation. The handover to operations means OPS always working based on actual scenarios and layouts, having the latest parameters and KPIs in the system and being able to react more quickly to changes. Using predictive analytics during operations enables proactive work, improving decision making towards eliminating disruptive situations up front before they occur.

12:00
PASSENGER TRACKING AND GUIDANCE
Martin Augustin, Head of Processes, Munich Airport Terminal 2 Gesellschaft mbH & Co oHG, Germany
At last year’s presentation Munich explained the relevance of waiting measurement to ease the main challenges at MUC. Furthermore, the output of the SensoMuc System was demonstrated, mainly in terms of staff management and increased customer satisfaction. Based on these insights, this year’s presentation aims to demonstrate the impact of the collected data on neuralgic process points, passenger tracking and guidance. The core focus is the wide possibilities of advanced data management and its impact on overall performance at Munich Airport.

12:30
PLANNING CAPACITY-CRITICAL OPERATIONS THROUGH FAST TIME SIMULATIONS AT REGIONAL AIRPORTS
Denis Huet, Senior Expert, Eurocontrol, Belgium
Sabrina Ungerhuem, Consultant, Airport Research Center GmbH, Germany
Regional airports can face significant capacity issues when external events like several matches of the Euro 2016 football championship are planned to take place near the airport, bringing additional flights and passenger flows on an ad-hoc basis. Together with a regional airport and with Airport Research Centre, Eurocontrol has supported the planning of such events through fast time simulations based on a detailed calibrated landside and airside airport model of the airport. This activity aimed at testing the accuracy of predictions made through fast time simulations in the APOC context.

13:00
THE RIGHT FOOTPRINT: OPTIMISED PASSENGER EXPERIENCE AT A GREEN AIRPORT
Koen de Cleyn, Project Manager Strategic Development, Brussels Airport, Belgium
Twan Janssen, Director Transportation Experience, Quintiq, Netherlands
What can airports do to help protect the environment and keep up with new technology trends? Brussels Airport has started an innovative initiative to improve the passenger experience and at the same time reduce its carbon footprint. Discover how the airport efficiently plans its new e-buses and drivers and how the impacts of gate or stand changes are managed. Learn how they benefit from the visibility of ground operations and more data exchange to ensure smooth passenger transportation. Travellers can look forward to a high standard of flight information services and wireless connectivity all over the airport.

13:30 - 14:45
LUNCH

14:45
ROLE OF AIRPORTS IN THE AIR TRAFFIC MANAGEMENT NETWORK
Giovanni Russo, Head Flight Operation, Zurich Airport Ltd, Switzerland
Airports are the start and end point of each and every journey with air transport. Therefore airports play an essential role in the air traffic management (ATM) network. In early 2000s the main challenge was in the en-route part of ATM, but today airports and high-density terminal areas have increasingly become the constraining factors of the network. Therefore the involvement of airports is a crucial success factor for European network management.

15:15
AIRPORT ARRIVAL MANAGEMENT – A BUSINESS COLLABORATIVE APPROACH
Francisco Salguero, Head of Operations Management, Aena, Spain
Juan Ramon Matas Sebastian, Head of Operations Planning Department, Aena - Palma de Mallorca Airport, Spain
In a busy environment like the European ATM network, a lot of effort is being put into improving current ATM capacity and efficiency. One of the concepts being developed to improve efficiency is the Arrival Manager (AMAN). The AMAN uses a tactical approach, but at the end of the day what really matters to our customers is how efficient they have been in economic terms. We propose a business collaborative approach to solve DCB imbalances and reduce cost to the airport stakeholders. When a DCB problem is detected at an airport (such as reduced capacity caused by weather or an over delivery during a relatively short period), current ATFM measures applied to solve the DCB problem do not take into account the impact in the aircraft next leg – they are purely tactical measures that do not take into account the business needs of airlines. The same approach is used by the AMAN. In the presentation we will show how a business approach can be implemented to solve airport arrivals.
DCB problems combining the TTA (target time of arrival) with the airport stakeholder business needs to improve the overall cost impact for airlines and airport stakeholders.

15:45
INTERACTION – INTEGRATING AIRPORT PROCESSES TO IMPROVE THE TURNAROUND MANAGEMENT
Harris Markopoulos, Manager Security and Emergency Services, Aegean Airlines, Greece
Juan Francisco Garcia Lopez, Innovation and Strategy Manager, Indra, Spain
A-CDM milestones are insufficient to monitor all activities from different processes involved in the turnaround. INTERACTION is a FP7 project where one of the developed solutions is a centralised turnaround information management platform, focused on integrating information from different airport processes (aircraft, passenger and baggage), which will increase information sharing between all involved stakeholders, providing an improvement in common situational awareness, increasing the predictability of airport operations in real time and helping airlines and airport operations take better decisions when one task steps out of schedule.

16:35
BUILDING A UK CARGO HUB
Graeme Ferguson, Corporate Development Director, Manchester Airports Group, UK
The presentation will focus on the development of East Midlands into the UK’s largest dedicated freight hub, handling 326,000 tonnes of freight per annum. Key points will include: the upcoming resurfacing of the runway and dealing with resulting disruption to air passenger traffic and freight operations, building East Midlands’ profile internationally, evolving to meet new industry and regulatory challenges, and future-planning for expansion to ensure capacity needs are met longer term. The airport management structure’s approach to new ways of working and improving handling capability will also be discussed.

17:05
HOW TO TRAIN YOUR DRAGON: CARGO BUSINESS AT AN AIRPORT
Marcelo Mota, Director of Operations and COO, Aeroportos Brasil Viracopos SA, Brazil
Viracopos Airport in Brazil operates the country’s largest cargo terminal, and is also the #1 airport in imports volume, with an impressive 41% market share in all Brazilian air cargo and 9% participation in the total volume of all cargo modal processed in the country. After having been transferred to the private sector, it started the Cargo Business Efficiency Improvement Program, aiming at sustained growth, revenues and better client services, with investments in business process re-engineering, technology, human capital, infrastructure and management systems. The presentation presents the programme’s challenges, best practices, positive and negative results and lessons learned.

17:35
SKYTRAX WORLD AIRPORT AWARDS CEREMONY & DRINKS RECEPTION!
10:30
FROM DESERT TO RUNWAYS – THE ROLE OF IT
Michael Ruff, Deputy Director General for IT, Israel Airports Authority, Israel
Ralph Spieker, Senior Strategic IT Consultant, RS & Co IT Consultants, Israel
The presentation will share with attendees the very important role of IT in the planning and building of the new international airport, Ramon, in the south of Israel. The project faced a series of exceptional challenges of integration of the construction project and the establishment of critical ICT systems to enable the operation of the new airport. There will also be discussion of how to deal with new technologies and innovation in the face of accumulated experience and knowledge of the existing working systems.

11:00
BENEFITS OF TERMINAL OPERATORS ENGAGING IN LONG-TERM PARTNERSHIP ALLIANCES
Daryl Jameson, VP IT and Baggage Systems, JFK International Air Terminal LLC, USA
Paul Drury, VP Americas, Ultra Electronics Airport Systems, USA
Historically, airports and terminal operators felt that maximum efficiency and cost savings could be obtained by tendering a RFP each time an important AOS solution approached end-of-term. However, we feel that a significant paradigm shift has transpired in this arena and that by choosing to grow and evolve collectively with strategic partners – instead of looking to replace them every five years – greater efficiency, stronger and more meaningful relationships and notable costs savings are realised.

11:30
INFORMATION TECHNOLOGY DEVELOPMENT FOR LAGUARDIA CENTRAL TERMINAL B
Edward D’Angelo, IT Manager, Project Coordinator, LaGuardia Gateway Partners, USA
A discussion on technology advancements we have put in place to improve the existing LaGuardia Central Terminal Building (roadway traffic flow, passenger engagement and improved passenger experience using camera and beacon technology). What our vision and technology plans are to create a world-class airport for New York. Creating a common-use passenger processing terminal. An overview of how we are going to achieve this through phasing, and how we will bridge the gap from the existing terminal to new LaGuardia Central Terminal Building.

12:00
TRANSFORMING DXB OPERATIONS | A PASSENGER PROCESSING CASE STUDY
Romain Hericher, Director Operation Planning, Dubai Airports – DXB, United Arab Emirates
Chris Read, Operations Consultant, Dubai Airports, United Arab Emirates
Delivering a seamless passenger flow has many dependencies, but a clear answer to ‘what does good service look like?’ is essential. A core part of DA’s operations transformation programme has been to rethink how KPIs are defined and presented to ensure they serve their purpose of aligning staff and stakeholders to a common customer service goal. Too often airports start investing their effort and money in initiatives without addressing this question, and end up solving one problem while creating another. This presentation aims to highlight the application of DXB Levels of Service (LOS) framework through the insights gained by measuring passenger processing touchpoints performance as part of delivering DA’s customer service vision of a seamless passenger flow.

12:30 - 13:45
LUNCH

13:45 - 15:45
PANEL DISCUSSION: CUSTOMER SERVICE TRANSFORMATION IN A DIGITAL WORLD
PANEL MODERATOR: Catherine Mayer, VP, SITA, USA
Albert van Veen, CIO, Schiphol, Netherlands
Gilles Leveque, Group CIO, Groupe ADP, France
Dr Rolf Felkel, VP Airside, Landside and Security Applications, Fraport AG, Germany
Steve Lee, Chief Information Officer, Changi Airport Group (Singapore) Pte Ltd, Singapore
Aviation stakeholders are working hard to transform customer service and the passenger experience, to make it the best it can be. Passengers expect personalised information and a seamless flow: from home or office, ground transportation to the aircraft on one side, and the aircraft back through the airport, ground transportation to home or office on the other. Digital technologies will enable airports and airlines to meet these challenges; digital transformation, the implementation of new technologies and the integration with existing technologies help improve processes and services to deliver a better experience to the passengers and customers.

14:30 - 15:45
ALLIANCES
ENGAGING IN LONG-TERM PARTNERSHIP ALLIANCES

16:05
IT SERVICES WITHIN AN AIRPORT
Abdulwahed Amiri, Head of IT Commercial, ADAC, United Arab Emirates
The presentation will outline the types of IT services provided within an airport and how they are being driven commercially considering IT as a profit centre and not a cost centre. It will also discuss how this approach can bring consistency to all airlines that operate from the airport and how these services can cater to their requirements.

16:35
CREATING A NEW IT SUPERPOWER
Mats Berglind, Innovation Manager, Swedavia AB, Sweden
This session will explain how Swedavia is trying to adapt to the new digital reality in the world – a world where things happen quickly, new technology keeps emerging and the competitive landscape is ever changing. IT development at Swedavia IT has been and is very traditional, with long decision times and sometimes a lot of scope creep and unclear business effects. Swedavia has been trying to mitigate this by better follow-ups, routines and methods, and by recognising that an alternative way of delivering IT is needed for smaller initiatives and proofs of concepts. This fast and experimental new way of working is called the Function Factory and is based on the lean startup.

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methodology. Initiatives that previously took months to just get started (if they ever got that far) now get started and get carried out in a matter of weeks. Hear how the Function Factory was developed, how it works, a few examples of what has been delivered and the plans for the future for our new superpower.

17:05
THE ERA OF THE ‘DIGITAL PASSENGER CRM’?
Dr Nektarios Psychariss, Supervisor Management Information Systems, Athens International Airport, Greece
This presentation will address the very recent business need to develop a digital passenger CRM system. The business use cases that support or even drive a passenger CRM system will be addressed. Finally, the core driver of all the previous initiatives – ‘management of the passenger data’ – will be analysed in detail, including a case study.

17:35
SKYTRAX WORLD AIRPORT AWARDS CEREMONY & DRINKS RECEPTION!

DAY 2 - WEDNESDAY 15 MARCH
09:00 - 17:35
AIRPORT CITIES, TRANSPORT CONNECTIONS & TOURISM
ZONE: 1, ROOM: E106-E107

09:00
INTRODUCTION BY CONFERENCE CHAIRS
Léa Bodossian, Secretary General, ARC, Belgium
Prof David Holm, Architect Director, Cox Architecture, Australia

09:05
INTERIOR URBANISM AND THE HUMAN SCALE: ABU DHABI AIRPORT
Mustafa Chehabeddine, Design Principal, Kohn Pedersen Fox Associates, UK
As cities expand more and more, the notion of a singular city centre is becoming outmoded and obsolete. Instead, new off-centre civic places are developing in the form of mega-airports designed to house civic spaces akin to the Agora of Athens, ‘a place where Ancient Greek democracy first came to life’. These airports project an expression of a country’s forms of commerce, and its social and cultural tendencies. This presentation will use Abu Dhabi Airport as a recent example of this idea, and will touch on the opportunities and challenges in designing such buildings.

09:35
PLANNING AN AIRPORT CITY – TEHRAN
IMAM KHOMEINI INTERNATIONAL AIRPORT
René Marey, Senior Airport Architect, NACO, Netherlands
Airports Consultants, Netherlands
Imam Khomeini Airport City Company and NACO are collaborating to align the development plans for Imam Khomeini International Airport with Iran’s high economic growth potential. Not only do we consider future development possibilities for the airport itself, but also the economic potential of the surrounding area of approximately 10,600ha and how that can be evolved into a vibrant airport city.

10:05
BRUSSELS AIRPORT MASTERPLAN 2040
Tom Mockett, Airport Masterplanning Manager, Brussels Airport Company, Belgium
The Brussels Airport masterplan (Vision 2040) is based on a comprehensive strategy to accommodate forecasted aviation and commercial growth. Following expected regional, national and international passenger and economic trends, our vision focuses on intermodality, operations, terminal and commercial developments to unlock future airport capacity. The presentation will show how planners and designers plan to address capacity demands by using spatial, operational and technological design implementations. The presentation will be supported by high-quality plans, visualisations and data to explain our balanced approach to expansion. The overall vision is supported by environmental analysis and a strategy for stakeholder engagement.

10:35
DEVELOPING COMMERCIAL REAL ESTATE AT THE AIRPORT
Pieter van der Horst, Senior Airport City Developer, Schiphol Group / Real Estate, Netherlands
The presentation will describe how Schiphol develops its commercial real estate areas, with a focus on Schiphol CBD. It will explain the way we work, what kinds of buildings we develop and what the future steps and trends will be, such as developing SMART commercial buildings.

11:05 - 11:25
BREAK

11:25
AIRPORT URBANISM: MOVING BEYOND THE AEROTROPOLIS MODEL
Prof Max Hirsh, Research Professor, University of Hong Kong, Hong Kong
When it comes to designing airports, the aerotropolis is one of the most influential development models out there. Yet among airport planners, it’s an open secret that the aerotropolis concept – which looks great on paper – actually doesn’t work very well in practice. This presentation focuses on how we can build on the strengths of the aerotropolis idea, move beyond its shortcomings and update it for the demands of the 21st-century airport. Drawing on research conducted at more than 50 airports worldwide, it then introduces a new people-focused and customer-facing development model called Airport Urbanism, or AU for short.

11:55
AN INNOVATIVE PROJECT FOR FOSTERING HUMAN RESOURCES IN GREATER ROISSY
Elisabeth Le Masson, Member of the Board of Directors Hubstart Paris, Groupe ADP, France
Greater Roissy, just like many airport areas, enjoys strong economic growth and job creation. The issue is that the local population has insufficient access to these jobs for sociological reasons. An innovative tool has been created to better match companies’ requirements and inhabitants’ profiles. It is a consortium of public and private players – local, state and regional. It will provide: an analytical and prospective analysis of skills and qualifications, a place to provide inhabitants with guidance on training and careers, work-linked vocational training programmes teaming up vocational institutions and companies, new training programmes based on digital tools.
DAY 2 - WEDNESDAY 15 MARCH

12:25 HARVESTING ECONOMIC BENEFITS IN AIRPORT REGIONS
Gábor Soóki-Tóth, Coordinator, Budapest Airport Regional Development Cluster, Hungary
Connectivity and cooperation are the key ingredients of a successful airport regional development strategy. The presentation will outline the complex relationships between airport development and its impact on the surrounding regional/urban economies. Based on the experience of the Budapest Airport Regional Development Cluster, it will outline preconditions for a mutually beneficial airport region development.

12:55 BREXIT AND AIRPORTS: HOW COULD WE TACKLE IT?
Pascal Garreau, Consultant, Arcandia Consulting, Belgium
Brexit negotiations will begin shortly. Whatever will be the deal, air transport is entering a period of uncertainty: UK air traffic may shrink. UK air carriers could lose the benefits from the freedoms of the sky, etc. What about airports in the EU? We will highlight the various consequences, and analyse the way airports may be impacted (hubs, regional and local ones). But at a larger scale, we will also see that territories may suffer (tourism, real estate, etc.). This presentation will show how a regional airport strategy could help anticipate and manage this post-Brexit environment.

13:25 - 14:45 LUNCH

14:45 CREATING EXCEPTIONAL AIRPORT PLACES
Mark Wolfe, Principal, Hassell, Australia
People are attracted to great cities not great jobs. To attract high-value tenants to airport commercial precincts, owners and operators need to look at great urban design and not just architecture as a means to create amenity, identity and community. What lessons can be learned from urban design and city planning, and how can they be applied successfully to transform ‘placeless airports’ into great airport places? Places where people and businesses want to be.

15:15 AIRPORT CITY PERFORMANCE CRITERIA AND CHARACTERISTICS
Cassie Branum, Associate-Senior Urban Designer, Perkins+Will, USA
There is generally limited consensus on what constitutes an ‘airport city’. But in reality there are a number of criteria that can be designed for and measured against to determine if a project is actually a city, supporting the airport operations, but also bringing all the value that a typical urban environment brings. This presentation represents global research and benchmarking, as well as performance modelling to determine how to design and implement the highest and more comprehensively performing districts that find themselves contiguous to, or extremely proximate to, the airside operations of an airport.

15:45 CONNECTIVITY AT THE CORE OF AIRPORT CITIES DEVELOPMENT
Mari Peltohaki, Connectivity Expert, Art Palace International Oy, Finland
The connectivity of a region has become more and more vital in the growing regional competition of routes, companies, investments and passengers – not forgetting the residents. We take a closer look at how the Helsinki region has been able to build on the connectivity element provided by Helsinki Airport and its route network. We will present results from different stakeholders: regions, cities, companies, real estate sector and travel industry. Connectivity is a common platform for success in the future.

16:15 - 16:35 BREAK

16:35 GROWING THE HUB: YYC LINK
Jill McNichol, Project Manager, Terminal Construction, Planning and Engineering, Calgary Airport Authority, Canada
Gary Mundy, Architect, Partner, GEC Architecture, Canada
As part of YYC’s commitment to Grow the Hub, together with our partners we introduced the YYC LINK on 31 October 2016. YYC LINK – an internal transit system unique in the world – is an entirely new way of moving through airports, designed to minimise connecting times between terminals to maximise the time travellers have to enjoy YYC. Our team conceived and designed the system, complete with custom vehicles, a dedicated right of way and custom passenger stations. This presentation will focus on the development, implementation and operation of passenger-related infrastructure, and how it impacts the passenger experience at YYC.

17:05 - 17:35 IMPROVING PASSENGER AND STAFF MOBILITY THROUGH PARIS/CDG AIRPORT
Dominique Chavanne, Airport Planning Director, Aéroports de Paris, France
The Paris/CDG airport site is 2,300ha. Two-hundred-thousand people are on the move every day within the airport, mostly by road. What could be imagined to improve the mobility in the future as an alternative to cars and buses? Dominique Chavanne will show a panel of possible solutions.
DAY 2 - WEDNESDAY 15 MARCH

09:00 - 17:30

AIRPORT DESIGN, PLANNING & DEVELOPMENT
ZONE: 1, ROOM: FORUM

09:00
INTRODUCTION BY CONFERENCE CHAIR
John Mok, Aviation Consultant, John Mok, USA

09:05
COMPLEX AIRPORT DEVELOPMENTS – ORAT IS A MUST
Alexander Larisch, Project Director, Fraport AG, Germany
Billions of euros are spent yearly on the development of airport infrastructure. Every airport will face the situation of expanding its infrastructure. Such development is accompanied by significant changes in the operating model of the airport. ORAT supports this change and, in parallel, supports the successful start of operations. This presentation shows why it is so important to implement an ORAT programme and team as a counterpart to construction and design. The audience will learn from an experienced ORAT expert about the possibilities an ORAT programme gives the airport operator.

09:35
DELIVERING EQUITABLE ACCESS FOR AIRPORT USE
Phil Burke, Director of Operations, Metropolitan Airports Commission, USA
Eric Peterson, Principal, Terminal Planner/Designer, Alliance, USA
Minneapolis-St. Paul International Airport is an international leader in passenger satisfaction and convenience, but MSP leadership is determined to go further, especially in terms of accommodating special-needs passengers. The airport is embarking on multi-year remodel efforts, and one aspirational element of those efforts is to become the most ‘accessible’ airport in the world. MSP’s Phil Burke and Alliance’s Eric Peterson will discuss the importance and potential of addressing special needs, physical accommodation and the needs of an ageing public. Goals and strategies will be presented focusing on MSP, and examples from across the industry and beyond.

10:05
SECURITY BY DESIGN: IT MAKES GOOD BUSINESS SENSE
Emma Boulby, Executive General Manager Airport Operations, Adelaide Airport, Australia
Stacey Peel, Associate Director, Arup, UK
The vulnerability of an airport’s landside to a terrorist attack is well known and sadly exploited, most recently in Istanbul and Brussels. A holistic and risk-based approach to landside security coupled with involving security in all landside developments – even those developments without obvious security scope – provides a range of benefits beyond security, including commercial, future-proofing and passenger experience.

10:35 - 10:55
BREAK

10:55
FOCUSED STAKEHOLDER INVOLVEMENT IN BUILDING SEATTLE’S NEW INTERNATIONAL ARRIVALS FACILITY
Eileen Francisco, Aviation Capital Development Liaison, Port of Seattle, USA
Steve Wareham, Vice President, Trillion Aviation, USA
A new $600m+ international arrivals facility is planned for Seattle-Tacoma International Airport (SEA). Its progressive design build project delivery method calls for extensive stakeholder involvement as airport staff and the airlines all have major roles in project validation and design. Stakeholders are integrated with the design build team in a co-located facility. Collaborative processes offer defined roles for adding input, and should help ensure a project with fewer changes orders and lower costs. One unique feature in this project will be a 95ft-high bridge passenger terminal connection over a key taxiway to the new IAF building.

11:25
STAKEHOLDER CONSULTATION LEADING TO A SUSTAINABLE, ECONOMICAL MASTERPLAN AT KEFLAVIK
Gudmundur Dadi Runarsson, Technical and Infrastructure Director, Isavia Ltd, Iceland
Palmi Freyr Randversson, Manager Airport Development, Isavia Ltd, Iceland
Keflavik International Airport will handle almost seven million passengers in 2016. Passenger numbers have grown by 200% in the last five years, yet the airport maintains a high level of service and good customer experience. Preparations are being made for the airport to reach 15 million passengers before 2040. Through an open dialogue, the airport has been able to reach clever design and planning solutions based on input from interested parties. A new masterplan has been completed with stakeholder engagement as a core component. There is active participation and commitment to achieve an efficient, cost-effective plan that maintains the airport’s current competitive edge.

11:55
CLIENT/STAKEHOLDER/CONSULTANT COLLABORATION ON ENHANCEMENT PROJECTS
Simone Franke, Manager of Architectural Services, Greater Toronto Airports Authority, Canada
Gelare Danaie, Design Manager, Stantec, Canada
Toronto Pearson International Airport is Canada’s largest airport, with more than 40 million passengers annually. It is North America’s top-ranked international airport, currently thirteenth in the world. The Greater Toronto Airports Authority’s strategic vision is to be the best airport in the world. An example is the $250m Terminal 3 Enhancement project, a well-planned programme designed to make the passenger experience from kerb to gate seamless and stress-free, bringing our ‘Passengers are our Passion’ mission statement to life. Let us share this journey of the past three years with you today.

LUNCH

12:25 - 13:45

www.passengerterminal-expo.com
DAY 2 - WEDNESDAY 15 MARCH

13:45 CALGARY INTERNATIONAL FACILITIES PROJECT – OPERATIONAL AND FINANCIAL SUCCESS THROUGH COLLABORATION

Marco Mejia, Vice President Planning & Engineering, Calgary Airport Authority, Canada
Rob Adamson, Principal, Dialog Architects and Engineers, Canada

Calgary International Airport opened a new $1.7bn international and US pre-clearance terminal through collaborative efforts from the owner, planners and architects that illustrate a successful design and financial benefits to the stakeholders. The design addresses current and future demands, operational flexibility, seamless connecting processes, cost-effective operations and adaptability in the evolving world of terminal design. This discussion will exhibit how teamwork formulated the state-of-the-art, highly innovative design in the use of tri-sector swing gates, stacked multi-level hold rooms, centralised retail hubs and sustainable features; all minimising costs while optimising long-term operations.

14:15 THE TRANSFORMATION OF HEATHROW TERMINAL 4

James Golding, Project Manager, Heathrow Airport Limited, UK

Explore the decade-long transformation of Heathrow Terminal 4 in a presentation that will transport you from a terminal designed for a single airline in the 1980s to today’s 21st century hub now enjoyed by 9.5 million passengers annually and home to 37 airlines. From significant refurbishments to extensions and major system upgrades, hear how Heathrow’s teams have collaborated to safely maintain the terminal operation during intrusive improvements, and how Heathrow responds to the challenges of historical infrastructure in a landscape of changing requirements and evolving passenger expectations.

14:45 HOW TO CREATE A FLEXIBLE TERMINAL PLAN TO ANTICIPATE CHANGE

Dan Pippenger, Director, Planning & Development, Port of Portland, USA
Scott Tumolo, Terminal Planning Manager, C&S Companies, USA

Airport terminals are complex facilities with enormous synchronised operations, challenged by an evolving airline industry and local physical environment. Like many airports around the world, Portland International Airport (PDX) is experiencing strong passenger growth, and the evolution of its major carriers. But through the development process, three distinct challenges face PDX in the midst of its terminal redevelopment programme: 1) Major change to airline assumptions; 2) Evolving seismic resiliency requirements; 3) Recent global security concerns. This raises the question: how does an airport plan and design a terminal facility to anticipate change?

15:35 PLANNING DURING UNCERTAIN TIMES: DEVELOPING THE NEW GUAYAQUIL INTERNATIONAL AIRPORT

Nicolas Romero Sangster, Managing Director, AAG, Airport Authority of Guayaquil, Ecuador
Cameron Modjeski, Associate Director, LeighFisher, USA

The Airport Authority and the Municipality of Guayaquil have concluded that the long-term aviation needs of the community, region and Ecuador will best be met with a new international airport in the Daular region. The presentation will focus on the approach, challenges and lessons learned during the planning, programme definition and concession support phases of the project.

16:05 - 17:30 PANEL DISCUSSION: NAICM MEGA-Terminal: Structuring Sustainability and Flexibility to Yield Opportunity

PANEL MODERATOR: Joseph Romano, Senior Design Manager, Parsons, Mexico
Antoinette Erickson, Partner, Foster and Partners, UK
Federico Patiño, Director General, GACM, Mexico
Perfecto M Solis, Senior Vice President - Global Aviation, Parsons, USA

Mexico’s aviation sector growth has increased dramatically, on the shoulders of Latin America’s most healthy economy. NAICM Phase 1, a single-build programme featuring a four-concourse mega-terminal, is structured to support dynamic growth across diverse sectors. The programme calls for simplicity, sustainability, profitability and great flexibility. Innovative architectural, structural, life-safety and construction strategies have been developed to meet the challenges of fast-track imperatives and support the project’s long-term vision.

CELEBRATION GALA DINNER NIGHT!

REGISTER TODAY!
DAY 2 - WEDNESDAY 15 MARCH
09:00 - 17:30

AIRPORT DESIGN, PLANNING & DEVELOPMENT - MIDDLE EAST & ASIA
ZONE: 1, ROOM: E104-105

09:00
INTRODUCTION BY CONFERENCE CHAIR
Satyaki Raghunath, Chief R&D Officer, GMR Airports Ltd, India

09:05
ISTANBUL NEW AIRPORT: MEGA HUB SHAPING THE FUTURE OF AVIATION
Yusuf Akcayoglu, CEO, IGA Airports Construction, Turkey
The Istanbul New Airport will be a greenfield airport development that aims to capture the unique spirit and character of Istanbul. The new Grand Terminal allows us to create the world’s largest terminal under one roof, designed to cater for 90mppa when opened and capable of expanding to cater for 120mppa. This in itself represents the greatest design, engineering and construction challenge while applying our guiding principles for a successful terminal project, including passenger comfort, operational efficiency, intuitive wayfinding, flexibility, adaptability and realising the project on the required tight schedule. This is no longer a dream.

09:35
AIRPORT MODERNISATION PROGRAMME (AMP)
Mohamed Yousif Al Binfalah, Chief Executive Officer, Bahrain Airport Company, Bahrain
The presentation will discuss the current developments and latest updates of Bahrain International Airport’s Airport Modernisation Programme: fuel farm, MRO hangar, super gate, fire station, containerised data centre, containerised fuel station, self check-in kiosks, multi-storey car park, refurbishment of existing terminal building.

10:05
DXB PLUS: MAINTAINING GROWTH AT DUBAI INTERNATIONAL AIRPORT TO 2025
Peter Moore, Director of Development (Design), Dubai Airports, United Arab Emirates
With the opening of Concourse D in 2016 and the refurbishment of Concourse C under way, Dubai Airports is planning to maintain its steady growth without significant infrastructure development as limited space remains on the city-based airport campus. Making better use of existing facilities is the new mantra, focusing primarily on an improved passenger experience at key touchpoints using smart technologies while also driving greater throughput. DXB Plus also forms an enabling part of the ultimate transition plan to the new aviation hub at Al Maktoum International Airport currently in design.

10:35 - 10:55
BREAK

10:55
THE FUTURE OF GMR AIRPORTS
Satyaki Raghunath, Chief R&D Officer, GMR Airports Ltd, India
The presentation will outline GMR Airports’ history and growth as an operator of major airport assets, and the company’s plans for the future.

11:25
IS THERE SPACE FOR ANOTHER MIDDLE EASTERN HUB? OMAN AIRPORTS STRATEGY 2020
Nagy Abu Zeid, Senior Manager Strategy, Oman Airports Management Company, Oman
Oman has a proud history of navigation and transportation. Oman Airports Management Company is building on this legacy and continuing to grow Oman’s gateways to beauty and opportunity. Our Strategy 2020 sets a clear direction and roadmap, and ensures that our ambitious goals will be achieved.

11:55
KUWAIT SUPPORT TERMINAL - WHEN FAST TRACK MEANS FAST SMART
Fahad Soleiman Al Wogayan, Engineer - Deputy Director General for Planning Affairs and Projects, Directorate General of Civil Aviation Kuwait, Kuwait
Ismaill Hakki Polat, Aviation Advisor & Project Director, Cengiz Insaat San. ve Tic. AS, Turkey
Particia Ribo, Architect/Head of Aviation Projects, AECOM, Spain
The Directorate General of Civil Aviation in Kuwait seeks to construct and commission a separate Support Passenger Terminal, aimed at providing an additional handling capacity to support T1 until T2 is operating. Cengiz and AECOM are helping Kuwait achieve the goal and improve transportation through this facility. The challenge of this multidisciplinary project is the tight schedule. The airport and its facilities will be operational in November 2017, which allows only 15 months of intense development. The presentation displays the design and construction features to achieve the milestones while developing smart, innovative, cost-effective solutions.

12:25 - 14:00
LUNCH

14:00
CHALLENGES AND OPPORTUNITIES IN A HIGH-GROWTH AIRPORT
Hari Marar, President - Airport Operations, Bangalore International Airport Limited, India
The last couple of years have seen tremendous growth in air traffic across India, on both the domestic and international side. Bangalore International Airport, the third-biggest airport in India and the gateway to South India, has contributed to this growth in a substantive manner. Passenger traffic has been growing by an average of 22% in the last couple of years, at almost three times the national GDP. This rate of growth has forced us to reprioritise and recalibrate our long-term airport masterplan, and has necessitated strategic and operational decisions to effectively tackle the capacity constraint now and in the near term. We are already in the midst of constructing the second runway and closing in soon on the Terminal 2 (T2) design. While the new infrastructure is still being developed, the present growth needs to be managed in a smart and efficient manner to achieve the twin objectives of customer satisfaction and operational efficiency. The presentation provides a view of
some of the key challenges that the airport is faced with in this context, and how solutions are crafted to address and manage these challenges.

14:30
**DESIGNING THE FUTURE PASSENGER FLOWS AT DXB AND DWC**  
**United Arab Emirates**

Manuel van Lijf, Head Product Design, Dubai Airports, United Arab Emirates

Dubai Airports operates two airports in the United Arab Emirates: DXB with Emirates and FlyDubai as flagship local carriers, and DWC, which is currently a smaller airport south of the city but plans to be the largest in the world. The radical redesign of the key passenger touchpoints at DXB is a necessity, as DXB expects to receive 50% more passengers until 2025 without building additional terminals or concourses. This presentation will touch on the approach, the challenges and the priorities of this challenge. At the same time, the world’s largest airport – Dubai World Central (DWC) – is under design as well.

15:00
**AIMING TO BE THE AIRPORT WITH THE WORLD’S HIGHEST STANDARDS**

Ryoichi Ishihara, Senior Manager, Narita International Airport Corporation, Japan

Narita International Airport has formulated its next three-year corporate management plan (2016-2018) titled Innovative Narita 2018. With a backdrop of robust travel demand in Asian markets in the coming years, we anticipate further escalation in competition among the major international airports in Asia to attract and welcome new route services to their airports to enrich their networks and connectivity. As competition among airports intensifies, we will push forward with our specific plans to improve competitiveness and secure our position among the leading airports in Asia.

15:50
**FAST TRAVEL AT NARITA AIRPORT**

Koh Terabayashi, Supervisor, Narita International Airport Corporation, Japan

NAA (Narita International Airport Corporation) promotes Fast Travel at Narita International Airport. This presentation will outline the recent project, the improvements to check-in processes at Terminal 1 South, the installation of self-service bag-drop equipment and the renovation of the security area as smart security concept, etc.

16:20
**LONG THANH INTERNATIONAL AIRPORT: DESIGN COMPETITION FOR A DEVELOPING NATION**

J Lee Glenn, Director Aviation Design, HKS Architects Inc, USA

Supporting economic growth and connectivity, Vietnam is creating a new international gateway for its strategic location in Asia. 33km from Ho Chi Minh City, the Long Thanh International Airport programme redevelops a rubber plantation into an aviation facility ultimately capable of 100MAP. This competition design for the first passenger terminal of the airport illustrates a 25MAP, international/domestic facility. A highly rational airside and terminal plan, clothed in romantic, regional expression, provides intuitive passenger movement and dynamic spatial character. The design supports an integrated, non-aeronautical revenue development programme, flexibility, operational efficiency, multi-modal access and a culturally, contextual passenger experience.

16:50
**STRATEGISING AIRPORT TERMINAL AND CONCOURSE COMPETITION DESIGNS IN CHINA**

Max Connop, Global Board Director, Aedas, Hong Kong

China’s mandate to rapidly expand its aviation sector creates extensive opportunities for consultants and suppliers. Focusing on the initial stages of competitions for new terminals and concourses, Max will analyse recent and past successful airport submissions, looking for commonality and themes to create winning strategies. What does Chinese aviation want, and what does Chinese aviation need? How do the prevalent new emergent design trends in global aviation translate to the Chinese aviation market? Practicality, sense of place, drama and function all play their part in creating appropriate designs for the future of Chinese aviation.

17:20 - 17:30
**WRAP-UP**

END OF DAY 2 - WEDNESDAY 15 MARCH
09:45
IDENTITY, BIOMETRICS AND SMART GATES – AN AUSTRALIAN PERSPECTIVE
Joe Franzl, First Assistant Secretary Identity & Biometrics, Department of Immigration & Border Protection, Australia
The presentation will discuss: the Australian Department of Immigration & Border Protection’s approach to border management, which is focused on managing risks as far from our border as possible; how biometrics plays a critical role in Australia’s border security; the Department’s future directions to ensure border management continues to meet the threats we face.

10:20
IMPROVING BORDER TECHNOLOGY AT THE AIRPORT
Frank Smith, Consultant, Independent, UK
Border control systems form part of a complex set of technology at the airport. Increasing security demands and volumes of passengers increase the need for smarter, more effective technology solutions and are driving important innovation. Mobile solutions are increasingly entering the scene. The presentation will describe the range of solutions that are being used, and what may be coming up next.

10:50 - 11:10
BREAK

11:10
HONG KONG’S COMPREHENSIVE BORDER MANAGEMENT SYSTEM
Wai Man Raymond Lok, Assistant Director (Information Systems), HKSAR Immigration Department, Hong Kong
The presentation will explain how the border control system of Hong Kong has developed and evolved to become a comprehensive and reliable automated management system to optimise daily operation throughputs and ensure smooth service delivery at the control points of the Hong Kong border, one of the busiest borders in the world.

11:45
ADVANCING LARGE-SCALE IT FOR EUROPEAN BORDER SECURITY AND FACILITATION
Dr Ciarán Carolan, Research and Development Officer, eu-LISA, Estonia
eu-LISA operates three large-scale IT systems that provide strong foundations for modern IT-led border checks. The Visa Information System (VIS), for example, facilitates identity tracking while facilitating secure visa issuance and check processes. The system continues to evolve. Meanwhile, new systems including the European Entry-Exit System and the European Travel Authorisation and Information System have been proposed to enable enhanced data provision prior to and at the time of border crossing, enhancing security by increasing the information available and facilitating faster border crossings. Updates on current system evolution and new system development will be provided.

12:20
THE BORDER CONTROL FUNNEL: BUSINESS NEEDS AND OPPORTUNITIES
Claudio Kavrecic, Head of Air Border Sector, Frontex, Poland
Border control has always been one of the most important funnels in processing passengers at airports. Ten years since its inception, Frontex is available to explore opportunities for collaboration with EU airports and air carriers with a mutually beneficial approach. Frontex would like to carry out an operational analysis of problems/opportunities to identify common objectives and synergies to solve daily challenges faced by field managers operating at airports in quality of border guards and transport industry representatives.

14:30
TECHNOLOGY: PASSENGER PROCESSING, SINGLE TOKEN, ONE IDENTITY
Guido Peetermans, Project Manager, Smart Security, IATA, Switzerland
Airport infrastructure in many regions is or will be capacity challenged, with an estimation that passenger growth will double by 2030. Technology together with enhanced passenger processes are needed to provide passengers with a seamless, safe and secure journey.

15:00
MY FACE IS MY BOARDING PASS – AADHAAR-BASED AIRPORT ENTRY
Suresh Mahadev Khadakbhavi, DGM Innovation Lab, BIAL, India
The proposed solution provides real-time biometric validation at the entry to airport buildings, making the airport safe and secure. Advantages include: real-time PNR validation with the airline DCS ensures positive validation of PAX; dataset with biometric as ‘single token’ with PNR created for further process points; reduced waiting times, stress-free, hassle-free, paperless and seamless journey experience; enhanced security with time-stamped logs, improved passenger management, real-time BI/analytics to security agencies, airlines and airports; reduced cost of infrastructure, improved OTP; no big data – only relevant, actionable intelligence.

15:30
MAXIMISING YOUR ACCESS CONTROL TO MITIGATE THE INSIDER THREAT
Dr Jonathan Branker PhD, Industry SME, USA
The focus of airport operators, airlines and security personnel continues to be on enhancing the passenger experience while making the journey from kerbside to aircraft as comfortable as possible. The lack of employee focus has resulted in breaches, as insider threat occurrences resulting from the malicious acts of disgruntled employees rise. This presentation focuses on warning signs that airport operators and tenants can glean from the access control system to mitigate threats. It also looks at the evolving guidelines from RTCA Special Committee 224 for Airport Security Access Control Systems.

16.00 - 16.20
BREAK

16.20
AIRPORT BOMBING: THE NEW THREAT IN LANDSIDE
Abdul-Hameed Abalary, Air Transport and Aviation Safety and Security Advisor, Pioneer Aero Consultants, Saudi Arabia
For many years, aviation security was targeted by terrorists using different forms of unlawful interference. Among these forms...
of terrorism, aircraft hijacking, bombing and sabotage were the most common and attractive targets. Although airports were not immune from acts of unlawful interference, they did not historically constitute a priority or a valuable hunting ground for terrorists. However, in recent years bombing airport facilities, particularly the landside areas, has become more of a trend. Through this presentation, we will highlight the main driving factors of this threat, possible countermeasures that can be deployed and their impacts on travel.

16:50
SURPRISING SECURITY – A WAY TO IMPROVE CURRENT SECURITY SYSTEMS
Urs Haldemann, Head of Legal and International Affairs, Federal Office of Civil Aviation, Switzerland
The insider threat is becoming an increasing threat and concern to aviation security. Under the Chameleon brand, Switzerland launched an initiative to address the insider threat by introducing unpredictability at different levels and in different areas of civil aviation. The speaker will give an overview of these measures and elaborate on concrete action taken in this regard.

17:20 - 17:30
WRAP-UP

DAY 2 - WEDNESDAY 15 MARCH
09:00 - 17:35

COMMERCIAL - CONCESSIONS.
RETAIL & MEDIA
ZONE: 1, ROOM: E102

09:00
INTRODUCTION BY CONFERENCE CHAIRS
Jeremy Corfield, Partner, CPI, Australia
Dr Patricia Ryan, Director of Aviation, IOS Partners, USA

09:05
CHARACTERISTICS THAT PUT AN AIRPORT IN A CLASS OF ITS OWN
Carolyn Fennell, Senior Director of Public Affairs and Community Relations, Orlando International Airport, USA
Dr Patricia Ryan, Director of Aviation, IOS Partners, USA
In researching factors that put an airport in a class of its own, it has become apparent that there are some common areas that can be benchmarked. Not only will the factors that contribute to world-class status be identified, but key performance indicators supporting those factors will be outlined as well.

09:40
SATTELITE TERMINAL IN MUC – COMMERCIAL PLANNING AND LESSONS LEARNED
Philipp Ahrens, Vice President Center Management, Munich Airport, Germany
The new Satellite Terminal at Munich Airport Terminal 2 opened in April 2016, giving Terminal 2 additional capacity for 11 million passengers. The presentation will discuss how the commercial requests were integrated into the planning process, how the interior fitting was accomplished and the lessons learned from a commercial perspective one year after the opening.

10:10 - 10:30
BREAK

10:30
MALPENSA T1: A RETAIL LANDSCAPE CATERING TO LCC AND LUXURY TRAVELLERS
Luigi Battuello, Commercial Director Non-Aviation, SEA Aeroporti Milano, Italy
In an industry where low-cost airlines are rapidly gaining market share versus the global legacy carriers, we will present how Malpensa Terminal 1, after three years of revamping work, will stand out as a good example of retail and F&B proposition aspiring to meet the new and changing needs of long-haul and affluent as well as price-sensitive travellers.

11:00
AIRPORTS FOR GENERATION X, Y AND Z
Peter Farmer, Director, Chapman Taylor, UK
As Generation X reaches its zenith and Y enters spending maturity, airports need to adapt. Millennials are plugged in and are disrupting traditional shopping patterns. Decisions of successive generations are based on similar values, but the mechanism by which we come to these decisions has changed. Young buyers are influenced by a wider array of opinion and the desire for ‘showcasing’. Attitudes to fulfilment are more complex. Airports will realise that transaction-based shopping may not be enough in the future. We will explore ways in which design can embrace change to combine local, sustainable, excitement and entertainment.

11:30
ABU DHABI DUTY FREE E-COMMERCE JOURNEY
Mohamad Al Agha, Senior Manager IT Business Solutions, Abu Dhabi Airports, United Arab Emirates
Abu Dhabi Airport Duty Free launched its e-commerce operations in 2016. The responsive multichannel website aimed to increase duty free sales and showcase the duty free offering to passengers travelling through Abu Dhabi. In this presentation Abu Dhabi Airports will share the journey of digitising its duty free shipping experiences, and the successes and challenges along this journey.

12:00
PANEL DISCUSSION: FUTURE-PROOFING AIRPORT COMMERCIAL REVENUES
PANEL MODERATOR: Jeremy Corfield, Partner, CPI, Australia
Luigi Battuello, Commercial Director Non-Aviation, SEA Aeroporti Milano, Italy
Mohamad Al Agha, Senior Manager IT Business Solutions, Abu Dhabi Airports, United Arab Emirates
Peter Farmer, Director, Chapman Taylor, UK
In this panel discussion we examine how airports can continue to deliver the tried and true formulas that have so successfully grown commercial revenues in recent years, while also delivering an experience, an offer and a style of interaction that is relevant for the generations of digital natives to come.
14:00  
**E-COMMERCE EXTENDS REVENUE OPPORTUNITIES FOR AIRPORT PARKING AND BEYOND**
Jon Keefe, CEO, AeroParker, UK

Today more than ever, airports must continue to drive up non-aeronautical revenues to counter the almost universal decline in aviation revenues across the industry. The need for passengers to guarantee a parking space at the airport in advance is driving opportunities to engage with passengers before they arrive at the airport and to increase the average spend per passenger through cross-selling and up-selling. This can now be not just yield management of parking, but strategic upgrades, add-on ancillaries at the origin airport and even products sold in advance at the destination airport.

14:30  
**DEVELOPING TAILOR-MADE AIRPORT COMMERCIAL FACILITIES TO ENHANCE REVENUE STREAMS**
René Droese, Executive Director Business Unit Property, Budapest Airport Zrt, Hungary

Budapest Airport has a site of almost 1,600ha and therefore represents huge real estate development potential. The presentation will outline how BUD found the right balance between areas needed for airport operations, and defined areas available for real estate development and potential for airport- and non-airport-related functions. In addition, it will demonstrate how BUD developed tailor-made facilities to serve existing and new business partners of the airport and enhance revenue streams.

15:00 - 15:20  
**BREAK**

15:20  
**EFFICIENT SPACE UTILISATION – THE KEY TO SUCCESSFUL FINANCIAL PERFORMANCE**
Max Schintlmeister, Managing Director, Kaerntner Flughafen Betriebsgesellschaft (Klagenfurt Airport), Austria

Regional airports are exposed to high volatility in terms of passenger development, leading to either over- or under-utilisation of the capacity. In addition, the future need for space to operate the various functional units within a passenger terminal building cannot be predicted precisely (e.g. future requirements for security control, change of airline business models). The trade-off between flexibility, operational models and capital investment needs to be assessed very closely. This presentation will demonstrate three case studies and derive a possible standard approach for the development and operation of a medium-sized regional airport terminal.

15:50  
**PROTECTING BUSINESS DURING DEVELOPMENT: USING GOVERNANCE FRAMEWORK FOR CAPITAL PROGRAMMES**
Karen Kavanagh, Vice President of Planning, Dallas-Fort Worth International Airport, USA

In a world of ever-changing regulations, technologies and opportunities, airports are challenged to manage the competing need for large-scale capital programmes that enable growth and improve passenger experience, while ensuring ongoing business operations are successful during the implementation of these programmes. Project Lifecycle Governance is the key to an airport effectively and efficiently delivering the right projects at the right time. This level of transparency and process enables airports to respond to change, see the operational impact of improvements, and successfully secure financing with ROI measured and confirmed throughout the gateways in the process.

16:25  
**CAPITAL EFFICIENCY – CREATING SHARED VALUE**
Stephen Goodwin, General Manager - Operations, Brisbane Airport Corporation Ltd, Australia

To ensure that BAC’s significant capital investment programme delivers maximum value, BAC has undertaken a comprehensive review of organisational value drivers. As a result of this analysis, a strategy was developed to increase market share while improving BAC’s capital efficiency. The strategy was developed and implemented across the whole of the capital investment value chain, focusing on the optimisation of key revenue and cost centre levers. Forecast outcomes include a higher return on assets, increased shareholder value, enhanced levels of service and more productive assets, which will also result in enhanced outcomes for airlines and airport passengers.

16:55 - 17:30  
**PANEL DISCUSSION: BALANCING CAPITAL EFFICIENCY, CUSTOMER SERVICE AND COMMERCIAL REVENUES**

**PANEL MODERATOR:** Dr Patricia Ryan, Director of Aviation, IOS Partners, USA
Karen Kavanagh, Vice President of Planning, Dallas-Fort Worth International Airport, USA
Max Schintlmeister, Managing Director, Kaerntner Flughafen Betriebsgesellschaft (Klagenfurt Airport), Austria
Stephen Goodwin, General Manager Operations, Brisbane Airport Corporation Ltd - Operations Group, Australia

This panel discusses the often difficult challenge of meeting capital efficiency targets, managing cost pressures and achieving operational requirements with the evolving imperative of delivering a comfortable, flexible, engaging terminal environment for our customers that optimises commercial revenues.

**CELEBRATION**

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DAY 2 - WEDNESDAY 15 MARCH

09:00 - 17:30 CUSTOMER SERVICE & PASSENGER EXPERIENCE
ZONE: 2, ROOM: PARK FOYER 2

09:00 INTRODUCTION BY CONFERENCE CHAIRS
Hiosvany Muina, North America Airports Regional Manager, Copa Airlines, USA
Catherine Mayer, VP, SITA, USA

09:05 OPTIMISING THE CUSTOMER EXPERIENCE FOR HIGHER SATISFACTION AND BIGGER SPENDING
Asger Christensen, Research Manager, Epinion, Denmark
Music is a universal language. Used correctly it has a strong, positive impact on the passenger experience and spend per head in retail and F&B outlets. But it is not as simple as just turning on the radio or using a generic playlist. There are many factors to consider before implementing a strategy that includes adding audio to your customers’ experience. If not implemented correctly, music and sounds will have a strong negative effect. However, a successful implementation will increase the general satisfaction and spend per head in all areas of the customer journey.

09:30 SOUND: THE NEXT FRONTIER OF PASSENGER EXPERIENCE
Janine Gervais, Director, Passenger Services, Greater Toronto Airports Authority, Canada
Our five senses provide the raw data on which we base our ‘experience’ of spaces. In an attempt to improve passenger experience and revenues, airports have increasingly focused on entertaining passengers and making the environment more comfortable. But are the right things being done or have we created too much noise? Many airport environments have become incredibly stimulating – some might even say unpleasant due to excessive noise and environmental clutter, which interferes with wayfinding and communication, and may increase passenger stress. How can we use sound to shape and improve the passenger experience, and improve non-aeronautical revenues?

10:00 IT’S ROLE IN THE HOME-TO-HOME PASSENGER EXPERIENCE
Martin Boyer, Vice President and Chief Information Officer - Greater Toronto Airports Authority, CANADA
The footprints of airports have expanded considerably in recent years; passenger journeys are now home to home. From self-check-in to the potential of off-site checked bag drops and more, the landscape is changing rapidly. What role does IT play in ensuring a robust passenger experience in this new reality? What are some examples of how IT solutions can improve the home-to-home journey? What are the challenges to implementing these solutions? And most importantly, what are the benefits for the airports that get it right?

10:30 DELIVERING A SEAMLESS CUSTOMER EXPERIENCE
Lance Lyttle, Managing Director, Sea-Tac International Airport, Port of Seattle, USA
The presentation will explore the use of technology, procedures, processes, collaboration and basic people skills to deliver a seamless customer experience at the airport. The customer experience will be tracked from home to airport to destination, and focus on the importance of the interface with all relevant airport stakeholders such as CBP, TSA, ground transportation, custodial services, airlines, etc.

11:00 - 11:20 BREAK

11:20 CUSTOMER COMPLAINT MANAGEMENT
Yuna Joo, Assistant Manager, Incheon International Airport Corporation, Korea
This presentation will explain how to manage customer complaints, with the best practice of Incheon Airport.

11:45 CS MANAGEMENT
Sayaka Okano, Assistant Manager, Tokyo International Air Terminal Corporation, Japan
Yusuke Iizuka, Assistant, Japan Airport Terminal Co Ltd, Japan
In our business policy, we pledge to operate passenger terminals with customers placed first in the pursuit of convenience, comfort and functionality. Following the slogan of ‘Customer First’, which gives top priority to customer satisfaction, we want every visitor to our terminals to feel peace and happiness. All of Haneda’s employees work together to provide services that impress customers with experience beyond satisfaction. In this presentation we will explain our efforts in pursuit of customer satisfaction at Haneda Airport.

12:15 THE MAGIC DUST – IMPROVING THE PASSENGER EXPERIENCE IN MEDIUM-SIZE AIRPORTS
Alessandro Fidato, Infrastructure Development & Flight Operations Director, GESAC SpA - Naples International Airport, Italy
Michele Miedico, Head of Planning and Compliance, Naples International Airport, Italy
Airports are always interesting, dynamic and full of life. But globalisation has made them more similar to each other. And all of them are like modern shopping malls. The operating world is by itself amazing, but the charm of aviation is lost at the beginning of its story. Medium-sized airports can combine the two with a breathtaking result for the passenger experience. Stylish, modern environments may be used for operating processes that bring the passengers closer to the aircraft, in a world full of fashion and innovation, but still sprinkled with magic dust.

12:45 - 14:00 LUNCH
14:00 HOW PEOPLE PERFORMANCE CAN ENHANCE REVENUES AND REDUCE COSTS
Neil Pakey, Chairman, Regional and Business Airports Group, UK
Using real examples from Liverpool and Shannon Airports, the presentation will widen the discussion on operations and development to examine the role of people management in determining airport business success. Widening the analysis to reflect on the wider group of airports represented by RABA, Neil will examine what cost efficiencies airports should be focusing on. Are the people we employ really an asset or are they a legacy from the past and a cost burden?

14:25 CREATING A CULTURE OF ENGAGEMENT AND INNOVATION
Paul Hoback, Senior Vice President, Facilities, Engineering & Maintenance, Pittsburgh International Airport, USA
You want to do WHAT? HERE? NO WAY! Unfortunately, too many airports are afraid to take risks and change their stale, business-as-usual approach. Too often, airport leaders choose to err on the side of caution and simply maintain the status quo. It’s safe, it’s easy, and it’s killing your employees’ morale. In just a few short years, Pittsburgh International Airport has become an organisation built on employee engagement, collaboration and innovation. Discover how this massive culture change has put employees in the cockpit and Pittsburgh International back on the radar as a leading O&D airport.

14:55 HIRING FOR EMOTIONAL INTELLIGENCE
Beau Vanderford, Station Manager, Copa Airlines, USA
The presentation will focus on emotional intelligence. What is emotional intelligence and why is it so important in customer service? How do we ensure we are hiring staff with emotional intelligence? How can we train our staff to improve their own emotional intelligence?

15:20 GAMIFICATED TEACHING FOR AIRPORT PERSONNEL
Tilmann Gabriel, Assistant Professor, City, University of London, UK
With the increasing competition in the job market for Generation Zulu and Alpha, the training and continuous development of employees is becoming a key denominator for an interesting workplace. Gamification has become a technology that uses the strategies of computer games in adult education by stimulating intrinsic motivation via points, badges and individual achievements. Once in an airport job, continuous education is a must-have offer to keep the employee happy and develop her for the future management requirements. Gamificated learning can also be adapted for the workplace environment to compensate for the boring workplace.

15:45 - 16:05 BREAK

16:05 CUSTOMER ASSET: QUALITY INSTANT FEEDBACK DATA TO MAXIMISE SERVICE PROFITABILITY
Giorgio Medici, Head of Customer Care, SEA Aeroporti Milano, Italy
Airport success stories about investing in passenger experience quality have shown how this is leveraged to increase revenues. But it has been almost impossible to know how much quality improvements could positively affect airport business. ACI has developed studies showing the relationship between customer satisfaction and commercial revenues. SEA was looking for methodology to set optimum quality level, avoiding unnecessary costs and maximising economic profits. A structure of instant feedback devices to collect customer satisfaction levels, correlated to performance data, shows how to set the correct quality targets, matching passenger expectation, tuning processes daily and anticipating whether the airport is going to reach its yearly goals.

16:35 ENHANCING THE PASSENGER EXPERIENCE: EUROPEAN APPROACH IN THE US MARKET
Esben Kolind, Head of Operational and Business Analysis (OBA) Airport Optimisation, Copenhagen Airport, Denmark
Eliot Lees, Vice President, ICF International, USA
‘Enhancing the passenger experience’ often focuses on innovative new commercial offerings, airport branding, sense of place and digital engagement. All of these elements are important. But what is the top passenger complaint today? Long queues, long wait times and long distances to walk. The first priority is the efficient flow of passengers through an airport. How do you integrate information into the passenger journey and airport operations? It takes a fundamental change in mindset, operational processes and organisation. This joint ICF and CPH presentation includes case studies from Copenhagen Airport and US airports demonstrating how these concepts have been successfully implemented.

17:05 CUSTOMER EXPERIENCES: VALUED OR PROFITABLE – CAN IT BE WIN-WIN?
Lee Ann Dietz, Senior Industry Marketing Consultant, SAS, USA
Providing your passengers with relevant and satisfying customer experiences requires that you manage a series of complex processes: capturing a variety of data from different systems, appending information from social media and mobile devices, and capturing physical and digital interactions contextually. Bringing together this fragmented data provides better customer insight, which enables better integrated decisions by your marketing, operations and customer service teams to support the customer journey. This in turn allows you to deliver customer experiences that are relevant to the customer and profitable to your company.
DAY 2 - WEDNESDAY 15 MARCH

ENERGY, ENVIRONMENT & SUSTAINABILITY

ZONE: 1, ROOM: E103

09:00 - 17:30

09:00 INTRODUCTION BY CONFERENCE CHAIRS
Emanuel Fleuti, Head of Environment, Flughafen Zürich AG, Switzerland
Elizabeth Leavitt, Senior Director, Environment and Sustainability, Port of Seattle, USA

09:10 THE ROLE OF AIRPORTS IN ACHIEVING COP21 CLIMATE CHANGE TARGETS
Adam Freeman, Environment Advisor, Manchester Airports Group, UK
Andrew Marsh-Patrick, Associate Director, WSP | Parsons Brinckerhoff, UK

Airports have made huge strides in climate change mitigation and adaptation, through schemes such as ACA and EED. However, COP21 and the recent ICAO carbon targets renew the focus on developing and operating low-carbon passenger terminals in partnership with airlines and the wider transport network. The co-presentation covers how the new £1bn Manchester Terminal 2 and Airport City development is addressing climate change, and draws upon WSP’s experience in advising on climate strategy for major airport developments including Stansted, Heathrow and Istanbul New Airport.

09:45 DEVELOPING ZERO-EMISSION APRONS
Marcel van Beek, Manager, Sustainability & Innovation, Amsterdam Airport Schiphol, Netherlands

Emission-free aircraft power supply

10:20 ADVANCING NEXTGEN AIRCRAFT PROCEDURES THROUGH QUANTIFYING THE ENVIRONMENTAL BENEFITS
Chad Leqve, Director of Environmental Programs, Metropolitan Airports Commission, USA
Gary Warren, Vice President, Planning, Development, and Environment, Metropolitan Airports Commission, USA

This presentation will detail the community challenges encountered at Minneapolis-St. Paul International Airport when new NextGen aircraft departure and arrival procedures were proposed. It will highlight the development of a new flight track data analysis system developed by the airport to aid in shifting the dialogue from noise to quantifying what has turned out to be one the biggest single greenhouse gas reduction actions at the airport in documented history, in the form of new NextGen aircraft arrival procedures incorporating Optimized Profile Descents (OPD).

11:15 CLIMATE PROTECTION AT AIRPORTS – MEASURES, CHALLENGES AND FUTURE POSSIBILITIES
Hermann Blomeyer, Vice President Project Team Capacities and Environmental Affairs, Flughafen München GmbH, Germany

Major efforts to reduce greenhouse gas emissions have been undertaken by airports and the aviation industry in recent years. The requirements for reduction of carbon dioxide emissions will increase in the future. The presentation will discuss the different tasks for airports and aviation according to COP21, and explain the principles of action for carbon dioxide reduction. The focus will be on the carbon dioxide mitigation objectives of Munich Airport, successful realised measures and expected challenges and future possibilities.

11:50 SUSTAINABILITY AT BNE AIRPORT
Marcel van Beek, Airport Sustainability Manager, Brisbane Airport Corporation Pty Ltd, Australia

Airport opportunities for solar development

12:25 - 14:00 LUNCH

14:00 SUSTAINABILITY AIRPORT MASTERPLANNING – THE SEATTLE EXPERIENCE
Elizabeth Leavitt, Senior Director, Environment and Sustainability, Port of Seattle, USA
CF Booth, Director, LeighFisher, USA

Seattle-Tacoma International Airport has recently completed one of the nation’s first airport masterplans that fully integrates sustainability into the planning process. Sea-Tac Airport, the fastest-growing airport in North America, is faced with the challenge of meeting cargo and air transportation needs for the region, and doing so in the most sustainable manner practicable. Learn more about the approach to taken, the challenges faced, and the lessons learned on this groundbreaking airport masterplan. The airport will co-present with the consultant who prepared the Sustainable Airport Masterplan.

14:35 SUSTAINABLE DEVELOPMENT OF THE MIDFIELD CONCOURSE AT HONG KONG INTERNATIONAL AIRPORT
Colin Ridley, Senior Manager - Architecture, Airport Authority Hong Kong, Hong Kong
Ian Taylor, Director, Global Aviation Leader, Arup, Hong Kong

The recently completed Midfield Concourse (MFC) at Hong Kong International Airport (HKIA) is an exemplar of sustainable concourse design, exhibiting HKIA’s commitment to becoming a world-leading green airport. The 105,000 m², five-level concourse incorporates 20 new parking stands and will increase passenger handling capacity by at least 10 million passengers per year. This talk will describe how the early integration of sustainable design principles from project outset, including passive design strategies and low-energy active design techniques, was employed to deliver a sustainable, high-performance concourse with a comfortable passenger experience.

15:10 - 15:30 BREAK
15:30 HEATHROW ENERGY CENTRE – BIOMASS TRIGENERATION IN AN AIRPORT CONTEXT
Mark Tomkins, Resources Strategy Manager, Heathrow Airport Limited, UK
Chris Thomas, Senior Consultant - Sustainable Solutions, Jacobs, UK
We consider the design, development and operational challenges of the recently commissioned Heathrow Energy Centre. As part of the construction of Terminal 2, an approach was needed that aligned with a corporate commitment to carbon reductions while meeting environmental conditions from the local authority and environmental regulator. Identifying technically feasible and commercially viable options for low-carbon heat and power was fundamental, although delivering an innovative solution in a constrained location was never easy. The commissioned solution involves a woodchip biomass-fuelled boiler supplying an Organic Rankine Cycle combined heat and powerplant supported by an absorption chiller.

16:05 INSTALLATION OF PHOTOVOLTAIC SYSTEMS IN AIRPORTS BY APPLYING THE PPP MODEL
Chih-Wen Fang, Deputy Director General, Civil Aeronautics Administration, Taiwan
Yi-Feng Lu, Specialist, Civil Aeronautics Administration, Taiwan
Electricity is a factor that constrains the development of airports. Due to sustainable development and emission reduction considerations, it is necessary for airports to take action against these challenges. Considering renewable energy implementation, photovoltaic (PV) systems are being widely investigated at airports. There are 17 airports in Taiwan and most are operated by the government. Due to huge investment in PV systems, the airports applied the public-private partnership (PPP) model to construct PV systems. Two airports successfully installed PV systems on the roofs of terminals in 2013. They generate 105,000kW/h and reduce CO₂ emissions by 643 metric tons per annum.

16:40 ENERGY-SAVING APPROACH FOR SMARTER AIRPORT OPERATIONS AND DEVELOPMENT
Ruggero Poli, Head of Energy Systems and Energy Management, Aeroporti di Roma, Italy
Michele Di Franco, Engineer, Deerns, Italy
In the past few years, the energy-saving approach has become one of the main drivers for a long-term airport development strategy. If sustainability reasons were not enough to spin this subject, the need to reduce OPEX now plays a stronger role in understanding how energy-saving solutions may allow the achievement of this target. Aeroporti Di Roma is working alongside DEERNS on the following: energy audits, energy consumptions analysis and buildings dynamic simulations, energy optimisation studies and proposals, energy-saving solutions preliminary design, technical guidelines and preparation of main systems datasheets.

17:15-17:30 WRAP-UP
10:55
PANEL DISCUSSION: THE VOICE OF A-CDM – BEST PRACTICES FROM KEY GLOBAL A-CDM PROGRAMMES
PANEL MODERATOR: Etienne van Zuijlen, Head of Business Development - Airport Ops, SITA, Netherlands
Kris de Bolle, Senior Aviation Consultant, T070, Netherlands
Alison Bates, Head of Service Transformation & Operational Efficiency, Heathrow Airport, UK
Velissarios Eleftheriou, Founder & Managing Director, Totalcdm, United Arab Emirates
In March of 2016, Hong Kong International and the Airport Authority Hong Kong launched a programme to implement A-CDM in line with international standards based on the Eurocontrol A-CDM Manual. The two-year programme encompasses everything from establishing the technical platform, to integration with Chinese ATFM and adapting the concept of operations to meet local requirements of all stakeholders. The presentation will cover the implementation programme, and solutions used to meet the requirements of the concept of operations – one of which is driving innovative mobile solutions to help users on the airfield to be more engaged in the A-CDM process.

11:40
REALISING AIRPORT-CDM AT HONG KONG INTERNATIONAL AIRPORT
Fredrik Lindblom, Sales Director, Saab, Thailand
In March of 2016, Hong Kong International and the Airport Authority Hong Kong launched a programme to implement A-CDM in line with international standards based on the Eurocontrol A-CDM Manual. The two-year programme encompasses everything from establishing the technical platform, to integration with Chinese ATFM and adapting the concept of operations to meet local requirements of all stakeholders. The presentation will cover the implementation programme, and solutions used to meet the requirements of the concept of operations – one of which is driving innovative mobile solutions to help users on the airfield to be more engaged in the A-CDM process.

12:10
WHAT AVINOR HAS LEARNED DURING IMPLEMENTATION OF AOS AT 46 AIRPORTS
Wenche Eidjord, Senior Project Manager, Avinor AS, Norway
Flemming Halvold, Portfolio Manager Airport Terminal Systems, Avinor AS, Norway
During 2016, Avinor rolled out a multi-airport operational system to 46 airports across Norway from north to south. The rollout was done during daytime and without negatively impacting operations or passengers at each airport. The presentation will describe how this was done and which benefits it gave to Avinor, all stakeholders at each airport and the passengers. Topics that the presentation will cover include reducing costs, simplifying system administration and enabling more efficient operations.

14:15
HOW TO BECOME THE AIRLINES FAVOURITE AIRPORT
Fuyuhiko Ota, Vice President, Tokyo International Air Terminal Corporation, Japan
Akinobu Inomata, Assistant Manager, Japan Airport Terminal Co Ltd, Japan
Passengers are not the only customers. Airlines are also an airport’s important customers. To be the airport that is most favoured by all airlines, Haneda puts great effort into meeting their demands. The presentation will focus on business development and approach for airline companies.

14:45
PUNCTUALITY – A KEY SUCCESS FACTOR WITH A BROAD RESPONSIBILITY
Michael Eggenschwiler, Chief Executive Officer, Hamburg Airport, Germany
The presentation will focus on one of the key topics regarding airports, which is punctuality. To achieve punctuality, many different airport operations and processes need to align, which is a task for everyone. The fourth industrial revolution is a useful support to achieve punctuality; however, the responsibility and commitment of each department are even more important. The presentation will demonstrate some measures that Hamburg Airport has implemented to improve punctuality, and how to make stakeholders aware that this is a shared responsibility. The key for punctuality is good communication, clear structures, supporting technologies and sometimes simply common sense.

15:15
CONNECTING TIME SERVICES – REAL-TIME CALCULATION OF TRANSFER TIMES
Arno Thon, Head of PAX Flow Concepts and Partner Management, Lufthansa AG, Germany
The presentation will discuss a system that offers: more detailed information about the connecting times of passengers, consideration of opening hours of control points, the shortest alternative route in case of way restrictions, consideration of separate passenger handling for certain countries (e.g. doc-checks for USA), data maintenance and further connections through extension of existing waypoint stock.

15:45 - 16:05
BREAK

16:05
ADP GROUP INNOVATIVE PLATFORM FOR AIRPORT SUPERVISION
Frédéric Lagandré, Head of Airport Operation Centre (APOC), Aéroports de Paris, France
Charles Telitsine, Paris Orly West Terminal Director, Paris Airport, France
ADP Group used its expertise in operations to integrate and propose a unique platform of innovative projects. This presentation offers an overview of projects dedicated to airport operations, among them: VASCO, a mobile application deployed in terminals for operational staff gathering operational and customer satisfaction KPI, in an ergonomic display; Egidium, which allowed a big improvement to pilot the new control room of Paris-Orly Airport thanks to 3D and CCTV technologies; experiments with predictive algorithms and solutions for simulations and staff training. Feedback from end users shows that gains have been made in operations, capacities and commercial revenues.
16:35
TERMINAL PLANNING AND OPERATIONS – A COLLABORATIVE APPROACH
Christian Wrobel, Senior Solution Architect, Fraport AG, Germany
The challenge for an airport is always to communicate changes, whether infrastructure, resources or others, quickly and available in time for a large group of users. With the collaborative platform at Frankfurt Airport it is now possible to work on all infrastructural and other influencing changes in advance, evaluate them and share this information with operational systems. This ensures operational people are always up to date with the latest and actual information available regarding passenger flows and the use of facilities.

17:05 - 17:35
SESAR GAMING APOC
Carlos Lopez Muiña, Head of Operations Planning Department, Aena, Spain
The presentation will discuss the validation of SESAR’s airport operations centre (APOC) in MAD. The gaming exercise tested an interactive performance dashboard and decision-making support tools, such as a ‘what-if’ tool. The exercise confirmed the critical importance of airport collaborative management covering the aircraft and passenger processes.

DAY 2 - WEDNESDAY 15 MARCH
09:00 - 17:35
TECHNOLOGY: SYSTEMS & OPERATIONS
ZONE: 2, ROOM: PARK FOYER 1

09:00
INTRODUCTION BY CONFERENCE CHAIRS
Maurice Jenkins, Director Information Systems & Telecom, Miami Dade Aviation Department, USA
Al Lyons, SVP Firmwide Director of IT & Electronic Systems, HOK, USA

09:05
THE FUTURE OF COMMON USE
Sylvain Campeau, Manager Passenger, APCS, IATA, Canada
Airport infrastructure will be capacity challenged, with passenger numbers estimated to double by 2030. Technology is the viable option to help enhance the passenger process. This presentation will demonstrate how the common-use environment can help support the capacity growth with flexibility.

09:30
ABU DHABI AIRPORTS JOURNEY TO SMART TRAVEL
Mohamad Al Agha, Senior Manager IT Business Solutions, Abu Dhabi Airports, United Arab Emirates
Abu Dhabi Airport has launched a faster, hassle-free way to travel. It is a simple five-step process that leads passengers straight to the gate, with less time spent in queues and more time to travel smoothly through Abu Dhabi Airport, at the passengers’ own pace.

10:00
FROM MANAGING INFRASTRUCTURE TO MANAGING EXPERIENCE – SOFTWARE, HARDWARE AND HEARTWARE
Chris Au Young, General Manager, Smart Airport, Hong Kong International Airport, Hong Kong
With constant growth in passenger traffic on the one hand, and infrastructure constraints on the other, airports need to rethink the sustainability of their current approach to passenger processing. This presentation describes HKIA’s vision for a fully automated passenger processing terminal, as a way of addressing this key operational challenge. HKIA has recently introduced cloud-based mobile check-in units. Designed to optimise the check-in process by combining full check-in capabilities with document verification checks, the solution has been proved to reduce passenger processing time by 35% and free up additional space throughout the terminal.

10:30
PRECLEARANCE: EXPANDING BORDERS WITH TECHNOLOGY AND INNOVATION
Randy J Howe, Director, Preclearance Operations, US Customs and Border Protection, USA
The presentation will give an overview of US CBP preclearance and the preclearance mission; an overview of business transformation initiatives that CBP has partnered with the private sector to include existing and new technology;
an overview of preclearance expansion and the benefits preclearance affords to passengers, air carriers and airports.

**11:20**
**SEAMLESS PASSENGER WALKTHROUGH: ESSENTIAL COMPONENTS AND FIRST RESULTS**
Charles Hendriks, Digital Architect, Schiphol Group, Netherlands
Erik Scherff, Manager Passenger IT Services, Royal Schiphol Group, Netherlands

Schiphol is designing and building the first Seamless Passenger Walkthrough, where all touchpoints are integrated. The passengers will only have to identify themselves once. The concept is being implemented at Schiphol (AMS). The first results will be presented, and lessons learned will be discussed with the audience.

**11:50**
**WHEN NUDGING PRINCIPLES LEAD TO INNOVATIVE DESIGNS**
Lisbet Mensa-Annan, Head of Optimisation & Passenger Solutions, Copenhagen Airports, Denmark

The presentation will give insights into how Copenhagen Airports uses nudging principles to ensure efficient passenger processing and reduce total cost of operations. Our recently opened Pier C extension enables handling of the A380 in an open gate environment. By using behavioural science and carefully managing the change in processes for airlines and handlers, it is now best practice to board an Emirates A380 with 600 pax in less than 20 minutes.

**12:20**
**DIGITAL MARKETING AND INNOVATIVE STEPS AT COLOGNE BONN AIRPORT**
Ulrich Stiller, Director Marketing & Sales, Cologne Bonn Airport, Germany

Status quo: the airport industry is affected by old-fashioned and often manually managed technical processes. Airports are trailing behind other players in the transport and traffic sector. The presentation will show the innovative approaches and steps a mid-sized airport has introduced to strengthen its position for the future.

**12:50**
**FUTURE AIRPORT OPERATIONS: A CHALLENGE FOR AIRLINES WITH COMMON-USE PLATFORMS?**
Paul Rogiers, Airport Solutions IT Manager, Brussels Airlines, Belgium
Bjoern Steinbrecher, Director CUTE Services / Head of cGroup, Luftansa Systems, Germany

Today most passengers on international flights are handled on CUTE/CUPS platforms. Due to restrictions on common-use platforms and non-existent CUTE standards, ground handling is becoming more and more of a challenge for airlines. With the products of the innovative and unique cGroup Suite, every CUTE airport is turned into a modern passenger-handling environment. Besides all required applications and commodity services, cGroup provides web applications including full print support, instant-messaging services, centralised configuration management, and a powerful platform to monitor operations and business events in real time at all airports worldwide.

**13:20 - 14:30**
**LUNCH**

**14:30**
**CAN RFID HELP THE INDUSTRY SAVE COSTS?**
Andrew Price, Head, Global Baggage Operations, IATA, Switzerland

Caroline Camilli-Gay, Program Manager, SITA, Switzerland

RFID and baggage seemed to be a never-starring story, until Delta Air Lines implemented RFID across its network in 2016. This prompted a massive interest in RFID and baggage, demanding that the industry revisit the area to review the possible benefits of the technology. Join this presentation if you want to understand why this subject keeps coming back to the industry, how RFID could benefit the industry financially, saving US$3bn over seven years (as per the SITA / IATA Business Case) as well as improve baggage operations and service to passengers.

**15:00**
**THE ORLANDO EXPERIENCE DIGITISED – UPDATE OF INTEGRATED PASSENGER SELF-SERVICES**
Francis Barich, Principal, Barich Inc, USA

The aviation industry has a growing need to deploy passenger self-services in an integrated process across the passenger journey. Airport operators face the challenge of benefiting from innovative technologies, while maintaining budget and maximising revenue. Through an integrated programme, these challenges are effectively met. This presentation provides a focus for the airport operator and key stakeholders in improving the passenger's air-travel experience. It presents the requirements and benefits of a well-established integrated passenger self-services programme.

Case studies are presented from Orlando International Airport on improvements in the North Terminal Complex and updated designs for the new South Terminal Complex.

**15:25**
**MOBILITY-AS-A-SERVICE: REAL-TIME ROUTING SERVICE TO REDUCE TRAVEL TIME OF PASSENGERS**
Anita Neudeck, Senior Manager - Innovation & Partnering, Flughafen München GmbH, Germany

Munich Airport is working on an innovative door-to-door information service for passengers on the way from the city centre to the airport, directly to the gate and vice versa. It combines on-demand mobility solutions with airport wayfinding/processing times.

**15:55 - 16:15**
**BREAK**

**16:15**
**CONTINUOUS ICT SYSTEMS SERVICES DURING AN AIRPORT’S RELOCATION**
Yair Harry Gannot, MD Liaison - the new Ramon International Airport, Israel Airports Authority, Israel
Zeев Nativ, Division Manager, Liacom Systems Ltd, Israel

An airport's relocation from an old to a new facility requires there to be two sets of ICT systems for a short period, while the old one is operational and the new facility is up and running for trial period. Procurement and operations efforts for two sets of ICT systems might present a painful challenge. In this presentation, IAA and Liacom will introduce a concept and a case study in which one set of ICT systems supports flexible configurations: redundant system for either the old or the new facility; split configuration of non-redundant systems at each facility.
16:45
AIRPORT TECHNOLOGY IN AIRPORT CONSTRUCTION PROJECTS
Mohammad Hourani, Aviation Division Manager, Informatica Qatar, Qatar
The airport construction industry is booming for various reasons, such as the increase in passenger and cargo traffic, upgrading infrastructure and expanding hub airports. According to the CAPA Airport Construction and Capex database, US$385bn of airport projects are in progress globally. Airport technology is moving rapidly. One difficulty that all of these airports share is implementation of the latest technologies that would benefit them in terms of their passenger experience and financial returns. Clients, consultants and contractors have to work closely and increase their efforts for the sake of better application of airport technology.

17:10 - 17:35
THE ‘PLAN’ FOR SUCCESSFUL AIRPORT IMPLEMENTATIONS
Allen Lainez, Airports & CSS Training Director, Copa Airlines, Panama
Luis Augusto Fermin Salazar, Airport Training Manager, Copa Airlines, Panama
During this presentation the audience will learn how to define an integral strategy by applying the four key performance criteria based on the PLAN methodology to guarantee a successful rollout and adoption for any IT or process improvement airport project implementation.

DAY 3 - THURSDAY 16 MARCH
09:00 - 13:30
AGEING POPULATION & PRMS
ZONE: 1, ROOM: E103
09:00
INTRODUCTION BY CONFERENCE CHAIR
Roberto Castiglioni, Chair, Airport Experience Group - ESAAG, Easyjet Special Assistance Advisory Group, UK
09:05
ACRP 07-13 REPORT: ENHANCING WAYFINDING FOR AGEING TRAVELLERS AND PRMS
Laurel Van Horn, Director of Programs, Open Doors Organization, USA
A new report from the Airports Cooperative Research Program provides detailed guidance on communicating information verbally, visually and virtually so airports can implement solutions to improve wayfinding for ageing travellers and those with disabilities – physical, sensory and intellectual. By combining the physical space with the information space, the tools and research in this guidebook aim to help airports implement a comprehensive wayfinding system that provides these customers with the information they need – how and when they need it – both before and during travel. This holistic research applies universal design principles to ensure a better wayfinding experience for all air travellers.

09:35
EFFICIENT MEET AND ASSIST/PRM OPERATIONS WITH IBEACONS
Michael Reinkober, Product Manager, Inform GmbH, Germany
Recent advances in technology provide the possibility for optimised allocation of meet and assist/PRM agents using beacon technology. Since handling of PRM is labour intensive, and travel times are difficult to predict, it’s often a challenge to assign the closest agent to a passenger due to the agent’s missing position information. Resource management solutions can locate agents using the airport’s Ibeacon infrastructure and fulfill two mission-critical aspects: task allocation can be optimised in real time based on the latest known passenger and staff location; other stakeholders can benefit e.g. through warnings about delayed arrivals at the departure gate.

10:05
AIRPORTS AND AIRLINE PRM TRAINING – HOW TO GAIN EFFICIENCIES
Mark Pearce, Head of Commercial Aviation Europe & CIS, MedAire, UK
Sebastian Vadell, Head of Ground Operations Standards & Safety, Air Europa, Spain
We will discuss the benefits of how airline and airport PRM training not only benefits the customer (PRM) but also airline and airport staff. We will focus on how the PRM charges at airports should be used to focus on effective recurrent training that includes soft skills to educate the airport and airline employee to know what type of assistance is necessary for the PRMs and how to effectively deliver the service. Soft-skills PRM training increases efficiency to include: cost savings more service with fewer staff; cost savings/reduce the potential of government fines; increased revenue/better customer service to the PRMs; increased revenue/business for airport/airlines.

CELEBRATION GALA DINNER NIGHT!

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increase in the charge in the years ahead. The panel will discuss growth of the PRM segment is seeding the ground for a sharper the PRM charge applying to all departing passengers, the faster is three times faster than the total number of passengers. With numbers show the growth in passengers requesting assistance year on year since they first came into force in 2008/2009. Traffic With very few exceptions, PRM charges have been increasing Samantha Berry, Accessibility Manager, OCS Group UK, UK

**EU REGULATIONS AND TRANSPORT ACCESSIBILITY - THE DISABILITY PERSPECTIVE**

Gunta Anca, Vice President, European Disability Forum, Belgium

Accessibility travel is a right under the UN Convention on the Rights of Persons with Disabilities. However, transport remains inaccessible for many persons with disabilities. EU regulations have proved to be a useful tool to advance accessibility and make transport more inclusive, but a lot remains to be done.

**MULTIMOVER: INNOVATIVE, COMFORTABLE, SAFE PRM EQUIPMENT AT BRUSSELS AIRPORT**

Marleen Roose, Customer Service Manager, Brussels Airport Company, Belgium

The presentation will demonstrate how Brussels Airport Company is actively participating in developing, testing and – after successful results – using PRM-friendly and, above all, safe equipment. We are result driven and worked together with our PRM assistance provider and the manufacturer to design the most comfortable and customer-service-orientated PRM vehicles. We introduced the émover at the beginning of 2016. Due to its success we decided to develop a multimover, which can hold six PRM passengers, with the main focus on safety and comfort.

**THE NEW PRM SERVICE OFFER DEPLOYED AT PARIS AIRPORT**

Vincent Jeandon, Project Manager, Groupe ADP, France

William L Neece, Business Development Manager, Ozion Airport Software, France

The presentation will outline a new service offer adapted to the needs of disabled and PRM passengers. The standard of service is contingent on stakeholders’ costs constraints.

**PANEL DISCUSSION: IS THERE A WAY TO CONTAIN PRM CHARGES WITHIN ACCEPTABLE LEVELS?**

PANEL MODERATOR: Roberto Castiglioni, Chair, Airport Experience Group - ESAAG, Easyjet Special Assistance Advisory Group, UK

Federico Bonaudi, Policy Manager, ACI Europe Airports Council International, Belgium

Samantha Berry, Accessibility Manager, OCS Group UK, UK

With very few exceptions, PRM charges have been increasing year on year since they first came into force in 2008/2009. Traffic numbers show the growth in passengers requesting assistance is three times faster than the total number of passengers. With the PRM charge applying to all departing passengers, the faster growth of the PRM segment is seeding the ground for a sharper increase in the charge in the years ahead. The panel will discuss how airports and service providers plan to cope with traffic increase and give passengers with disabilities quality service without having to dramatically increase the PRM charge.

**11:05 - 11:25**

**BREAK**

**11:25**

**AIRPORT DESIGN, PLANNING & DEVELOPMENT**

**ZONE: 1, ROOM: FORUM**

**13:30 - 1500**

**LUNCH**

**15:00**

Your conference questionnaire will be sent to you by email today. See you at Passenger Terminal CONFERENCE 2018!

**DAY 3 - THURSDAY 16 MARCH**

**09:00 - 1330**

**AIRPORT DESIGN, PLANNING & DEVELOPMENT**

**ZONE: 1, ROOM: FORUM**

**09:00**

**INTRODUCTION BY CONFERENCE CHAIR**

John Mok, Aviation Consultant, John Mok, USA

**09:05**

**GATWICK AIRPORT: LIFE AFTER THE UK GOVERNMENT’S RECENT RUNWAY DECISION**

Raymond Melee, Development Director, Gatwick Airport, UK

Steve Riano, Global Airport Strategic Planning Director, Bechtel Corporation, USA

Gatwick and Heathrow competed for the UK Government’s permission to build a new runway in the southeast of England. Now that the decision has been taken, learn from a joint presentation by Gatwick’s Development Director and Gatwick’s Development Partner about how the airport is proceeding with the next 10 years of development to address its continuing growth strategy.

**09:35**

**HOW TO TRANSFORM AND REJUVENATE PARISIAN AIRPORTS**

Cedric Laurier, Head of Project Management Division, Groupe ADP, France

Francois Tamisier, Group Chief Architect, Aéroports de Paris, France

The presentation will offer a general view of ADP main projects through architecture and project management issues.

**10:05**

**ROME-FCO DEVELOPMENT: MASTERPLAN TARGETS AND NEW TERMINAL EXTENSION**

Paolo Cambula, Head of Infrastructure Development, ADR SpA, Italy

Rome-Fiumicino Airport recently launched its new terminal extension, which will enhance the overall level of service, and supply FCO South with an additional 130,000m² terminal area and +6 million pax capacity. In the new building, ADR will create a departure lounge with 13,000m² of retail, food and beverage, VIP lounge, etc. The new building also includes A+ class monitoring and remote control of technological devices. Masterplan implementation includes completion of apron, taxiway, pier (with LEED Gold certification) and real estate infrastructure to achieve 60 million pax capacity. The airport extension will include construction of a new terminal, to be realised in two phases.
10:35 THE RENEWED VENICE INTERNATIONAL AIRPORT IS TAKING SHAPE
Andrea Geretto, Director of Commercial & Marketing Non-Aviation, SAVE Spa - Venice International Airport, Italy
Giulio De Carli, Managing Partner, One Works, Italy
Venice International Airport represents a major infrastructure, which has witnessed relevant growth in recent years due to the introduction of new routes. While expanding the number of passengers, the airport has started the process of refurbishment and 100,000m² extension of the terminal, which will transform the facility into a state-of-the-art international airport. While doubling in size, the project presents a unique advantage by preserving the local identity, already inherent in the strong character of the existing airport. By the beginning of 2017, the first lot will be completed and connected to the water terminal.

11:05 - 11:25 BREAK

11:25 MELBOURNE AIRPORT TERMINAL 4 – A HYBRID LOW-COST TERMINAL
Michael Jarvis, Executive Planning, Australia Pacific Airports (Melbourne), Australia
Melbourne Airport completed its new Terminal 4 project in late 2015. With a year of operation under its belt and five years since the project planning began, it is a great opportunity to reflect on the successes and challenges the project faced. The new T4 is Australia's first all self-service terminal – it was designed collaboratively with customer airlines Jetstar and Tigerair. What has been achieved is a low-cost facility that helps keep airfares low and has allowed low-cost airlines to continue their expansion, while improving the passenger experience.

11:55 ACHIEVING THE SEAMLESS TRANSFER VISION – COST VS. CUSTOMER!
Stephen Goodwin, General Manager - Operations, Brisbane Airport Corporation Ltd, Australia
Karl Traeger, Principal - Head of Aviation Architecture, Architectus, Australia
A yearly increase of 8% in international travel into Australia is presenting significant challenges and opportunities to deliver genuine seamless transfer products at Australian airports. The presentation will outline the options Australia’s largest airports are exploring and employing for meeting the forecast growth in transfer passenger numbers, the specific needs of transfer passengers and their baggage, the priorities of the airlines and the cost of interim solutions relative to their seamless transfer vision. All benchmarked against competitors in the Asia-Pacific region.

12:25 HOW NEW DESIGN TECHNOLOGY EMPOWERS AIRPORTS, ARCHITECTS AND ENGINEERS
Gary Summerlin, Design Manager, Hartsfield-Jackson Atlanta International Airport, USA
Matt Breidenthal, Vice President, HOK, USA
Recent advances in design technology, including parametric modelling and computational design, now provide airports and designers with unprecedented capabilities. These tools have saved millions of dollars in construction cost and sped up portions of the design process by more than 70%. This presentation will describe the modernisation project at Hartsfield-Jackson Atlanta International Airport’s Domestic Terminal, which is one of the first components of its recently announced US$6bn capital plan. By having access to more information about more options very early in the design process, the airport and design team could better focus on minimising operational impact and improving passenger experience.

12:55 USING SIMULATION IN THE DEVELOPMENT OF YVR’S MASTERPLAN
Christoph Rufenacht, Director, Capital Facilities Development, Vancouver Airport Authority, Canada
YVR's commitment to deliver a world-class, sustainable airport consists, in part, of developing an efficient taxiway and apron layout, at affordable costs. As part of its 2037 masterplan, YVR has opted to develop an airside simulation model to determine the optimum infrastructure and operational improvements that could be made to preserve the airport’s attractiveness as a hub between Asia and the Americas. This presentation summarises how the airport has built on the simulation modelling to design future airside infrastructure and evaluate the impacts of terminal expansion options, as well as lessons learned from the simulations.

13:25 WRAP-UP

13:30 - 1500 LUNCH

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This presentation will give you a glimpse of what is considered the second wave of Smart Security solutions, which is well under way. Several of the trial concepts are now permanently installed and fully operational, and research into better passenger experience. This will also be discussed.

The presentation will discuss the deployment of high-tech solutions, and recommendations for integrating systems into the implementation of security measures. The audience will learn about the need for a long-term roadmap for counter-drone solutions, and recommendations for integrating systems into existing air traffic management and monitoring structures. The presentation will also outline the Israeli aviation sector’s employment of unmanned aerial vehicle detection, jamming and disruption systems – their effectiveness and the future roadmap for industry. Future threats to the aviation transport network will also be discussed.

Under the Smart Security programme, IATA and ACI are working closely with industry and government to define, test and evaluate the new generation of airport security checkpoints that combine strengthened security with greater operational efficiency and a better passenger experience. Several of the trial concepts are now permanently installed and fully operational, and research into the second wave of Smart Security solutions is well under way. This presentation will give you a glimpse of what is considered state of the art today, what’s next, and how we expect security checkpoints to further evolve in the next five to 10 years.
12:25
DEAL WITH UNMANNED AERIAL VEHICLES (DRONES) AT AIRPORTS
Sabina Lajdová, Security Systems Specialist, Prague Airport, Czech Republic

There are new vehicles moving in air space: unmanned aerial vehicles, also known as drones. Perimeter security is always based on fences, visual observation and perimeter intrusion detection systems. All these technologies are designed to detect intruders on ground. UAVs are a new threat that could interfere with an airport or aeroplanes landing and taking off. When creating a system of UAV threat mitigation at the airport we need to respect airport specifics. These specific conditions need to be respected even when using our own UAVs for security, safety and emergency purposes.

12:55
BRAVE NEW WORLD: THE FUTURE OF AVIATION SECURITY TECHNOLOGY AND REGULATION
Mark Laustra, Vice President, Global Sales, and Chair, Security Manufacturers Coalition, Analogic Corporation, USA

Changes in aviation security standards by regulators such as US TSA, ICAO and ECAC are emerging that will have profound impacts on the economics and operation of airports worldwide. But many airlines and airport executives have a limited understanding of the different ways these regulations could unfold, or how new and existing aviation security technologies could either support – or hinder – airport and airline success. Each airport is unique and there is no one technology that fits every airport. This vendor/technology-neutral presentation will examine how airport security, business and regulatory concerns can affect technology choices that will become available in the next few years.

13:25
WRAP-UP

13:30 - 1500
LUNCH

15:00
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www.passengerterminal-expo.com
DAY 3 - THURSDAY 16 MARCH

11:05 - 11:25
BREAK

11:25

HOW CAN AIRPORTS BECOME COMPELLING LIFESTYLE DESTINATIONS?
Alan Thompson, Director, Portland Design, UK
The presentation will explore how consumers’ relationships with brands and their shopping behaviour are shifting, and how that is driving new consumer experiences. Airports need to get ‘future ready’ to respond to a rapidly changing consumer landscape. Our presentation will describe the four pillars of success that the future winners in retail need to adopt, and how this will shape the new notion of the shop. The presentation will be peppered with best practice examples across a wide range of retail and leisure categories.

11:55

MANAGING AN 18-AIRPORT SYSTEM WITH DIFFERENTIATED SERVICES
Ali Bora İşbulan, General Manager, TAV Operations Services Co, Turkey
TAV Operations Services Company manages non-aviation revenues of 18 airports in eight countries. The TAV Airports Company has created lounges and passport loyalty card programmes, and integrated the airport with travel agencies and online services. It has been innovative in offering Primclass lounge cards as well as creating The Gate magazine.

12:25

ENHANCING AIRPORT RETAIL ENVIRONMENT COMMERCIAL PLANNING THROUGH SIMULATION MODELLING
Hendrik Orsinger, Head of Airport Planning, Pascall+Watson, UK
Simulation modelling can enhance airport departure lounge and retail environment commercial planning by bringing an understanding of retail penetration rates and shopping behaviour, in particular at airports with accurate survey data. It illustrates, on a visual level, how specific commercial planning decisions impact passenger distribution and use of space, identifying how passengers spend their time in a departure lounge and how specific locations are frequented. Commercial dwell and occupancy assumptions can be established for a whole departure lounge down to an individual retail unit. This presentation will demonstrate the capabilities of simulation modelling, its benefits, limitations and practicalities.

12:55

WRAP-UP

13:15 - 15:00
LUNCH

15:00

Your conference questionnaire will be sent to you by email today. See you at Passenger Terminal CONFERENCE 2018!
10:35 INTUITIVE WAYFINDING IN THE NEW SCHIPHOL PIER AND TERMINAL
Marit Gangsaas, Senior Development Manager, Schiphol Group, Netherlands
Pim Glastra van Loon, MSc Student/Graduate, TU Delft, Netherlands
Different passengers have different wayfinding and information needs at different moments. Wayfinding at the airport comprises various physical solutions, such as architecture, spatial layout and signage, as well as digital solutions. How can the wayfinding system be integrally designed so that different passengers intuitively navigate through the terminal? These questions are answered through the context of a new pier and terminal at Amsterdam Airport Schiphol.

11:05 - 11:25 BREAK

11:25 MEGATRENDS – HOW TO DEVELOP INNOVATIONS FOR AN AIRPORT
Sarah Wittlieb, Head of Innovation Management, Munich Airport, Germany
e-commerce, connected mobility, shared car services – recent successful business models don’t have their origins in the aviation industry but they all have a direct impact on our airports’ business models. If we want to be prepared for the future we should pay attention to megatrends and changing customer needs. Data era, seamless commerce, individualisation and urbanisation are only some examples of recent trends. Munich Airport developed an open innovation approach and involves the customer in co-creation of new products and services to offer a unique customer experience to our guests.

11:55 DON’T ADAPT – INNOVATE: INCREASE CUSTOMER EXPERIENCE WITH DIGITAL TRANSFORMATION
Georg Baust, Senior Consultant Customer Experience, Lufthansa Consulting GmbH, Germany
The aviation industry is turning to customer experience to stay ahead of the competition and attract new passengers. The dominant role of new digital technologies as levers to offer passengers a comfortable and satisfying journey is key to this transformation. However, the current (mis)understanding of digital transformation frequently results in a linear transition of complex and often inefficient processes into the digital world. The presentation will show the potential of using of new technologies to facilitate, rethink and fundamentally redesign processes. By challenging assumptions, it will show how digital transformation will reduce complexity, cut costs and deliver customer experience.

12:25 ALIGNING CUSTOMER, AIRPORT AND AIRLINE EXPECTATIONS
Catherine Mayer, VP, SITA, USA
Airports and airlines are transforming processes and solutions to meet their customers’ expectations, but are they doing enough? Technology continues to radically change the airport experience, providing choice and giving control to the customer. During this session we will explore the next big IT trends and pilots impacting the passenger journey, ensuring a seamless and memorable experience.

12:55 EFFICIENCY VS. PASSENGER EXPERIENCE – DEFINING PATH AND PLACE
Andrew Kuzyk, Partner in Charge, Entro Communications, Canada
How do you get 200,000 people through an airport while ensuring positive traveller experiences? As we see a shift and demand for more personalised experiences and individualised navigation preferences, we are forced to re-evaluate the traditional systems for moving the masses through airports. But as we’ve found out, it’s not so much a revolution but an integration strategy that is driving the future of airport efficiency. This presentation examines how people understand path and place, and offer strategies for layering wayfinding, environmental graphics, technology and customer service programmes so that they work in harmony to create the ideal visitor journey.

15:00 WRAP-UP

See the website for the latest updates
www.passengerterminal-expo.com
How can sustainable asset management improve financial and environmental performance? What is the business case justification for sustainable asset management? How can sustainable asset management be linked to capital development programmes? What data metrics and analytics should be used to improve energy efficiency?

日内文に資する情報が含まれています。
10:00 - 10:30 INCREASING AIRPORT CAPACITY

09:00 INTRODUCTION BY CONFERENCE CHAIR
Satyaki Raghunath, Chief R&D Officer, GMR Airports Ltd, India

09:05 THE CAPITAL PROGRAMME: GETTING SCHIPHOL READY FOR THE FUTURE
Bernardo Gogna, Capital Programme Director, Schiphol Group, Netherlands

The presentation will focus on the Capital Programme, highlighting the importance of the programme for Schiphol, the complexity of the coexistence of works that span from airside to landside, an aggressive schedule and a fully operational airport that wants to maintain and improve its position as Europe’s preferred airport.

10:05 APPROPRIATE METHODOLOGIES FOR TERMINAL CAPACITY EVALUATION AT BRAZILIAN AIRPORTS
Joshua Cohn, Senior Manager, InterVISTAS Consulting, USA

The presentation will explore the benefits of dynamic real-time decision making by using of predictive analysis. It will cover the new and exciting concept of inline runways. This concept was considered by the UK Government as a possible option for Heathrow. The background will be explained along with how they work, safety considerations, impacts on local communities, the advantages and which airports could benefit from this type of innovation.

10:35 INCREASING AIRPORT CAPACITY MANAGEMENT AND OPERATIONS
John Ryan, Project Director, Fraport AG, Germany

The presentation will discuss increasing airport capacity management and operations (including ATC, A-CDM, TAM and PBA).

11:05 - 11:25 BREAK

11:25 POWER-BY-THE-HOUR – OPTIMISING CHECK-IN COUNTER UTILISATION THROUGH NEW USAGE FEES
Florian Raff, Head Planning and Analytics, Zurich Airport, Switzerland

At ZRH, check-in counters were rented to handling agents on a seasonal basis. Consequently, airlines served by the same agent were clustered whenever possible and schedule-required counter subletting was a complex and unpopular process. The allocation process was inflexible and the utilisation suboptimal. To improve the situation and avoid having to build additional infrastructure prematurely, a new pay-per-use charging scheme was developed. This was done in close collaboration with the handling agents to ensure their concerns were considered and addressed. The new usage fee has proved effective: the existing infrastructure is used in a more efficient and flexible way.

11:55 INLINE RUNWAYS – DO THEY HAVE A FUTURE?
Steven Costello, Director, Heathrow Hub Ltd, UK
Kevin Harman, Business Development Director - Aviation, AECOM, UK

The presentation will cover the new and exciting concept of inline runways. This concept was considered by the UK Government as a possible option for Heathrow. The background will be explained along with how they work, safety considerations, impacts on local communities, the advantages and which airports could benefit from this type of innovation.

12:25 HOW TO SOLVE DYNAMIC CAPACITY CHALLENGES AT AIRPORTS
Stephen Hammond, Airport Solutions Specialist, NATS, UK

The AOP is based around the published schedule. Already today airlines are often unable to fly the schedule due to operational constraints (weather, passengers actions, etc.) and technical constraints. Furthermore, ANSPs are also unable to deliver the airport’s plan due to similar constraints. Consequently, resources are not utilised in the best possible way, and performance targets are missed, thus impacting overall profitability as well as customer satisfaction. Given the forecast movement numbers, airports will face more and more capacity constraints. This presentation will explore the benefits of dynamic real-time decision making by using of predictive analysis.

12:55 INNOVATE WITH ROBOTS IN PARKING AND INCREASE CAPACITY BY 50%
Bruno de Saint Louvent, Head of Investments, Access & Mobility, Aéroports de Lyon, France
Stéphane Evanno, Co-founder & COO, Stanley Robotics, France

Robotics is now enabling big improvements in many areas. Regarding valet parking robots, it is being further enhanced

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by huge advances in self-driving car technologies. Entirely automated car parks are thus becoming possible both indoors and outdoors, at a much more affordable price. Deployments in very large facilities will soon be a reality. While considerably increasing the number of parked vehicles in a given area (+50%), these solutions also offer airports a spectacular improvement of the passenger experience. Discover how robots make the parking experience literally disappear!

10:05 SITUATIONAL AWARENESS GUIDANCE AND EVACUATION SYSTEMS FOR AIRPORTS
Chrisoula Falagaris, Head, Security Planning - Training & Contract Monitoring, Security Operations, Athens International Airport, Greece
Nikos Papagiannopoulos, DB Architect, Athens International Airport, Greece

The presentation will outline a complete system for the provision of efficient support for the application of safe and effective evacuation strategies at large public venues such as airports. It is a resilient and seamless communication platform integrated into the mechanisms already in place, to allow communication with the theatre of the evacuation operations and other civil and military response units. The platform is the outcome of the eVACUATE EU-funded research project.

10:35 JAPANESE CRISIS MANAGEMENT
Daisuke Murayama, Safety Management Representative, Narita International Airport Corporation, Japan

We have many natural disasters in Japan. Natural disasters such as earthquakes, typhoons, snow and also infectious diseases have caused major damage in Japan, and also had an influence on Narita International Airport. We have accumulated experience of dealing with natural disasters in such a location, and are proud that we are in the top level in this field worldwide. Narita International Airport’s response to crisis will be introduced in this presentation.

10:50 THE CHALLENGE OF STAYING CYBERSECURE IN TODAY’S ENVIRONMENT
Dominic Nessi, Senior Technology Advisor, Burns Engineering, USA

Airports and airlines are facing increasing challenges to remain cybersecure in today’s rapidly changing world. The technology environment is continually in motion, with new software and hardware products being added every day. Each of these products has the potential to introduce new vulnerabilities into an airport’s operational environment. Furthermore, vulnerabilities in existing products are becoming apparent on a routine basis. The growing interaction between airports and airlines in the area of network communication adds another layer of potential risk. Staying abreast of all of these changes can easily tax an airport’s resources.

11:05 BEING PREPARED – INTRODUCING COMPUTERISED WAR-GAMING TO MITIGATE CYBER RISKS
Pascal Buchner, Chief Information Officer, IATA, Switzerland
Dotan Sagi, Co-CEO, Lotan Group International Ltd, Israel

Low-frequency and high-impact events are often hard to predict and can result in truly catastrophic outcomes. These events may materialise in the form of a terrorist attack, a natural or man-made disaster or a cyberattack. The objective of this joint IATA-ReSt presentation is to introduce a case study in which, through using a computerised war-gaming platform, IATA was able to analyse its crisis management processes. The case study will introduce how use of cutting-edge platforms enables an effective and efficient process while maximising results, enabling the organisation to quickly achieve its learning objectives.
12:25
PANEL DISCUSSION: AIRPORTS AND EMERGENCY PREPAREDNESS: THE CHALLENGE OF COVERING ALL CONTINGENCIES
PANEL MODERATOR: Paul Behnke, Senior Associate, Aviation Strategies International, USA
Roelof-Jan Steenstra, President & CEO, Fort McMurray Airport Authority, Canada
Thomas Romig, Head of Airport Operations Center, Geneva Airport, Switzerland
Peter Adams, Aviation Safety & Risk Management, Aviation Strategies International, Canada
Airports face all manner of emergency situations, some of them due to natural causes, others man-made. This panel explores three case studies: the impact of volcanic activity on an airport in Costa Rica; the effect of the 2015 wildfires in Alberta and how the airport became a centre for relief efforts and community recovery; the freakish story of an airport in Portugal, which literally lost its terminal roof in a storm. Finally, the panel will explore the modalities needed for a command centre to stay on top of emergencies.

13:30 - 1500
LUNCH

15:00
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DAY 3 - THURSDAY 16 MARCH
09:00 - 13:30
TECHNOLOGY: INTEGRATION & APPS
ZONE: 2, ROOM: PARK FOYER 1
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09:00
INTRODUCTION BY CONFERENCE CHAIRS
Maurice Jenkins, Director Information Systems & Telecom, Miami Dade Aviation Department, USA
Al Lyons, SVP Firmwide Director of IT & Electronic Systems, HOK, USA

09:05
CAN BAG DROP TAKE PLACE ON YOUR DOORSTEP?
Paul Mewett, Executive Vice President, AirPortr, UK
In partnership with British Airways, AirPortr now offers a service that brings the airport bag drop experience to your doorstep. Participating customers can take advantage of massive time savings on their departure day, better utilise public transportation and breeze through the airport security ready and luggage-free. The next time they see their suitcase will be on the baggage carousel at their destination. How does it work? Why hasn’t this been done before? How were approvals granted and are there incremental security benefits to this method of processing?

09:35
DECREASING BAGGAGE WAITING TIMES THROUGH HOLISTIC QUANTITATIVE ANALYSIS
Louise Brix-Hansen, Senior Project Manager, Copenhagen Airports AS, Denmark
Surveys indicate that one of the greatest improvement areas in CPH is to reduce the baggage reclaim waiting times. In close cooperation with ground handlers and airlines, a thorough study was made of the entire arrival process, from pre aircraft arrival to passengers’ receipt of baggage in the reclaim area, to identify the primary root causes of the problem. Multiple improvements were identified, of which the key elements were: reducing variation between scheduled time of arrival and actual time of arrival, timely receipt and use of accurate data, and improved planning process.

10:05
BAGGAGE AT HEATHROW: EXPANSION
Alan Cowper, Baggage Director, Operational Strategy, Heathrow Airport Limited, UK
John Beasley, Associate Director, Arup, UK
Following the UK Government’s decision on runway expansion, Heathrow Airport and Arup are working together to refine and develop the baggage masterplan. The presentation will set out our latest thinking on the next steps in delivering the masterplan at Heathrow. In particular we will look at baggage options for the next phase of Terminal 2 – a key step along the path to maximising Heathrow’s capacity. We will share some of our insights arising from previous baggage projects and operations, and explain how these, together with ambitious objectives for the future, will shape the baggage service at Heathrow.

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DAY 3 - THURSDAY 16 MARCH

10:35
DELIVERING ADDITIONAL BAGGAGE CAPACITY IN HEATHROW’S CONSTRAINED ENVIRONMENT
Alicia Mouriz, Project Manager, Heathrow Airport, UK
Providing effective and sufficient infrastructure is a challenge for airports worldwide. Retaining operational flexibility while growing passenger numbers can be severely constrained by the available footprint. Heathrow Airport has been looking to deliver additional make-up capacity through reviewing operational processes, adopting innovative approaches and making better use of existing infrastructure. Arup has been working in close collaboration with Heathrow Airport on this initiative and will reflect on their solutions: for example, the introduction of new ways of working, such as compressed or batch building combined with the supporting infrastructure to future-proof Terminal 5.

11:05 - 11:25
BREAK

11:25
BAGGAGE AS A SERVICE – HOW TO ACHIEVE DOOR-TO-DOOR BAGGAGE SERVICES
Dr Katinka Bergema, Postdoc Researcher, Delft University of Technology, Netherlands
Ad Rutten, Director, OMS, Netherlands
This session presents the joint effort of ACI, Delft University of Technology, PASSME, Vanderlande and Schiphol to achieve door-to-door baggage services. In a first workshop they created a vision on Baggage as a Service for 2040 with participants from more than 20 airports. Based on this vision, they further developed and designed the door-to-door services. This presentation will explain the results so far, as well as the approach to get there and how all kinds of stakeholders have been involved to make the 2040 vision a reality.

11:55
IMPROVING INTERLINE BAGGAGE TRANSFER PERFORMANCE
Ajay Dhawan, JFK Station Manager, KLM Royal Dutch Airlines, USA
Mark Stokes, Transportation and Logistics Business Unit Manager, Brock Solutions Inc, Canada
The goal: improve interline baggage transfer performance. The challenge: ensuring accountability for third-party baggage handlers, and providing the information required to efficiently facilitate interline transfers. The tools: implementing an airport-wide interline transfer solution provides baggage handlers with a clear indication of where bags need to be delivered and the time left to make a connection. Scanning bags as they are picked up and dropped off creates a detailed transaction history, assisting with IATA Resolution 753 compliance. The case study: how JFK International Airport implemented a cloud-based interline baggage transfer solution to improve transfer performance and third-party baggage handler accountability.

12:25
THE TRANSFER BAG CHALLENGE
Karsten Madsen, Department Manager, Copenhagen Airports, Denmark
In most airport operations, time is the challenge for handling transfer baggage. Although most baggage is successfully handled by a fully automated process within the timeframes, there remains the problem of bags with tags that cannot be read by the automated system. To be able to reduce the critical manual encoding station (MES) time, Copenhagen Airport was the first airport in the world to introduce a video coding system (VCS) into the airport’s BHS. The introduction of the VCS proved highly effective and has been able to reduce the pressure on the MES by 30%.

12:55
EXPANSION OF SINGAPORE CHANGI AIRPORT TERMINAL 1
Khalid Sani, Manager, Baggage Handling System, Changi Airport Group (Singapore) Pte Ltd, Singapore
Damien Breier, Vice President, BNP Associates Inc, USA
Changi Airport Terminal 1 has undergone many small- and large-scale additions and alteration works since its inception in 1981. However, the capability of the BHS has remained the same and it does not have the facility to perform automated sortation. With more airlines wanting to jump onto the FAST bandwagon, there is an increasing need to redevelop the existing Terminal 1 BHS to enhance passenger service with a new baggage sortation and early bag system to support self-bag-drop operations. As part of the project, the hold baggage screening system is being upgraded to ECAC Std3 machines.

13:25
WRAP-UP

13:30 - 1500
LUNCH

15:00
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Can we add coffee cups to coffee areas •
The knife and fork symbol to the delegate dining •
Delegate dining to be green – stand the text up behind delegate dining as last year •
Speaker room to be pink as this won’t change. •
Remove colours from zones and /ind a simpler way to show the zones? Would text standing up on each area work? Any ideas? We need to reduce the colours as rooms are also coloured and this will just add more confusion to the whole thing. •
Can we add some of the little features as used last time – cloakroom, reg desks? Just to help people who perhaps don’t have the best English. •
People in the corridors help to show the walkways •
Entry arrow to hall 8 – this can go just in front of registration.

CONFERENCE TRACKS:
- Welcome & Opening Address
- Ageing Population & PRMs
- Airport Cities, Transport Connections & Tourism
- Airport Design, Planning & Development
- Airport Design, Planning & Development - Middle East & Asia
- Aviation Security, Border Control & Facilitation
- Commercial - Concessions, Retail & Media
- Customer Service & Passenger Experience
- Energy, Environmental & Sustainability
- Facilities Maintenance & Management
- Future Airports
- Increasing Airport Capacity
- Management & Operations
- Technology: All tracks

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Please note: Conference tracks are not in the same room every day

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- Speaker Room
- Cloakroom
- Refreshments
- Delegate Dining
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- 2 days .......................................................... £1,345 + VAT
- 1 day .......................................................... £855 + VAT

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- Tuesday 14 March  
- Wednesday 15 March  
- Thursday 16 March

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