

FINAL EDITION

# Passenger Terminal CONFERENCE 2019

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26, 27, 28 MARCH 2019  
EXCEL, LONDON

THE WORLD'S LEADING  
INTERNATIONAL AIRPORT CONFERENCE



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# WELCOME

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.



**COMPLIMENTARY  
NETWORKING  
BREAKFAST**  
**08:00-08:40**  
**26 MARCH 2019**  
**PLATINUM SUITE**  
**LEVELS 1 (GROUND), 2 & 3**

Join us on the opening morning for our complimentary networking breakfast. All conference delegates and speakers are welcome and invited to attend



**08:00**  
**REGISTRATION & BADGE  
COLLECTION**



**08:00-09:00**  
**WELCOME COFFEE &  
NETWORKING**  
Delegate coffee areas  
**Platinum Suite (Level 2)**

**Exhibition Hall**

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## OPENING TIMES

DAY	REGISTRATION	CONFERENCE	EXHIBITION
DAY 1 – 26/03/19	08:00 - CLOSE	08:45 - 17:35	10:00 - 18:30
DAY 2 – 27/03/19	08:00 - CLOSE	09:00 - 17:35	10:00 - 18:30
DAY 3 – 28/03/19	08:00 - CLOSE	09:00 - 13:25	10:00 - 15:00

**Passenger  
Terminal  
CONFERENCE 2020**

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**31 MARCH, 1, 2 APRIL 2020**  
PORT DE VERSAILLES, PARIS, FRANCE

## CALL FOR PAPERS

Work will begin immediately on securing new speakers and topics for next year's conference in Paris. If you or your organisation would like to participate as a speaker in the conference next year, please contact: Janine McEvilly, Conference Director:

[janine.mceville@ukimediaevents.com](mailto:janine.mceville@ukimediaevents.com)

## TOPICS WILL INCLUDE:

Ageing Population & PRMs • Airport Cities, Transport Connections & Regions • Airport Design, Planning & Development • Airport Design, Planning & Development - Middle East & Asia • Aviation Security, Border Control & Facilitation • Commercial Development, Retail, Concessions & Media • Crisis & Disaster Management • Customer Service & Passenger Experience • Environment & Sustainability • Facilities Maintenance & Management • Future Airports • Increasing Airport Capacity • Management & Operations • Technology: Disruptive Innovation & Digital Transformation • Technology: Passenger Journey • Technology: Baggage, Systems & Integration

PUT  
THE DATES  
IN YOUR  
DIARY !



# CONFERENCE AT A GLANCE



08:45 to 09:00  
ROOM: 1  
**WELCOME AND  
OPENING ADDRESS**  
John Holland-Kaye,  
Chief Executive, Heathrow

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Schedule subject to change



## CONFERENCE STREAM COLOURS

Each conference stream has a colour. Please follow the coloured signs  
**Please note:** Streams may change rooms, track colours will stay the same



# SKYTRAX WORLD AIRPORT AWARDS WINNERS WILL BE ANNOUNCED AT PASSENGER TERMINAL EXPO 2019

Join us for celebration drinks with the winners of the prestigious SKYTRAX WORLD AIRPORT AWARDS 2019!

**27 March 2019 from 17:30 in the exhibition hall, after the conference**

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 2019 WORLD AIRPORT AWARDS will be held at Passenger Terminal EXPO on 27 March 2019!

For more information visit our website: [www.passengerterminal-expo.com](http://www.passengerterminal-expo.com)



## OPEN TO ALL ATTENDEES

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



[www.worldairportawards.com](http://www.worldairportawards.com)

# CONFERENCE AMENITIES

## FOR CONFERENCE DELEGATES & SPEAKERS

All of these are included on the day/s you registered for the conference:



### PASSENGER TERMINAL CONFERENCE

Platinum Suite &  
South Gallery Rooms



### CONFERENCE MAP PAGE: BACK COVER

Conference Room locations  
Refreshment Break locations  
Conference Dining locations  
Cloakroom and Toilets



### PASSENGER TERMINAL EXHIBITION

Exhibition Hall



### NETWORKING DELEGATE COFFEE AREAS

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10:00-16:00 - 26 & 27 March

10:00-14:00 - 28 March

Platinum Suite (Level 2)  
& Exhibition Hall



### EVENT APP

Visit your app store and search for  
Passenger Terminal Expo



### VISITOR MEETINGS & RELAXATION AREA

Exhibition Hall



### FREE CLOAKROOM

Platinum Suite (Level 2)  
& Exhibition Hall



### COMPLIMENTARY NETWORKING BREAKFAST DELEGATES & SPEAKERS

08:00-08:40 26 March 2019

Platinum Suite  
Levels 1 (Ground), 2 & 3



### NETWORKING LUNCHES

Delegate Dining Areas,  
Exhibition Hall  
Delegates & Speakers  
12:00-14:30 - All days



### EXHIBITION MAP PAGE: 60

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



### FREE WI-FI

SSID: \_EXCeL FREE Wi-Fi



### CONFERENCE PROCEEDINGS WEBSITE

Check your email on 12 April for  
the website address and your unique  
username and password!



### WELCOME COFFEE & NETWORKING

08:00-09:00, 27 & 28 MARCH

Delegate Coffee Areas: Platinum  
Suite (Level 2) and Exhibition Hall

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### OPENING DAY NETWORKING PARTY

26 March, after the conference!

In the Exhibition Hall,  
everyone is welcome.

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**Heathrow**



### SKYTRAX WORLD AIRPORT AWARDS EXHIBITION HALL

After the conference, join  
us for the celebration!

Everyone is welcome!



### 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 28 March! Keep  
a note of YOUR favourite  
speakers!







































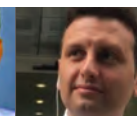















































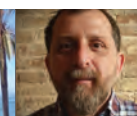







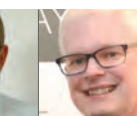

# SPEAKER GALLERY

  Abdulrahman Bukhari, Manager Strategic Projects Planning Saudi Arabian Airlines	  Abbi Chacko, Head of IT Commercial & Innovation, Gatwick Airport	  Adria Canals, Associate Director, Arup	  Adrienne Lindgren, Service Area Manager & Consultant, Aerial Innovation and Urban Aviation, WSP	  Aimen Ahmed Al Hosni, CEO, Oman Airports	  Akira Asakura, Staff, Narita International Airport Corporation	  Al Lyons, SVP Firmwide Director of IT & Electronic Systems, HOK	  Alain Urbeltz, Product Manager, Ikusi
  Alaistair Deacon, Airport Operational Systems Consultant, Toasty Solutions Limited	  Alan Fogarty, Partner, Cundall	  Alan Marsden, Project Manager, Eurocontrol	  Alan Xavier Tan, Vice President Aerodrome Safety & Aviation Security, Changi Airport Group (Singapore) Pte Ltd	  Alberto Fernandez Lopez, Project Director, Meinhardt	  Alessandro Fidato, Chief Operating Officer, Naples International Airport - GESACS.p.A	  Alex Nisbett, Strategic Design Director, Designit	  Alex Roy, Head of Strategy, MAG (Manchester Airports Group)
  Allan Young, Head Airport Infrastructure, IATA	  Allen Lainez, Airports Training & Service Excellence Director, Copa Airlines	  Amer Rashed Almuhaire, Captain, GDRFA General Directory of Residents and Foreigners Affairs	  Amit Rikhy, President and CEO, CAG Holdings LLC	  Anastasiia Nikolaeva, Head of Planning, Control and Project Management in Operations, Northern Capital Gateway LLC	  Anders Nielsen, VP Project Development, Billund Airport	  André van den Berg, Executive Vice President & Chief Commercial Officer, Royal Schiphol Group	  Andrea Boni, Vice President Innovation and Business Development, Brussels Airlines
  Andrew Marsh-Patrick, Associate Director, WSP	  Andrew Merkin, Managing Producer, Moment Factory	  Andrew Nicholson, Chief Executive Officer, Osprey Flight Solutions	  Andrew Perez, Partner, Grimshaw	  Andrew Thomas, Partner, Grimshaw	  Anke Matijssen, Head of Airports Department, Deerns	  Annamaria Francinelli, In Charge of Airport Service Quality Benchmarking, SEA Milan Airports	  Anne Carnall, Programme Manager, NEXTT, IATA
  Anne Resting-Jepesen, Project Manager, Copenhagen Airports AS	  Antoine Rostowski, Deputy Director General, Programmes and Services, ACI World	  Antoinette Nassopoulos-Erickson, Senior Partner, Architect, Foster + Partners	  Antonio Guglielmucci, Head of Airport Operations, Naples International Airport - GESACS.p.A	  April Yang, Architect, April Yang Design Studio	  Arno Thon, Head of Paxflow and Hub Steering, Deutsche Lufthansa AG	  Arrigo Santini, CDO/Head of E-Channel Management, SEA Milan Airports	  Art Kosatka, CEO, TranSecure
  Arturo Garcia-Alonso, Management Consultant, Munich Airport International GmbH	  Aude Ferrand, Chief Retail Officer, Groupe ADP	  Barbara Demaire, Senior Project Manager, Brussels Airport Company	  Baron Leon Frankal, Head, Oman Aviation Group (OAG)	  Barry Weekes, Head of Design, Heathrow Airport	  Bart van Bussel, Security Director Intelligence & Regulations, KLM Royal Dutch Airlines	  Ben Green, Non-Aero Director of Airports, London Stansted Airport	  Bill Wyatt, Executive Director of Airports, Salt Lake City










# SPEAKER GALLERY

  Bonnie Hayes, Analyst, Customer Accessibility, American Airlines	  Brandon Carmichael, Executive Creative Director, Corgan MediaLab LLC	  Brian Engle, Director of Customer Experience, Greater Orlando Aviation Authority	  Bruno Mario Lochbrunner, Head of Conceplational Station Management, SBB AG	  Bryan Thompson, Chief Executive Officer, Abu Dhabi Airports	  Carl Dainter, Global Head of Aviation, Mace Group	  Carl Galioto, President, HOK	  Carlos Gallardo García, Head of Operations Planning Department, AENA - Palma De Mallorca
  Carlos Eduardo Gomes Souza, Coordinator, Brazilian National Civil Aviation Secretariat	  Carolina Sanchez Hernandez, Smart Technologies Domain Expert, NATS	  Catherine Mayer, VP, SITA	  Catherine Phillips, Intelligent Automation Manager, Heathrow Airport	  Cathy Nyfors, Manager Customer Care - Guest Relations, Vancouver Airport Authority	  Charles Marshall, Director of Asset Management, Hartsfield-Jackson Atlanta International Airport	  Charudatta Deshmukh, Director - Urban Planning, GVK - Navi Mumbai International Airport Private Limited	  Chie Kurabe, Supervisor, Narita International Airport Corporation
  Chin Chao Koh, Senior Manager, Electrical, IBMS & FMC, Changi Airport Group (Singapore) Pte Ltd	  Chintan Shukla, Vice President - Design & Projects, GVK - Navi Mumbai International Airport Private Limited	  Chris Chan, Assistant General Manager, Airport Authority Hong Kong	  Chris Norton, CEO, VTC	  Chris Woodroffe, Chief Operating Officer, Gatwick Airport	  Christer Wilkinson, Associate Vice President, AECOM	  Christophe Girard, Head of Customer Relationships, Aéroports de Lyon	  Christopher Forrest, Vice President of Global Airport Systems, Collins Aerospace
  Christopher Gilliland, Director, Innovative Travel Solutions, Vancouver Airport Authority	  Christopher Reid, Partner, Another Trail	  Chun-Yuo (Philip) Chen, Technical Specialist, Civil Aeronautics Administration, Taiwan, ROC	  Ciarán Carolan, Head of External Affairs and Capacity Building, eu-LISA (General Coordination Unit)	  Clint Auten, Director Facility Maintenance, Southwest Airlines	  Clint Laaser, Associate Vice President, Landrum & Brown	  Damien Kobel, Managing Director, DKMA	  Dan Wong, Deputy Head of Department - Transport & Logistics and Associate Professor, Modern College of Business and Science
  Dana Perez, Infrastructure Planning Manager, Dallas Fort Worth International Airport	  Daniel Glenn, Lead Digital Architect, MAG (Manchester Airports Group)	  Daniel Ketchibachian, General Manager - Ezeiza International Airport, Aeropuertos Argentina 2000	  Daniel Perreault, Vice President, Infrastructure, Québec City Jean Lesage International Airport	  Danielle Rinsler, Senior Advisor, US Department of Transportation - Build America Bureau	  Darrell Swanson, Director, Swanson Aviation Consultancy Ltd	  Darren Wee, Consulting Manager, DXC Technology	  David Giceo, CEO, Cluj International Airport
  David Holdcroft, Head of Automated Vehicles, Systra Aviation	  David Holm, Architect Director, Cox Architecture	  David Kipp, VP Technology Services, Burns Engineering	  David Labuskes, Chief Executive Officer, AVIXA	  David Pisinger, Professor, PhD, DTU Management Engineering	  David Ruiz-Gelada, Head of Continuous Improvement, London City Airport	  David Tomber, Director, Strategic Consulting, Woolpert	  Dawn Hucksion, Police Sergeant, NCTPHQ

































































































# SPEAKER GALLERY

  Dennis Iskra, Director of Architecture, Charlotte Douglas International Airport	  Dennis Mica, Business Development Manager, 2getthere	  Derek Thielmann, Project Director, Design and Construction, LaGuardia Gateway Partners	  Dominic Nesi, Senior Consultant, AeroTech Partners	  Donald Zoufal, Instructor/Consultant, University of Chicago/CrowZnest Consulting Inc	  Eduardo Chamberlain, Director of Planning and Engineering, Juan Santamaría International Airport	  Eileen Francisco, Senior Manager, Aviation Capital Programs, Port of Seattle	  Elisabeth Le Masson, Delegate for Economic Promotion and Jobs Creation, Groupe ADP
  Elizabeth Leavitt, Senior Director, Environment & Sustainability, Port of Seattle	  Eloy Mora Vargas, Senior Airport Planner, Arup	  Els Kindt, Senior Legal Researcher - Associate Professor - Lawyer, KU Leuven - Universiteit Leiden	  Emanuel Fleuti, Head of Environment, Zurich Airport	  Emmett McCann, Managing Director & Portfolio Manager, Oaktree Capital	  Esben Kolind, Head of Operational & Business Analysis, Copenhagen Airports AS	  Eskild Andersen, Architect MNAL, Partner/CEO, Nordic - Office of Architecture	  Esther Christine Nitsche, Project Director, Fraport AG
  Etienne van Zuijlen, Lead Business Development - Airport Operations, SITA	  Fabio Pacelli, Chief Innovation Officer, Naples International Airport - GESAC S.p.A	  Fabrice Grondin, Airport Operations Director, Reunion Roland-Garros Airport	  Federico Raja, Planning Specialist - Civil Engineer, Naples International Airport - GESAC S.p.A	  Fernando Echegaray, Chief Executive Officer, ADP International	  Fiona Carleton, Director of Expansion Strategy & Future Operations, Heathrow Airport	  Flemming Hølvold, Digital Business Developer, Avinor AS	  Florian Raff, Head of Planning and Development, Ground Operation, Zurich Airport
  Francis Barich, Principal, Barich Inc	  Francis Lorenzon, Tocumen Airport ORAT Services Project Manager, Egis	  Francisco Salguero, Head of Airport Operations Management Department, AENA	  Frank Jenkins, Construction Manager, Bechtel/London City Airport	  Frank McLeod, Head of Project Technology, WSP	  Frank Scremin, Chief Operating Officer, LaGuardia Gateway Partners	  Fraser Brown, Retail Director, Heathrow Airport	  Fuyuki Nakatani, Assistant of Cargo Sales and Management, Narita International Airport Corporation
  Gabor Sooki-Toth, Cluster Coordinator, Budapest Airport Regional Development Cluster	  Gaël Le Bris, Senior Aviation Planner, Technical Principal, WSP	  Gaëtan Gagné, President and Chief Executive Officer, Québec City Jean Lesage International Airport	  Gary Summerlin, Design Manager, Hartsfield-Jackson Atlanta International Airport	  Gema Martin Egea, Head of Airport Services, Maintenance and Quality Division, AENA	  Georg Oschmann, Executive Vice President, Materna Information & Communications SE	  George Davies, Head of Expansion Sustainability & Environment, Heathrow Airport	  Geraldine Lundy, Passenger Accessibility Manager, Virgin Atlantic Airways
  Gilles Lévesque, Group Chief Information Officer, Groupe ADP	  Giovanni van Wijk, Director Airport Development, Aruba Airport Authority NV	  Giulia Attanasio, Noise & Emissions Manager, Naples International Airport - GESAC S.p.A	  Gökhan Caydamli, Partner, Fonksiyon Mimarlik	  Gonzalo Velasco, Portfolio Management Director, Ferrovial Airports	  Graeme Ferguson, Corporate Development Director, MAG (Manchester Airports Group)	  Graham Bolton, Global Practice Leader - Aviation, Mott MacDonald	  Graham Cross, Chief Executive, Heathrow Southern Rail Ltd

# SPEAKER GALLERY















































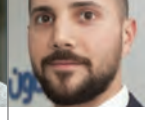





 <b>ARUP</b> Gray Bender, Sustainability Consultant, Arup	 <b>brussels airport</b> Guðmundur Dadi Rúnarsson, Technical & Infrastructure Director, Keflavik Airport - Isavia Ltd	 <b>isavia</b> Guilian Preud'homme, Airport Planning Manager, Brussels Airport Company	 <b>Ideas</b> A SAS COMPANY Guy Barnes, Director of Strategic Accounts, Ideas - A SAS Company	 <b>isavia</b> Heiðar Arnarson, Web Manager, Isavia	 <b>FINAVIA</b> Heikki Koski, Chief Digital Officer, Finavia Corporation	 <b>Lacation Consultants</b> Helen Gray, Communications Co-Chair, Lacation Consultants of Great Britain	 <b>RIOgaleão</b> Hildoberto Augusto de Oliveira, Head Facilitator, Planejamento de Malha - COR, RIOgaleão Rio de Janeiro International Airport
 <b>Copa Airlines</b> Hosvany Muina, North America Airports Regional Manager, Copa Airlines	 <b>PLAZA PREMIUM GROUP</b> Hoi-See Song, Founder & CEO, Plaza Premium Group	 <b>Taoyuan Airport</b> Hsin-Yuan Peng, Clerk, Taoyuan International Airport Corporation Ltd	 <b>THE PORT AUTHORITY OF NEW YORK &amp; NEW JERSEY</b> Hui Xu, Manager of Aviation Planning, Port Authority of New York & New Jersey	 <b>THE PORT AUTHORITY OF NEW YORK &amp; NEW JERSEY</b> Huntley A Lawrence, Director of Aviation, Port Authority of New York & New Jersey	 <b>QATAR AIRWAYS</b> Iain Groark, Vice President Environmental Affairs, Qatar Airways	 <b>fraport</b> Ilias Maragakis, Chief Operating Officer, Fraport Greece	 <b>Hamad International Airport</b> Ioannis Metsovitis, Vice President Operations, Hamad International Airport
 <b>ATKINS</b> Iraj Ghaeimi, PE Vice President, Aviation Sector Manager, Atkins	 <b>vchain</b> Irri Ariella Khi, CEO, VChain Technology	 <b>IGA</b> Ismail Polat, Chief Technical Officer (CTO), Istanbul Airport/IGA	 <b>Auckland Airport</b> Jacqueline Neville, Manager - Passenger Products, Auckland Airport	 <b>egis</b> Jacques Khoriaty, Middle East & South Asia Aviation Director, Egis	 <b>AOT</b> Jakrapop Charatsri, Vice President (Environment), Airports of Thailand PLC	 <b>Heathrow</b> James Cornelius, Public Transport Strategy Lead, Heathrow Airport	 <b>Bristol Airport</b> James Shearman, Head of Sustainability, Bristol Airport
 <b>CROWDVISION</b> Jamie Stinson, Marketing Communications Specialist, CrowdVision	 <b>Dublin Airport</b> Jan Richards, Head of Insights and Planning, daa plc	 <b>ZÜRICH AIRPORT</b> Jan Michael Wicki, Team Leader Capacity Planning, Zurich Airport	 <b>sili</b> Jarkko Malviniemi, Lead Designer, Head of New Solutions, Sili Solutions Plc	 <b>HASSELL</b> Jason Cuffe, Practice Leader, Hassell	 <b>Turner</b> Jay Fraser, Vice President & General Manager, Aviation, Turner Construction Company	 <b>JSCP Consulting Partners</b> Jean Salomon, Principal, JSCP Consulting Partners	 <b>South Terminal</b> Jeff Pearse, CEO, LoneStar Airport Holdings LLC
 <b>Tampa International Airport</b> Jeff Siddle, VP, Planning and Development, Tampa International Airport	 <b>cpi</b> Jeremy Corfield, Partner, CPI	 <b>empathyce</b> Jerry Angrave, Managing Director, Empathyce Customer Experience	 <b>HOUSTON AIRPORTS</b> Jesus Saenz, Chief Operating Officer, Houston Airport System	 <b>JM Consulting</b> Jim Marriott, President, JM Consulting	 <b>PHL</b> Jim Tyrrell, Chief Revenue Officer, Philadelphia International Airport	 <b>DAIFUKU</b> Joe Emery, Senior Sales Application Engineer, Daifuku Airport Technologies	 <b>and End</b> Joe Macleod, Consultant and Founder, and End
 <b>Doppelmayr</b> Johannes Winter, Director Operations Services, Doppelmayr Cable Car GmbH & Co KG	 <b>Uber Elevate</b> John Badalamenti, Head of Design, Aviation Programmes, Uber	 <b>Delta</b> A Delta Group Company John Brough, Director of Operations, Delta Controls Inc	 <b>CORGAN MEDIA LAB</b> John Higgs, President, Corgan MediaLab LLC	 <b>Heathrow</b> John Holland-Kaye, Chief Executive, Heathrow Airport	 <b>GREATER ORLANDO AVIATION AUTHORITY</b> John Newsome, Chief Information Officer, Greater Orlando Aviation Authority	 <b>ORBITAL</b> John Trupiano, Principal, Corgan	 <b>GRIMSHAW</b> Jolyon Brewis, Partner, Grimshaw

# SPEAKER GALLERY







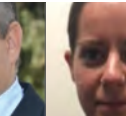












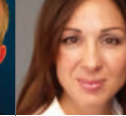



















































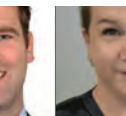











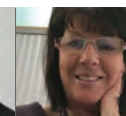
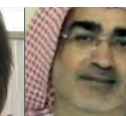











							
							
Jonas Qvesel, Senior Masterplanner, Copenhagen Airports AS	Jonathan Branker, Industry SME, USA	Jonathan Coen, Customer Relations & Service Director, Heathrow Airport	Joseph Huber, Director Contract and Procurement Administration, Kenton County Airport Board	Juan Francisco Garcia Lopez, Innovation and Strategy Manager, Indra	Juan R Matas Sebastia, Operations Manager, AENA - Palma De Mallorca	Justin Hanna, Manager, Passenger Engagement, Greater Toronto Airports Authority	Kai Wendler, Team Leader, Senior Checkpoint Management, Fraport AG
							
							
Kam Jandu, Chief Commercial Officer, Budapest Airport Ltd	Karan Singh, Head of Aviation Security Risk Management, Lufthansa Group	Karl L Holz, Senior Advisor, McKinsey & Company	Kashif Khalid, Regional Director - Africa & Middle East (APCS), IATA	Kasper Hounsgaard, Managing Partner, Copenhagen Optimization	Katherine Goudreau, Managing Director, American Airlines	Kathleen Boyd, Chief Marketing Officer, Houston Airport System	Kathy Haley, Chief Experience Officer, Port Authority of New York & New Jersey
							
							
Katie Cooper, Head of Aviation Operations, Melbourne Airport	Katie O'Leary, Head of Innovation & Futurist, daa plc	Keith Mason, Professor of Air Transport Management, Cranfield University	Keith Slotter, Vice President - Security, JetBlue Airways	Keith Thompson, Principal, Gensler	Kejia Jiang, Manager, Changi Airport Group (Singapore) Pte Ltd	Kevin Poole, Executive Director, Third Runway, Airport Authority Hong Kong	Kiersten Fishburn, Chief Executive Officer, Liverpool City Council
							
							
Kim Day, CEO, Denver International Airport	Kim Gray, Head of Consumer Engagement and Commercial Strategy, Heathrow Airport	Kim Laursen, Baggage Design Lead, Heathrow Airport	Kimmo Mäki, CEO, Finavia Corporation	Kiran Merchant, CEO, Merchant Aviation	Koustav Dhar, Chief Executive Officer & Managing Director, Zoom Air	Krishan Tangri, General Manager, Brisbane Airport Corporation	Kristina Dore, (ICAO/TCB/OPAS) Chief Aerodromes, Namibia Civil Aviation Authority
							
							
Léa Bodossian, Managing Partner, Airsipre	Lewis Watts, Asset Information Manager, Gatwick Airport	Liam Henderson, Founder, Transporting Cities	Liam McKay, Director of Corporate Affairs, London City Airport	Linda Ristagno, Manager - External Affairs, IATA	Linda Schucroft, Director, Innovative Travel Solutions, Vancouver Airport Authority	Lone Teist, Contract & Key Account Manager, Billund Airport	Lorcan Tyrrell, Head of Development - Dublin Airport Central, daa plc
							
							
Louise Springthorpe, Future Heathrow Capacity Manager, Heathrow Airport	Luigi Battuello, Commercial Non-Aviation Director, SEA SpA	Magnus Bojlert, Regional Operations Manager EMEA, Veovo	Manuel Aubone, Director of Customer Experience - CXO, Aeropuertos Argentina 2000	Manuel Lanuza Fabregat, Manager Airport Development, IATA	Manuel Martin Gutierrez Sola Aguilera, Chief Commercial Officer, Asur/Aerostar	Marc Houalla, Executive Director, Managing Director of Paris Charles de Gaulle Airport, Groupe ADP	Marc Mullan, Vice President of Data & Analytics, daa plc

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# SPEAKER GALLERY

  Marcelo Mota, Director of Operations & COO, Aeroportos Brasil Viracopos SA	  Maria del Mar Badia Colet, Ground Operations Performance Manager, AENA	  Mariano Mobilia, COO, Aeropuertos Argentina 2000	  Marie-Josée Blondeau, Director, Terminal Operations, Québec City Jean Lesage International Airport	  Marion Rice, International Board Certified Lactation Consultant, IBCLC	  Marion Town, Director, Environment, Vancouver Airport Authority	  Marion White, Senior Principal, HOK	  Mark Birkebak, Director of Engineering, Greater Orlando Aviation Authority
  Mark Crosby, Principal Consultant, Ross & Baruzzini	  Mark Duebner, Director of Aviation, City of Dallas	  Mark Wolfe, Principal, Hassell	  Martin Bowman, General Manager, Aviation Product, McLaren   Deloitte	  Martin Draper, Senior Account Manager - Commercial Car Parking, Heathrow Airport	  Mary Kerins, Head of Health, Safety, Sustainability and Environment, daa plc	  Mathew Garner, Founder, Ethos Farm	  Matt Breidenthal, Senior Principal, HOK
  Matt Gorman, Sustainability & Environment Director, Heathrow Airport	  Maurice Jenkins, Director Information Systems & Telecom, Miami Dade Aviation Department	  Maurice Rosario, Director, Scott Brownrigg	  Max Connop, Global Design Principal, Aedas	  Mazhar Butt, Director of Guest Experience and Hospitality, Bicester Village, Value Retail plc	  Medha Rahman, Aviation Associate Director, Aurecon	  Meenal Varsani, Head of Customer Channels, Heathrow Airport	  Mehmet Buyukkaytan, Chief Operating Officer (COO), Istanbul Airport/IGA
  Mélanie Carron, Chief Marketing Officer, Groupe ADP	  Michael Hardin, Director, Policy and Planning, US Customs and Border Protection	  Michael Jarvis, Executive Planning at Melbourne Airport, Australia Pacific Airports (Melbourne) Pty Ltd	  Michael McElvaney, Director, Leigh Fisher	  Michael McMillan, Vice President Facilities Management, Hamad International Airport	  Michael Pilgrim, Program Manager, ISC	  Michael Raasch, Vice President Global Customer Concepts and Innovation, LSG Lufthansa Service Holding AG	  Michael Ruff, Deputy Director General, Information Systems, Israel Airports Authority
  Michalis Senis, Senior Consultant, Munich Airport International GmbH	  Michael Sowards, Co-CEO and Director, SkyBus	  Michael Spitzer, Vice President Aviation, RS&H Inc	  Michael Steiner, Project Manager - Senior Associate, Corgan	  Michael Zaddach, SVP Service Division Information Technology, Munich Airport	  Michele Fuhs, Founder, Circle4x	  Michele Miedico, Head of Planning, Environment & Compliance, Naples International Airport - GESAC S.p.A	  Michelle Brantley, Development Manager, Port of Seattle
  Michiel Munneke, CEO, Mzombi	  Milda Manomaityte, Director, Global AirRail Alliance	  Mirjam Fröhlich, Head of Aviation Business Support, Hamburg Airport	  Mohamad AlAgha, Acting Head of Business Solutions, Abu Dhabi Airports	  Munish Khurana, Aviation Cooperation and Strategies, Eurocontrol	  Nancy Knipp, Senior Vice President, Airport Lounge Development	  Natalie Bilyard, General Manager, Glidepath	  Neil Cloughley, Managing Director, Faradair Aerospace Limited

















# SPEAKER GALLERY

							
							
Neville Hay, Director of Training, Interpol	Nicholas Best, Security Risk Manager, Heathrow Airport	Nick Beresford, Operational Excellence Manager, Heathrow Airport	Nick Boud, Director, Helios	Nick Woods, Chief Information Officer, MAG (Manchester Airports Group)	Nikos Papagiannopoulos, Senior Project Manager, Athens International Airport	Nina Smith, Senior Advisor - Aviation Security, Civil Aviation Authority	Oliver Bausinger, Researcher, Federal Office for Information Security
							
							
Oliver Weiss, COO, Pulkovo Airport (St Petersburg)	Olivier Maillard, Project Manager, AIA Ingénierie	Oren Tatcher, Principal, OTC Limited	Palmina Whelan, Managing Director, American Airlines	Paolo Bianchi, Head of Asset Development, Bologna Airport	Patricia Ryan, Director of Aviation, IOS Partners	Patricia Pereira da Cruz Oliveira, BIM Specialist, Infraero	Patrick Rohl, Head of Retail and Advertising, Budapest Airport Ltd
							
							
Paul Brugger, CEO, TIC-BizTweet	Paul Willis, Business Change Director, London Stansted Airport	Pete Pelletier, Assistant Director, Information Technology, Greater Orlando Aviation Authority	Pete Richards, Omni-Channel Retail Lead, MAG (Manchester Airports Group)	Peter Drissell, Director - Aviation Security, Civil Aviation Authority	Philip Liao, Deputy Project Director, Taoyuan International Airport Corporation Ltd	Pierre Cuquemelle, Managing Director, Airbot Technology Limited	Pierre Lanthier, Director - IT Strategy, Innovation and Business Transformation, Greater Toronto Airports Authority
							
							
Rachel Bulford, Head of Retail, Gatwick Airport	Rachel Thompson, Head of Sustainability, Gatwick Airport	Rainer Burger, Senior Project Manager - Systems and Security, Tishman Construction/PANYNJ	Rajender Singh Lahauria, Airport Director, Airports Authority of India	Raoul Cooper, Senior Design Manager, Digital Airport, British Airways	René-Alexander Marey, Senior Architect, NACO	Renaud Japiot, Chief Digital Officer, Groupe ADP	Richard Higgins, Head of Surface Access Strategy, Gatwick Airport
							
							
Richard Smyth, Project Executive, Port Authority of New York & New Jersey	Rina Hidaka, IT Planning, Narita International Airport Corporation	Robert Chicas, Firm-wide Director, Aviation & Transportation, HOK	Robert Graham, Head of Airport Research, Eurocontrol	Robert L Gilbert, Chief Development Officer, Los Angeles World Airports	Roberto Castiglioni, Chair, Heathrow Access Advisory Group	Robin Hall, CEO, Evolve	Robyn Connelly, Director, Community Relations, Greater Toronto Airports Authority
							
							
Roe Laufer, Head of Cyber Division, Israel Airports Authority	Rui De Sousa Campos, Innovation Lead, Gatwick Airport	Sahadev Singh, Vice President & Global Head - Engineering, Construction & Operations, Wipro Limited	Samantha Saunders, Head of Innovation & Regulatory Compliance, OmniServ	Sami Agil Abdullah, VP Business and Passenger Services, Emirates Airline	Samuel Hjellum, Head of Baggage Processes & Operations, Copenhagen Airports AS	Santosh Kumar, Assistant General Manager, Airports Authority of India	Sarah Renner, Chief Executive Officer, Hobart International Airport Pty Ltd






























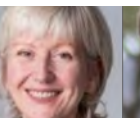




# SPEAKER GALLERY

Satyaki Raghunath, Chief Strategy & Development Officer, Bangalore International Airport Ltd	Scott Bailey, Senior Business Developer, Fraport AG	Scott Gibbons, Vice President - Administration, Cincinnati/Northern Kentucky International Airport	Sébastien Couturier, Head of Innovation and Corporate Venture, Groupe ADP	Serge St-Laurent, Vice President, Operations, Québec City Jean Lesage International Airport	Serge Yonke Nguemo, Senior Manager Facilitation and IT, ACI World	Sergio Bonora, Chief Executive Officer, Laboratori Guglielmo Marconi SpA	Sevda Fevzi, Manager, ASQ Strategic Marketing, ACI World
Sevgi Tokgöz, Project and Control Supervisor/Architect, DHMI (General Directorate of State Airports Authority)	Shamil Ratnayaka, Aviation Strategy Lead, Transport for London	Sheeba Varughese, Security Program Manager - Technology Delivery, Los Angeles World Airports	Simon Brown, Design Lead Airport Operations, Heathrow Airport	Simon Chung, Head of Customer Experience Strategy, Axiomi	Simon Venzal, Head of Coasts and Borders Department, Guardia Civil	Simon Watkin, Head of Legislation and Policy on Border Issues, UK Home Office	Simon Wilcox, Programme Manager - Automation at Heathrow, Heathrow Airport
Sonia Hifdi, Head, Security Measures Office, Directorate General for Civil Aviation	Sophie Riesenkampff, Airport Architect, NACO	Stefan Holzner, Senior Project Manager Terminal Infrastructure, Munich Airport	Stefan van der Weide, Senior Project Manager, Royal Schiphol Group	Stefano Grandi, Customer IT Solutions Manager, SEA Milan Airports	Stephan Millescamp, Passenger Services Architecture Payment & Innovations Manager, Air France/KLM	Stéphane Evanno, Co-Founder and COO, Stanley Robotics	Stephen Byrne, Head of Design & Delivery, daa plc
Stephen Halliday, President, RAIN RFID Alliance	Steve Armitage, Head of Innovation and Intelligent Automation, Heathrow Airport	Steve Parker, Head of Airport Design, Sydney Airport	Sujata Suri, VP, Strategy and Customer Experience, Hamad International Airport	Suresh Khadakhbhai, General Manager Innovation Lab, Bangalore International Airport Ltd	Syuan Ru Wei, Clerk, Taoyuan International Airport Corporation Ltd	Tanja Dik, Director Consumer Products & Services, Amsterdam Airport Schiphol	Tatsushi Hirata, Senior Manager, Tokyo International Air Terminal Corporation
Ted Anasis, Manager - Airport Planning, San Diego County Regional Airport Authority	Thomas Hinterholzer, Senior Expert Passenger Experience Measurement, Munich Airport	Thomas Rossbach, VP Director of Aviation Architecture, HNTB Corporation	Thomas Willis, Security Director, Heathrow Airport	Thor Thoenie, CEO, Oslo Airport City	Tim Norwood, Director of Corporate Affairs, Planning and Sustainability, Gatwick Airport	Tim Richardson, CEO, Enliven LLC	Tom Chen, Section Manager, Taoyuan International Airport Corporation Ltd
Tom Ruth, CEO, Edmonton International Airport	Tomas Stokke, Director, Haptic Architects	Tomasz Lenart, Passenger Services Manager, Wroclaw Airport	Tony Caccavone, Surface Access Director, Heathrow Airport	Tony Roach, Senior Director, Customer Experience, Southwest Airlines	Ulla Ruuskanen, Project Manager, City of Vantaa	Urs Haldimann, Head of Legal and International Affairs, Federal Office of Civil Aviation	Valerie Boissier, Senior Manager Customer Experience Design, Aéroports de Paris

# SPEAKER GALLERY

							
							
Vincent Treve, Runway Throughput Manager, Eurocontrol	Wenxiong Ye, Manager, Baggage Handling System, Changi Airport Group (Singapore) Pte Ltd	Willie McGillivray, Chief Operating Officer, London Southend Airport	Yacine Kebe, QSE Manager, Dakar Blaise Diagne Airport AS	Yorick Buys, Head of Business Development Ground Ops, Brussels Airlines	Yoshihito Kawano, Supervisor, Narita International Airport Corporation	Yoshiko Zeynep B Kanak, Business Development Manager, Azusa Sekkei	Zsófia Kertész, Environmental Specialist, Budapest Airport Ltd

# NEW SPEAKERS

							
							
Alberto Taha Barriuso, Head of Innovation Unit, AENA SME SA	Anna Briukova, Head of Quality Control and Administrative Support Service, Northern Capital Gateway NCG	Diane Burt, Director - UKIMEA Aviation Leadership, Arup	Eleanor Travers, Aviation Security Manager, Irish Aviation Authority	Eric Lipp, Executive Director, Open Doors Organization	Fiona Rayner, Head of Experiential and International Operations, Blackjack Promotions Ltd	Gábor Szarvas, Community Affairs, Environment, Health & Safety Director, Budapest Airport Ltd	Gary Brandau, Senior Design Manager, Hensel Phelps
							
Gudmund Stokke, Principal Partner, Chairman, Architect MNAL, Nordic - Office of Architecture	Hiroki Imahama, Manager, Japan Airport Terminal Co Ltd	Jason Fowler, Partner, Gardiner & Theobald	Jelmer Melissen, Business Development Manager, Viggo Eindhoven Airport	John Seely, Technology Projects Manager, Dublin Airport	Julian Reason, Head of Construction, Gatwick Airport	Kristi McLachlan, Head of Delivery Strategy & Support, Sydney Airport	Lisa (Shi-Wen) Fang, Deputy General Manager, WSP Taiwan Branch
							
Magali Collot, Project Manager, End to End Baggage (APCS), IATA	Meabh Quoirin, CEO and Co-Owner, Foresight Factory	Megat Ardan, General Manager, Malaysia Airports Holdings Berhad	Patrick Bertsch, Director, Aviation Security American Airlines	Roni Tidhar, Head of International Consulting Services, Israel Airports Authority	Sharon Mahony, Aviation Environmental Analyst, CEM Project Leader, Eurocontrol	Tassilo Wanner, VP Global Public & Regulatory Affairs, Lilium GmbH	Tim Wheen, Head of Research and Commercial Insights, Heathrow Airport
							
Traci Holton, Assistant Vice President of Development & Engineering, Metropolitan Nashville Airport Authority	Wenxin Zhu, Deputy Director General, Civil Aviation Administration of China						

# DAY 1 - TUESDAY 26 MARCH

## DAY 1 - TUESDAY 26 MARCH

ROOM: 1

08:45 - WELCOME TO PASSENGER TERMINAL CONFERENCE & EXPO 2019!

08:50 - WELCOME TO LONDON AND OPENING ADDRESS

John Holland-Kaye, Chief Executive, Heathrow Airport, UK



# Heathrow

All conference streams will begin promptly five minutes after the Opening Address ends

09:05 - 17:35

## AIRPORT CITIES, TRANSPORT CONNECTIONS & REGIONS

ROOM: 16

09:05

INTRODUCTION BY CONFERENCE CHAIRS

Léa Bodossian, Managing Partner, Airstire, Belgium  
Milda Manomaityte, Director, Global AirRail Alliance, UK

09:10

HEATHROW SURFACE ACCESS STRATEGY

Tony Caccavone, Surface Access Director, Heathrow Airport, UK

The presentation will provide a summary of the Heathrow Airport Surface Access Strategy to meet requirements set out in the airport's national policy statement. It will also summarise progress made to date.

09:40

LONDON AIRPORT SURFACE ACCESS: SUSTAINABILITY AND CAPACITY ENABLER

Shamal Ratnayaka, Aviation Strategy Lead, Transport for London, UK

This presentation will set out the role that surface access plays in supporting the world's largest city airport system, in terms of making best use of existing capacity, supporting new capacity and improving environmental sustainability. It will look at the schemes that are transforming access to London's airports and the measures and interventions that will be required in the future.

10:10

GATWICK AIRPORT'S SURFACE ACCESS STRATEGY

Richard Higgins, Head of Surface Access Strategy, Gatwick Airport, UK

Gatwick Airport's surface access strategy is built around choice, convenience and sustainable access. This presentation explores recent developments, future plans and how Gatwick is responding to new models of mobility.

10:40 - 11:00  
BREAK



11:00

CROSS-BOUNDARY, INTERMODAL TRANSFER TERMINAL AT HONG KONG INTERNATIONAL AIRPORT

Oren Tatcher, Principal, OTC Limited, Hong Kong

Hong Kong International Airport's local catchment area is set to increase dramatically with the recent opening of the Hong Kong-Zhuhai-Macau Bridge. The innovative Intermodal Transfer Terminal (ITT), directly linked to the bridge, will be the world's first cross-boundary, intermodal airport gateway, linking HKIA via ferry and coach to Macau and mainland China. Airline check-in and security screening facilities will offer seamless, bonded access to the airport's departure gates, reached via the airport APM system. Arriving air passengers will also enjoy the convenience of seamless transfer via APM, claiming their bags in the ITT or at the destination ferry port.

11:30

GROWING AIRPORT MASS TRANSIT IN A DISRUPTIVE MARKETPLACE

Michael Swards, Co-CEO and Director, SkyBus, Australia

The growth of the SkyBus airport mass transit offering has occurred against a backdrop of the greatest disruption to passenger transit networks in history. The introduction and adoption of ridesharing has posed unique challenges to the traditional models of dedicated and scheduled mass transit. The airport ground transport modal landscape has seen tremendous change as a result, and the expectations and digital platforms offered by ridesharing pose significant challenges to all other modes. The experience of SkyBus over the last four years provides a case study in confronting those challenges and lessons learned on that journey.

12:00

A NEW RAIL ROUTE TO HEATHROW AIRPORT

Graham Cross, Chief Executive, Heathrow Southern Rail Ltd, UK

With Heathrow Airport set to expand, and road congestion and air pollution in and around London at crisis levels, there is urgency to create new rail links to enable travellers and employees to travel to the airport by train. Heathrow Southern Railway's Chief Executive Graham Cross will present details of the innovative, privately promoted scheme for a link to the airport from the South, which his company has devised and is promoting. The £1bn+ scheme creates significant environmental benefits, reduces travel times to Europe's busiest airport, will be funded mainly by user charges, and is not expected to need taxpayer support.

12:30 - 13:45  
LUNCH



13:45

THE FUTURE OF MOBILITY AT AIRPORTS: THE CASE OF MANCHESTER AIRPORT

Dr Alex Roy, Head of Strategy, MAG (Manchester Airports Group), UK

Vehicle technologies and services are evolving rapidly. These evolving vehicle technologies and services have the potential



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# CONFERENCE PROGRAMME

to have a major impact on airports, in particular in their threat to traditional car parking revenues, but also in terms of opportunities to offer new passenger services and improve the efficiency of operations. MAG, owner of London Stansted, Manchester and East Midlands airports, is looking at how best to adopt these technologies.

14:15

## PANEL DISCUSSION: AUTONOMOUS VEHICLES AT AIRPORTS

**Panel Moderator: David Holdcroft, Head of Automated Vehicles, Systra Aviation, UK**

**Steve Armitage, Head of Innovation and Intelligent Automation, Heathrow Airport, UK**

**Barbara Demaire, Senior Project Manager, Brussels Airport Company, Belgium**

**Dennis Mica, Business Development Manager, 2getthere, Netherlands**

Discussion and presentation by several airports on their plans and hopes for implementing autonomous vehicles in the near future. The presentations will be followed by a discussion and audience question time.

- Current status of AV
- Where AV can be used
- What AV are good and bad at
- Who is planning to use or trial AV
- What are the benefits of AV to the airport

15:15 - 15:35  
BREAK



15:35

## ELECTRIFIED AVIATION – THE CASE FOR PREPARING FOR NEW AIRCRAFT

**Dana Perez, Infrastructure Planning Manager, Dallas Fort Worth International Airport, USA**

**Adrienne Lindgren, Service Area Manager & Consultant, Aerial Innovation and Urban Aviation, WSP, USA**

From Uber's annual Elevate Conference to last year's 2018 Farnborough exhibition, the prospect of electrified aircraft has rattled the aviation and aerospace industries, with almost every major private vehicle manufacturer developing and testing new low-noise, low-emissions aircraft. Electric aircraft are among the most disruptive and promising trends in aviation innovation, and new forms offer a multitude of potential benefits – and challenges – to the aviation industry. Using DFW as a case study, this session explores the implications of electric aircraft for airports, ranging from the introduction of drones to the implementation of large-scale passenger electric propulsion and hybrid vehicles.

16:05

## CONNECTING COMMUNITIES THROUGH AERIAL RIDESHARING

**John Badalamenti, Head of Design, Aviation Programmes, Uber, USA**

While once a spectacle of science fiction, flying cars are finally here. At the Uber Elevate Summit 2018, Uber shared concepts of how the future of aerial ridesharing plans to reduce congestion and restore convenience by taking riders to the sky by 2023. In partnership with Uber, Corgan has developed an innovative Skyport concept designed to connect major urban transit destinations through on-demand electric flying vehicles. Strategic location of the Skyports

will transform under-utilised areas of our cities and connect neighbourhoods and communities with a new type of amenity, becoming a destination that reclaims more than just time.

16:20

## SKYPORT DESIGN FOR THE FUTURE OF AERIAL RIDESHARING

**John Trupiano, Principal, Corgan, USA**

In partnership with Uber for the 2018 Elevate Summit, Corgan developed an innovative Skyport concept designed to connect major urban transit destinations through on-demand electric flying vehicles. Aerial ridesharing will become an extension of an airport's transportation network, offering passengers choice in how to get to their final destination. Strategic location of the Skyports will transform underutilised areas of our cities and connect neighbourhoods and communities with a new type of amenity, becoming a destination that reclaims more than just time.

16:35

## PANEL DISCUSSION: GETTING AIRPORTS READY FOR URBAN AERIAL MOBILITY AND ELECTRIC AVIATION

**Panel Moderator: Arturo Garcia-Alonso, Management Consultant, Munich Airport International GmbH, Germany**

**Dr Tassilo Wanner, VP Global Public & Regulatory Affairs, Lilium GmbH, Germany**

**Munish Khurana, Aviation Cooperation and Strategies, Eurocontrol, Belgium**

**Darrell Swanson, Director, Swanson Aviation Consultancy Ltd, UK**

**Neil Cloughley, Managing Director, Faradair Aerospace Limited, UK**

The fast and steady development of electric propulsion systems for passenger aircraft is already disrupting the existing business processes in the aviation industry. Airport operators and stakeholders need to plan and assess different possible scenarios and define a strategy that will leverage the opportunities of these new technologies in the foreseeable future. This expert panel will review the current status of the industry and the unique value propositions for airport operators to embrace this fascinating challenge.

- Current status of electric aircraft development and implementation expected schedule
- Electric vertical take-off and landing (eVTOL) technologies and urban air mobility (UAM)
- Development of new business operating models with electric aviation concepts
- Network management and the role of regional airports
- A comprehensive plan for electric aviation readiness for airport operators

17:35 - End

## OPENING DAY PARTY

HOSTED BY HEATHROW AIRPORT  
EVERYONE IS WELCOME! IN THE EXHIBITION  
HALL AFTER THE CONFERENCE!

**Heathrow**

# DAY 1 - TUESDAY 26 MARCH

## DAY 1 - TUESDAY 26 MARCH

09:05 - 17:35

### AIRPORT DESIGN, PLANNING & DEVELOPMENT

ROOM: 3

09:05

#### INTRODUCTION BY CONFERENCE CHAIRS

**Prof David Holm, Architect Director, Cox Architecture, Australia**

**Mark Wolfe, Principal, Hassell, Australia**

09:10

#### SUSTAINABILITY AND SENSE OF PLACE – CREATING UNIQUE GATEWAYS TO NATIONS

**Antoinette Nassopoulos-Erickson, Senior Partner, Architect, Foster + Partners, UK**

This review of several Foster + Partners projects from Hong Kong, Beijing, Queen Alia, Jordan, Kuwait Panama and Mexico City International Airports will help attendees understand the challenges of creating highly sustainable airport terminals with a strong identity and sense of place, that define gateways to nations. The presenter will discuss how architecture and interior design can define a passenger experience that is unique to place by means of strategic planning, materials and technology to create unique environments and improve the passenger experience.

09:40

#### REVISIONING AIRPORTS AS CULTURAL SIGNIFIERS AND CIVIC GATEWAYS

**Michael Jarvis, Executive Planning at Melbourne Airport, Australia Pacific Airports (Melbourne) Pty Ltd, Australia**  
**Andrew Perez, Partner, Grimshaw, Australia**

Melbourne Airport faces challenges of dealing with a campus that spans from the 1970s to the present. Such challenges are common to airport renewal programmes. However, APAM has brought together industry collaborators to evolve the airport beyond regular standards and guides. This approach has realised a unique briefing document for Melbourne Airport, clearly establishing a united vision and shared aspirational goals between the airport and its stakeholders to improve not only the travellers' experience but also the role the airport plays as a significant contributor to the civic interests of the city of Melbourne and regional Victoria.

10:10

#### BEYOND THE TERMINAL – A PEOPLE-FOCUSED APPROACH TO PRECINCT DESIGN

**Steve Parker, Head of Airport Design, Sydney Airport, Australia**

**Jason Cuffe, Practice Leader, Hassell, Australia**

Airports are more than working pieces of infrastructure; they are moments of experience along a multitude of journeys. The design of these complex precincts provides the opportunity to create memories beyond the terminal, a journey that begins the instant you arrive at the precinct and establishes an identity that is distinctly of its context. Sydney Airport is an exemplar case study. It has developed an Urban Design Precinct strategy that delivers a set of design guidelines to inform a consistent approach to improve customer experience, enhance the quality and character of public space and maximise connections.

10:40 - 11:00  
BREAK



11:00

#### A BRIEF HISTORY OF AIRPORT DEVELOPMENT IN LONDON

**Shamal Ratnayaka, Aviation Strategy Lead, Transport for London, UK**

This presentation will track the recent history of airport development proposals in the London airport system, how industry dynamics, economics, airspace, environment and surface access have shaped the political debate and planning process, and the lessons to be learned for London, the UK and beyond.

11:30

#### GATWICK'S MASTERPLAN AND THE FUTURE GROWTH OF THE AVIATION SECTOR

**Tim Norwood, Director of Corporate Affairs, Planning and Sustainability, Gatwick Airport, UK**

Gatwick's masterplan outlines three scenarios for growth, including bringing its existing standby runway into routine use for the first time. The presentation will discuss the capacity gap in the UK aviation sector and Gatwick's plans to make best use of its existing infrastructure and runways.

12:00

#### HEATHROW EXPANSION – INNOVATION AND SUSTAINABILITY AT ITS CORE

**Barry Weekes, Head of Design, Heathrow Airport, UK**  
**Jolyon Brewis, Partner, Grimshaw, UK**

As part of Heathrow's planned third runway expansion, the airport will develop a series of new and extended facilities, including major new terminal facilities, airside satellites and transit interchanges that will ultimately take the airport's capacity to over 130 million passengers each year. In keeping with Heathrow's ambition to be the most sustainable hub airport in the world, new buildings and infrastructure are being designed with innovation as a core driver. The latest design proposals for Heathrow's new passenger facilities will be shared, demonstrating how they fit within a holistic strategy for growth that meets the needs of our passengers, airlines, colleagues and neighbours.

12:30 - 13:45  
LUNCH



13:45

#### INFLUENCING PROJECT IMPLEMENTATION THROUGH OPERATIONAL READINESS

**Robert L Gilbert, Chief Development Officer, Los Angeles World Airports, USA**

**Michael McElvaney, Director, LeighFisher, USA**

The presentation will examine operational readiness from a broader perspective than has been done before. It will discuss the benefits of early engagement of ORAT in projects where the ability to influence the design from an operational perspective provides some of the greatest benefit. It will also discuss full stakeholder involvement from concept of operations through to post-opening support.



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# CONFERENCE PROGRAMME

14:15

## PANEL DISCUSSION: COLLABORATIVE AND PROGRESSIVE DESIGN – ISTANBUL AIRPORT CASE STUDY

**Panel Moderator:** Graham Bolton, Global Practice Leader - Aviation, Mott MacDonald, UK

**Sevgi Tokgöz**, Project and Control Supervisor/Architect, DHMI (General Directorate of State Airports Authority), Turkey

**Maurice Rosario**, Director, Scott Brownrigg, UK  
**Gökhan Caydamli**, Partner, Fonksiyon Mimarlik, Turkey  
**Gudmund Stokke**, Principal Partner, Chairman, Architect MNAL, Nordic - Office of Architecture, Norway

The panel will discuss design progression from one design team to another, where the design concept is preserved and developed into implementation while going through a myriad of stakeholder reviews and approvals. It will also look at the methods that were implemented to ensure that the knowledge and expertise were passed downstream. The discussion will cover aspects of the design of Istanbul Airport that were considered fundamental to the success of the project, and how the design process was managed and coordinated to meet construction deadlines.

- Keeping close scrutiny and head office support to collocate site team
- Timely consultation and building up a strategic and detailed brief
- Information gathering and deciphering and dissemination
- Maintaining a holistic view while considering every detail
- Collaborations with other designers and supporting them to achieve the project objectives

15:15 - 15:35

BREAK



15:35

## AIRPORT DEVELOPMENT AND TRANSFORMATION WITHIN THE OPERATION AT LCY

**David Ruiz-Celada**, Head of Continuous Improvement, London City Airport, UK

**Frank Jenkins**, Construction Manager, Bechtel/London City Airport, UK

London City Airport is undergoing a £480m redevelopment that will see terminal size triple, 50% increase in stands, expansion to a full parallel taxiway, and capacity to see growth to beyond six million passengers. The project is due for completion in 2022 and involves complex maritime piling and decking over the Royal Docks, as well as careful examination of phasing delivery plans that protect the existing operations, which needs to be managed within an already tight operational footprint. This presentation will demonstrate some of the challenges the operations and construction team face together on this transformation journey.

16:05

## MUNICH'S T1: CHALLENGES OF A 30-YEAR-OLD TERMINAL

**Stefan Holzner**, Senior Project Manager Terminal Infrastructure, Munich Airport, Germany

Munich's Terminal 1 will be expanded with a new pier that adds a capacity of six million for non-Schengen passengers. But how will that fit into the building and what changes and challenges does a nearly 30-year-old terminal building face with such an expansion? The focus of the presentation will be on the existing infrastructure and the necessary changes being made.

16:35

## SUCCESSFUL PROJECT DEVELOPMENT FOR RENOVATING EXISTING TERMINAL FACILITIES

**Eileen Francisco**, Senior Manager, Aviation Capital Programs, Port of Seattle, USA

**Michelle Brantley**, Development Manager, Port of Seattle, USA

This presentation explores the unique challenges of renovating existing terminal buildings in constrained environments. As airport infrastructure around the world ages, there is a need to renew and modernise existing facilities. Development of these projects should not be rushed, even if many airport owners/operators might be pressed for time to meet the needs of increased passenger traffic and evolving security and operating protocols. Purposeful and thorough project development is the first step to designing and delivering successful projects.

17:05

## INNOVATING IN A TIME-CONSTRAINED MEGA-PROJECT

**Guðmundur Dadi Rúnarsson**, Technical & Infrastructure Director, Keflavik Airport - Isavia Ltd, Iceland

The need to start construction at Keflavik Airport after tremendous growth during the last 10 years is very pressing. At the same time, the digital industrial revolution is coming, and building a new pier of the past is simply not an option. In a fast-track mega-project where delivery time is a pressure, project planning is under way to increase the possibilities to add innovation and flexible solutions into design competitions, tenders and eventual contract management. Having clear goals regarding the capacity that a five-year project will deliver is of the essence but can't be at the expense of innovation.

17:35 - End

## OPENING DAY PARTY

HOSTED BY HEATHROW AIRPORT – EVERYONE IS WELCOME! IN THE EXHIBITION HALL AFTER THE CONFERENCE!

Heathrow



## NETWORKING DELEGATE COFFEE AREAS

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# DAY 1 - TUESDAY 26 MARCH

## DAY 1 - TUESDAY 26 MARCH

09:05 - 17:05

### AVIATION SECURITY, BORDER CONTROL & FACILITATION

ROOM: 12

09:05

#### INTRODUCTION BY CONFERENCE CHAIRS

Neville Hay, Director of Training, Interportpolice, UK  
Art Kosatka, CEO, TranSecure, USA

09:10

#### NEW APPROACHES TO AVIATION SECURITY TRAINING THROUGH QUALITY ASSURANCE

Nina Smith, Senior Advisor - Aviation Security, Civil Aviation Authority, UK

With SeMS continuing to be successfully rolled out across the aviation security sector, the CAA has embarked on a project that aims to professionalise aviation security personnel. The first goal is to ensure that aviation security training is designed and delivered to a consistently high standard. In collaboration with industry partners and aligned with SeMS, a quality assurance framework for aviation security training providers is therefore being introduced in 2019, which aims to bring the benefits of SeMS to stakeholders not reached by the main programme and align the industry more closely with general quality assurance standards for training.

09:40

#### FUTURE OF UK AVIATION - A 'BLOOMING' SECURITY CULTURE

Peter Drissell, Director - Aviation Security, Civil Aviation Authority, UK

The UK Civil Aviation Authority has been developing security management systems (SeMS) within aviation security, across all modal areas, working collaboratively with industry members. A proactive approach through the running of a SeMS enables an entity to have clear oversight and management of security in an ever-changing environment, where accountability and responsibility are clearly governed and defined. The promotion of a positive security culture is an integral part of an effective SeMS, and provides a robust and inclusive environment where every person plays their part.

10:10

#### HEATHROW'S RESPONSE TO ADVANCED AND EVOLVING THREATS IN AVIATION SECURITY

Nicholas Best, Security Risk Manager, Heathrow Airport, UK

2017 represented a step change in the threat to aviation. Hostile groups are constantly looking for opportunities to defeat aviation security, and the threat continues to diversify. This presentation will provide an overview of Heathrow's response, experience of recent challenges, and thoughts about how we can better prepare for the future.

10:40 - 11:00  
BREAK



11:00

#### A GLOBAL VIEW OF AVIATION SECURITY THREATS AND CHALLENGES

Jim Marriott, President, JM Consulting, Canada

Threats to international civil aviation security are extremely complex and are becoming more comprehensively understood. But focusing only on threats means that the other elements of security risk assessment – vulnerability and consequence – may not be given sufficient weight in designing and deciding new mitigation strategies and measures and fine-tuning existing ones. The presentation will give an overview of threats to aviation security and the effect of vulnerability and consequence on approaches to security that take into account proportionality, attention to the customer and sustainability.

11:30

#### PANEL DISCUSSION: AIRLINE SECURITY DIRECTORS PANEL

Panel Moderator: Karan Singh, Head of Aviation Security Risk Management, Lufthansa Group, Germany

Patrick Bertsch, Director, Aviation Security, American Airlines, USA

Bart van Bussel, Security Director Intelligence & Regulations, KLM Royal Dutch Airlines, Netherlands

Keith Slotter, Vice President - Security, JetBlue Airways, USA

*Chatham House Rule: "When a meeting, or part thereof, is held under the Chatham House Rule, participants are free to use the information received, but neither the identity nor the affiliation of the speaker(s), nor that of any other participant, may be revealed."*

For the fifth year at PTE this panel will present the inside view from industry experts on the most relevant topics and current challenges facing the industry. Topics will include current threats and mitigations, new screening technology and biometrics, developments in intelligence services and how the combined efforts affect the security of the global transportation system, airports and passengers. Airline security directors work closely with industry, airport authorities and regulatory bodies. Hear their perspectives on present and future challenges, opportunities and innovative solutions in airline security.

- Views on current threats and mitigations
- The evolving role of technology in aviation security
- Improved uses for intelligence services
- Biometrics are here – what are the impacts on airline security?
- Security and the passenger experience

12:30 - 13:45  
LUNCH



13:45

#### CONSIDERING AIRPORTS AS CITIES: HOW DO WE MITIGATE THREATS

Thomas Willis, Security Director, Heathrow Airport, UK

The presentation will discuss diversifying leadership mindsets from aviation compliance risks to protecting city environments. It will offer a Heathrow case study



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# CONFERENCE PROGRAMME

demonstrating technology innovations, ways of working and collaborative leadership. The implications for an expanded Heathrow, next-generation crowded place and infrastructure protection will also be discussed.

14:15

## AWARENESS – HOW TO ESTABLISH A PERFORMING PROGRAMME

**Urs Haldimann, Head of Legal and International Affairs, Federal Office of Civil Aviation, Switzerland**

The speaker will give a short overview of the current threat as well as the legal framework regarding insiders, and touch on different methods of mitigating the insider threat. In this regard he will show the importance of a fully implemented awareness programme and will elaborate on criteria to make it work effectively. Finally he will identify the key elements of such a programme in an airport environment.

14:45

## AVIATION SECURITY, BORDER CONTROL AND FACILITATION

**Sonia Hifdi, Head, Security Measures Office, Directorate General for Civil Aviation, France (invited)**

15:15 - 15:35  
BREAK



15:35

## STAND-OFF THREATS TO AVIATION, INCLUDING DRONES

**Dawn Huckson, Police Sergeant, NCTPHQ, UK**

The presentation will cover the evolution of stand-off threats to aviation and how traditional policing can mitigate a number of these threats. It will also outline technical countermeasures and the challenges of employing these methods, including the impact of drones around airports.

16:05

## PANEL DISCUSSION: INTERNATIONAL TERRORISM EXPLOITATION – FINANCING, SMUGGLING AND INSIDER THREATS IN AVIATION

**Panel Moderator: Kristina Dore, (ICAO/TCB/OPAS) Chief Aerodromes, Namibia Civil Aviation Authority, Namibia**  
**Dr Jonathan Branker, Industry SME, USA**  
**Michael Pilgrim, Program Manager, ISC, USA**

While airport operators, airlines and security personnel focus on enhancing passenger experience, terrorism-related breaches (insider threats exploited by smugglers, money launderers and fraudsters) finance terrorism. Three presentations/panels focus on warning signs that the aviation industry and stakeholders must recognise and mitigate across their access control systems to thwart the growing infiltration of terrorism into international aviation systems. The sessions will feature experts in anti-smuggling, finance, anti-corruption and AVSEC.

- Terrorism-related smuggling operations and new AVSEC/facilitation means to mitigate trafficking
- Terrorism-related financial schemes impacting civil aviation and the latest techniques in predicting, preventing and prosecuting the perpetrators of financial crime
- Terrorism-related corruption episodes and anti-corruption efforts
- Terrorism/criminal exploitation of international civil aviation
- Global security/facilitation strategies to predict/prevent/mitigate terrorist/criminal exploitation of international civil aviation

17:05 - End

## OPENING DAY PARTY

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**“The conference had a great line-up and offers industry-relevant material that you can’t find anywhere else. Thanks everyone for a great job!”**

**Eric Kaler, Senior Director Airline Security,  
Hawaiian Airlines, USA**

# DAY 1 - TUESDAY 26 MARCH

## DAY 1 - TUESDAY 26 MARCH

09:05 - 17:35

### COMMERCIAL DEVELOPMENT, RETAIL, CONCESSIONS & MEDIA

ROOM: 5

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09:05

#### INTRODUCTION BY CONFERENCE CHAIRS

**Jeremy Corfield, Partner, CPI, Australia**

**Ben Green, Non-Aero Director, London Stansted Airport, UK**

09:10

#### NEW RETAIL SPACES FOR NEW CUSTOMERS - BUD TERMINAL 3

**Dr Patrick Bohl, Head of Retail and Advertising, Budapest Airport Ltd, Hungary**

With double-digit growth for five years, BUD is in the planning phase of a major terminal expansion project, which has given the opportunity to rethink and recreate the travel retail experience taking a blank sheet approach. An update on the airport's plans for the future provides an insight into emerging trends in shopping behaviour, and how airline policy, e-tailing and millennials are going to influence requirements for future retail spaces.

09:40

#### LINATE - THE SMARTEST ACCESS TO MILAN

**Luigi Battuello, Commercial Non-Aviation Director, SEA SpA, Italy**

Milan is currently experiencing a new take on contemporary style. The Linate redesign project slots into the significant renovation that Milan has been undergoing. The aim is to give the city of Milan a whole new Linate with a commercial area packed with character. It is a functional as well as aesthetic redesign.

10:10

#### GATWICK AIRPORT'S RETAIL STRATEGY

**Rachel Bulford, Head of Retail, Gatwick Airport Limited, UK**

The presentation will outline how Gatwick approaches its retail strategy to enhance the experience for the 46 million passengers who choose to fly from the UK's second largest airport each year.

10:40

#### PANEL DISCUSSION: THE DEATH OF RETAIL IN AIRPORTS? OR THE BEGINNING OF A RENAISSANCE?

**Luigi Battuello, Commercial Non-Aviation Director, SEA SpA, Italy**

**Dr Patrick Bohl, Head of Retail and Advertising, Budapest Airport Ltd, Hungary**

Some commentators would have us believe that speciality retailing in airports is in terminal decline, and that digital retailing is the future. Is this the case, or can in-airport retail survive and even prosper in the digital age?

11:10 - 11:30  
BREAK



11:30

#### FROM A DUTY FREE MODEL TO A DEPARTMENT STORE MODEL

**Aude Ferrand, Chief Retail Officer, Groupe ADP, France**

The presentation will discuss the airport retail transformation: from a duty free model to a department store model.

12:00

#### EVOLUTION AND FUTURE POSSIBILITIES OF RETAIL BUSINESS AT NARITA AIRPORT

**Chie Kurabe, Supervisor, Narita International Airport Corporation, Japan**

Narita Airport has evolved as Japan's main gateway, expanding its global aviation network. The presentation aims to analyse the future possibilities of retail activities to maximise airport revenues at passenger terminals, which will provide higher levels of service and convenience to customers.

12:30

#### PLANNING, DEVELOPMENTS, INNOVATIONS AND INITIATIVES TO DRIVE NON- AERONAUTICAL REVENUES

**Manuel Martin Gutierrez Sola Aguilera, Chief Commercial Officer, Asur/Aerostar, Mexico**

This presentation will share ASUR's vision of airport administration and explain how, by accepting the challenge to enter into a world-class environment, we turned all opportunities into business.

13:00 - 14:15  
LUNCH



14:15

#### WHY MANAGING PASSENGER EXPERIENCE IS GOOD FOR BUSINESS

**Damien Kobel, Managing Director, DKMA, Switzerland**

Providing a great overall passenger experience is hard because so many things can ruin the experience for your passengers. DKMA has conducted detailed research at airports to help quantify the impact of specific service issues on satisfaction levels. You will learn to what extent specific service issues drag satisfaction levels down, how to avoid them and why preventing these can help your airport's bottom line.

14:45

#### TAKING A DESIGN APPROACH TO LUFTHANSA'S FOOD AND BEVERAGE EXPERIENCE

**Michael Raasch, Vice President Global Customer Concepts and Innovation, LSG Lufthansa Service Holding AG, Germany**

**Alex Nisbett, Strategic Design Director, Designit, UK**

This talk will demonstrate the design-led approach that Lufthansa took to innovating and delivering the F&B experience for passengers, and reducing costs. Using examples from the two-year collaboration, it will show how creating an overarching vision, identifying the best opportunities and prototyping with passengers, frontline staff and suppliers achieved better product operational results, at speed. It will also



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share results: the benefits for passengers, the supply chain and the airline, and the implications for the airport. Furthermore, it will show the role that technology played and how you can apply what has been learned to your airline or airport.

15:15

## RETAIL AND MEDIA INNOVATION AND COLLABORATION AT HEATHROW AIRPORT

**Fraser Brown, Retail Director, Heathrow Airport, UK**

Heathrow has been given the Skytrax award for best retail shopping for the last nine years. With T5 now 10 years old and T2 coming up to its fifth birthday, this presentation will highlight how Heathrow continues to innovate and collaborate with external business partners and work with the rest of Team Heathrow to deliver commercially astute,

15:45 - 16:05  
BREAK



16:05

## CREATING LOUNGE EXPERIENCES THAT MAKE THE DIFFERENCE

**Andrea Boni, Vice President Innovation and Business Development, Brussels Airlines, Belgium**

**Michele Fuhs, Founder, Circle4x, Germany**

It's all about developing strategies that give lounge guests a superior customer experience while capitalising on airport lounges and their captive audiences. The paper will share how Brussels Airlines partnered with premium (luxury) brands from the automotive and lifestyle industries to create uniquely memorable experiences in an intriguing and non-invasive way.

16:35

## AIRPORT HOSPITALITY: ONE SIZE DOES NOT FIT ALL

**Hoi-See Song, Founder & CEO, Plaza Premium Group, Hong Kong**

The airport ecosystem is a laggard when it comes to adopting the digital way of doing business. Immigration and security procedures have been marked as two main pain points for passengers who have already checked in online. Multiple partners handling passengers at an airport also have different process requirements. A good airport experience means anticipating the needs of travellers. The global nature of this business means one size cannot fit all. Plaza Premium Group ensures standards are global while emphasising local cultures.

17:05

## ENHANCING THE TERMINAL EXPERIENCE

**Nancy Knipp, Senior Vice President, Airport Lounge Development, USA**

The presentation will discuss forward thinking by offering a tailored Premium Lounge product that increases the value proposition of your airport. A tailored shared-use lounge will satisfy the airlines' demand to enhance the customer experience for their premium and top-tier frequent travellers, and fulfil the growing demand from affluent and very-affluent passengers who have secured a variety of credit cards offering an airport lounge benefit. The most successful airport lounges create a meaningful traveller relationship based on identifying and understanding the individual needs of the traveller each time they travel, and how those needs will vary from one journey to another.

17:35 - End

## OPENING DAY PARTY

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**"Informative and very enjoyable conference. The event was excellent"**

James Caulfield, Commercial Project Manager, daa International, IRELAND



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**"I attended the conference and found the presentations and the panel discussions were rich in stimulating inputs and new thinking"**

Luigi Battuello, Head of Non-Commercial Aviation, SEA Milan Airports, ITALY

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# DAY 1 - TUESDAY 26 MARCH

## DAY 1 - TUESDAY 26 MARCH

09:05 - 17:35

### CUSTOMER SERVICE & PASSENGER EXPERIENCE

ROOM: 1

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09:05

#### INTRODUCTION BY CONFERENCE CHAIRS

**Sujata Suri, VP, Strategy and Customer Experience, Hamad International Airport, Qatar**  
**Brian Engle, Director of Customer Experience, Greater Orlando Aviation Authority, USA**

09:10

#### HEATHROW AIRPORT - SUSTAINABLE GROWTH

**John Holland-Kaye, Chief Executive, Heathrow Airport, UK**  
The presentation will discuss how Heathrow Airport is dealing with sustainable growth and making every journey better.

09:40

#### HOW DEN IS SHAPING THE FUTURE OF AIRPORTS

**Kim Day, CEO, Denver International Airport, USA**  
This presentation will focus on the initiatives, projects and programmes DEN is undertaking to shape the airport of the future. It will include how the airport is partnering with the private sector to revitalise the terminal and other passenger upgrades.

10:10

#### CUSTOMER EXPERIENCE AS THE KEY TO EXCELLENCE

**Kathy Haley, Chief Experience Officer, Port Authority of New York & New Jersey, USA**  
Airports are a complex matrix of stakeholders that have the ability to impact the customer experience and the overall reputation of the airport. Starting from the moment a person travels to the airport, right through until they board their flight, there are countless touchpoints across the customer journey. The Port Authority of New York and New Jersey – Aviation Division operates some of the busiest airports in North America including JFK, Newark and LaGuardia. Through the newly created customer experience department, it has embarked on a journey to excellence by adopting the lens of the customer and integrating the experience.

10:40 - 11:00  
BREAK



11:00

#### DIGITAL PASSENGER EXPERIENCE AND ENGAGEMENT AT HEATHROW AIRPORT

**Meenal Varsani, Head of Customer Channels, Heathrow Airport, UK**  
Eighty million passengers travel through Heathrow every year, with a large proportion of them interacting with one of the airport's digital touchpoints as part of their pre-arrival or onward journey. As technology and customer expectations change, so too must our strategies. Heathrow's commercial

digital focus is to deliver integrated communications and initiatives across digital and social channels and inside airport terminals, to promote products and services and improve the overall passenger experience.

11:30

#### NEUROPLASTICITY: THE SCIENCE OF CREATING A COMPELLING TRAVELLER EXPERIENCE

**Darren Wee, Consulting Manager, DXC Technology, Australia**

The decisive role emotions play in the overall traveller experience and personalisation cannot be ignored. The presentation discusses the human science during stressful situations of a traveller's journey, such as flight delays and cancellations, and how digital neuroplasticity and nudging will create stickiness by rewiring the human brain towards the preferred behaviour. We dive into the use of stress-busting methods through digital engagement channels to overcome stressful moments during the journey, with the goal to shift from 'fight or flight' response to a compelling experience.

12:00

#### CUSTOMER EXPERIENCE THROUGH DESIGN THINKING

**Manuel Aubone, Director of Customer Experience - CXO, Aeropuertos Argentina 2000, Argentina**

The presentation will explain how design thinking can be used to affect customer experience. It will define design thinking, discuss empathy with the passengers and their experiences, and outline a modern new integral vision of the customer experience.

12:30 - 13:45  
LUNCH



13:45

#### WHO IS YOUR AIRPORT'S PRIMARY CUSTOMER?

**Gaëtan Gagné, President and Chief Executive Officer, Québec City Jean Lesage International Airport, Canada**  
Airport is an amalgamation of various stakeholders (airlines, passengers, regulators, freight carriers, etc.). Among those, who is your primary customer when the time comes to make a trade-off between conflicting interests? Learn from Gaëtan Gagné's experience as President and CEO of Québec City Jean Lesage International Airport (YQB) and notably how the Passenger First core value has guided the YQB strategic thinking over the last 10 years. Gaëtan will present some of the lessons learned during this process of defining his primary customer, and how it is sometime necessary to 'walk the talk' when crucial decisions need to be made.



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14:15

## PANEL DISCUSSION: HARNESSING PASSENGER ENTHUSIASM FROM START OF CONSTRUCTION TO OPENING DAY

**Panel Moderator:** Marion White, Senior Principal, HOK, USA  
**Richard Smyth**, Project Executive, Port Authority of New York & New Jersey, USA

**Frank Scremin**, Chief Operating Officer, LaGuardia Gateway Partners, USA

**Derek Thielmann**, Project Director, Design and Construction, LaGuardia Gateway Partners, USA

When an airport renovates, expands or builds over an existing terminal, how can passengers be kept happy during construction? This session will feature airports and airlines that have implemented innovative and sophisticated programmes to meaningfully engage and entertain customers along the way. Topics to be discussed include: passenger engagement programmes – testing out the comfort of seats, picking their favourite carpet; public relations campaign – messaging, graphics and entertainment; design team's contribution to phasing foresight – mitigating construction impact during design; terminal operational readiness (ORAT) – tenant and passenger engagement from start of construction to opening day.

- Airports/airlines will gain insight into strategies for a smooth transition from the start of construction to opening day
- Learn ways to engage passengers as active participants, instead of complaining during construction
- The art of ORAT and customer engagement
- How to run an airport while new construction is occurring all around you
- Design goals that positively impact phasing

16:35

## BRAZILIAN NATIONAL AIRPORT SURVEY **Carlos Eduardo Gomes Souza**, Coordinator, Brazilian National Civil Aviation Secretariat, Brazil

The Brazilian Government has been conducting an operational performance and passenger satisfaction survey since 2013, taking over 367,000 interviews and 500,000 measurements in the period, making it the biggest survey conducted by a federal agency in the world. The survey began as a way to monitor the infrastructures at the beginning of the concessions period and as preparation for big events (World Cup and Olympics). It is now also a management tool for improving service levels. In the future, its qualitative character and coverage will be expanded to encompass 40 Brazilian airports (99% of the passenger traffic).

17:05

## PARTNERSHIP FOR IMPROVED PASSENGER EXPERIENCE: SERVICE LEVEL AGREEMENT AT CPH

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

**Anne Resting-Jeppesen**, Project Manager, Copenhagen Airports AS, Denmark

How do you create a common incentive to deliver great passenger experience in an airport environment characterised by diverse actors? For Copenhagen Airports AS, part of the answer is a service level agreement (SLA) based on a financial incentive scheme. The SLA obligates the parties to deliver an agreed minimum quality level in areas crucial to passenger flow and aircraft turnaround in the airport. CPH has had two generations of SLAs, and in 2019 a third generation will be launched with particular focus on strengthening the joint ownership between airline, airport and ground handlers.

15:15 - 15:35  
BREAK



15:35

## ENHANCING THE ORLANDO EXPERIENCE

**Brian Engle**, Director of Customer Experience, Greater Orlando Aviation Authority, USA

**Dr Patricia Ryan**, Director of Aviation, IOS Partners, USA

The presentation will share our experience in enhancing the Orlando experience, including challenges, customer service technology (listening to the customer), implementing action plans to provide a better customer experience, identifying gaps between current experience and desired experience, and methodologies to close the gaps through benchmarking and training.

16:05

## THE PASSENGER JOURNEY – USING FEEDBACK TO IMPROVE EXPERIENCE

**John Seely**, Technology Projects Manager, daa plc, Ireland

For the last five years Dublin Airport has used real-time passenger satisfaction data to provide the voice of the passenger and inform decisions on strategy surrounding the passenger experience. Learn how it has used the direct feedback data in conjunction with audits, surveys and insights to better understand the passenger journey through the airport. The data is collected and analysed utilising the HappyOrNot solution.

17:35 - End

## OPENING DAY PARTY

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“It was an interesting experience and I will share the very interesting output from the conference with my colleagues in Switzerland. Thanks for the great organisation!”

**Jeannette Inderbitzin**, Head of Service & Product Management, Swiss Federal Railways, SWITZERLAND

# DAY 1 - TUESDAY 26 MARCH

## DAY 1 - TUESDAY 26 MARCH

09:05 - 17:05

### ENVIRONMENT & SUSTAINABILITY

ROOM: 14

09:05

#### INTRODUCTION BY CONFERENCE CHAIRS

**Emanuel Fleuti, Head of Environment, Zurich Airport, Switzerland**

**David Tomber, Director, Strategic Consulting, Woolpert, USA**

09:10

#### PREPARING FOR FUTURE CLIMATE: ARE WE READY?

**Sharon Mahony, Aviation Environmental Analyst: CEM Project Leader, Eurocontrol, Belgium**

In recent years several high-profile weather events have impacted airports around the world. Climate change will make such events more frequent and more intense. This is an operational and business risk for airports. Some are now working to make operations and infrastructure more resilient to potential impacts, carrying out risk assessments and developing adaptation plans. But are we doing enough, and are we doing it quickly enough? The results of a new Eurocontrol survey of European aviation organisations shows that more action is being taken but many are still to act. What can we do to accelerate action?

09:40

#### ASEAN'S PERSPECTIVE ON AIRPORT SUSTAINABILITY

**Jakrapop Charatsri, Vice President (Environment), Airports of Thailand PLC, Thailand**

Air transportation in the Southeast Asia region (ASEAN) has been growing very quickly. Challenges come with global concerns about keeping the balance between economics and the environment. ASEAN airports have played a significant role in global aviation in terms of passenger numbers and level of service. Furthermore, adaptation to global climate change, carbon reduction, airport experience and digital transformation are the key drivers to move forward more quickly to airport sustainability.

10:10

#### AIRPORT-AIRLINE SUSTAINABILITY COLLABORATION: HAMAD INTERNATIONAL AIRPORT-QATAR AIRWAYS

**Iain Groark, Vice President Environmental Affairs, Qatar Airways, Qatar**

Opening in 2014, the transformation of Qatar Airways' hub to the five-star Hamad International Airport enabled rapid growth and unparalleled end-to-end customer experience for passengers in the air and while transiting through Doha. The collaboration between airport and airline is evident across the environmental agenda, covering issues such as the specification of sustainable infrastructure, joint adoption of efficient operational procedures, setting and monitoring progress towards shared environmental targets and collective engagement of passengers and employees. The outcome has been the establishment of the building blocks that Hamad International Airport and Qatar Airways use as a platform for a sustainable future.

10:40 - 11:00  
BREAK



11:00

#### SUSTAINABLE AIRPORT GROWTH

**George Davies, Head of Expansion Sustainability & Environment, Heathrow Airport, UK**

The presentation will summarise the approach being taken by the Heathrow team as they plan for an expanded airport.

11:30

#### THE SUSTAINABILITY CHALLENGE - IMPLEMENTATION AT DAA AIRPORTS

**Dr Mary Kerins, Head of Health, Safety, Sustainability and Environment, daa plc, Ireland**

The presentation provides an update on implementation of daa's sustainability strategy and commentary on some of the challenges and positive aspects to date.

12:00

#### GATWICK ENVIRONMENTAL EFFICIENCY AND INNOVATION

**Rachel Thompson, Head of Sustainability, Gatwick Airport, UK**

Gatwick's sustainability strategy, 'Decade of Change', emphasises environmental efficiency and innovation and multi-faceted community investment. Gatwick's approach empowers teams across the business to identify and deliver innovative and incremental ways to meet the Decade of Change targets. As a result, Gatwick has significantly reduced its energy, water and waste footprint even as passenger numbers have increased by 50% since 2010.

12:30 - 13:45  
LUNCH



13:45

#### DELIVERING LOW-CARBON CONSTRUCTION AND OPERATION

**Alan Fogarty, Partner, Cundall, UK**

Low-carbon approaches in aviation must consider operational energy and embodied energy associated with materials and equipment. Expansion provides an opportunity to reorganise and plan for low-carbon strategies. Innovative approaches should consider new technologies and reducing demand by implementing more passive or biophilic strategies. The carbon content of the grid has a downward trajectory as a result of a strong uptake in renewable energy, which needs to be factored into the thought process. We will use a case study to explain the approach to low-carbon expansion in the aviation industry and how these issues can be addressed.

14:15

#### DESIGNING THE WORLD'S MOST SUSTAINABLE AIRPORT

**Gray Bender, Sustainability Consultant, Arup, USA**

From the start of conceptual design of the New International Airport in Mexico City, the goal was to incorporate environmental sustainability as a key pillar of designing a world-class 21st century terminal. The decision was made to design a terminal building that would meet the highest level of certification available: LEED v4 Platinum. This talk will discuss the integral part that sustainability will play



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in shaping the future of airport terminals through the lens of four key impact categories: energy, water, materials and indoor environmental quality. We will talk about the key takeaways from the application of the LEED v4 green building standard to terminal buildings, and future opportunities for airports to reduce their environmental footprints and shape the future of the industry.

14:45

## ENERGY-EFFICIENT, ECO AIRPORTS – FUTURE TRENDS

**Yoshiko Zeynep B Kanai, Business Development Manager, Azusa Sekkei, Japan**

In our new age of speed and globalisation, the pressures of high technology are mounting while the planet's resources are being depleted at a very fast pace. Accordingly, architects should surpass the energy-efficiency and environmental regulations in an interdisciplinary design approach. A collaboration between architects and researchers in technology would contribute to determination of optimum future-proof sustainable design solutions. Reviewing the sustainable design principles applied at Haneda Airport, which achieved the highest level of CASBEE, the presentation will discuss the future impact of technology on airports' lifecycles, with a focus on energy efficiency and sustainability.

15:15 - 15:35  
BREAK



15:35

## CLIMATE CONTROL : AN ECOLOGICALLY RESPONSIBLE AIRPORT ON REUNION ISLAND

**Fabrice Grondin, Airport Operations Director, Reunion Roland-Garros Airport, Reunion Islands**  
**Olivier Maillard, Project Manager, AIA Ingénierie, France**

The new St Denis airport is an ecologically responsible airport on Reunion Island. This expansion project is part of a rapidly changing approach to energy on the island, which is seeking independence in 2030. It takes ambition to decrease the airport's energy consumption by four times the amount in comparison with conventionally air-conditioned airports. To succeed in this venture, it is implementing bioclimatic design concepts with aerodynamic architecture, favouring the natural ventilation of the building.

16:05

## THE ALL-ELECTRIC AIRPORT OF THE FUTURE

**James Shearman, Head of Sustainability, Bristol Airport, UK**

**Andrew Marsh-Patrick, Associate Director, WSP, UK**  
WSP has been working with a number of airports globally on implementing renewable technologies that will allow all-electric operations for passenger surface access, terminal buildings and airside operations. The presentation will demonstrate how innovative and integrated use of energy storage, electric vehicles, heat pumps and e-taxiing can lead to near-zero-carbon airport operations. This is a co-presentation where practical examples will be given by WSP's airport partners, including MAG and LJLA.

16:35

## THE FUTURE SUSTAINABLE AIRPORT – ENERGY INDEPENDENCE AND THE MICROGRID

**Iraj Ghaemi, PE Vice President, Aviation Sector Manager, Atkins, USA**

When considering a sustainable airport energy masterplan and electricity service option, the priority should be to maximise efficiency and minimise energy usage, while maintaining the overall economic and sustainable performance of airport facilities and operations. Addressing the potential for on-site generation or procurement of alternative energy services is one of the steps in solidifying the energy security and reliability of airport facilities. Join the presentation to understand how the installation of a utility-grade microgrid system will enable an airport to become more energy efficient, and should be the first strategic step taken towards its energy independence.

17:05 - End

## OPENING DAY PARTY

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## “This was a high-quality conference”

**Claudia Uhe, Senior Vice President Corporate Development, Environment and Sustainability, Fraport AG, GERMANY**



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# DAY 1 - TUESDAY 26 MARCH

## DAY 1 - TUESDAY 26 MARCH

09:05 - 17:35

### FUTURE AIRPORTS

ROOM: 4

09:05

#### INTRODUCTION BY CONFERENCE CHAIR

Kiran Merchant, CEO, Merchant Aviation, USA

09:10

#### FERROVIAL'S AIRPORTS OF THE FUTURE

Gonzalo Velasco, Portfolio Management Director, Ferrovial Airports, Spain

Ferrovial has been investing and operating airports for the last 20 years. Now it is preparing itself for a new era in the airport world, in which infrastructure, processes and business will be very different from today. This session will offer the first public presentation of Ferrovial's Guidelines for the Airports of the Future.

09:40

#### PLANNING AND DELIVERING HEATHROW'S FUTURE AIRPORT

Fiona Carleton, Director of Expansion Strategy & Future Operations, Heathrow Airport, UK

The presentation will discuss using innovation, inspiration and collaboration to plan and deliver Heathrow's future airport.

10:10

#### CRAFTING THE AIRPORT 'PURPOSE' OF THE FUTURE

Jan Richards, Head of Insights and Planning, daa plc, Ireland

Airports are a microcosm of our changing society. Dublin Airport is facing a change onslaught as one of the fastest-growing airports in Europe. This brings exciting opportunities. Jan will talk about how airports increasingly need to focus on their individual 'brand' and experience standout; 'innovation' is a buzzword, but it's not to do with technology – innovation has to be in your purpose and your mindset. Dublin Airport is on a journey to understand passengers' needs and airport trends – all on a budget. This presentation will tell the story of the airport's challenges and its unique individual purpose.

10:40 - 11:00

BREAK



11:00

#### DEVELOPING HELSINKI AIRPORT FOR THE NEEDS OF FUTURE PASSENGERS

Kimmo Mäki, CEO, Finavia Corporation, Finland

Helsinki Airport is growing extremely quickly as a gateway between East and West. To meet customer needs, Finavia has to build more airport capacity while maintaining its excellent level of passenger services and simultaneously developing them to better meet the needs of customers in the future. Innovations and initiatives play a vital role in the development programme to improve passenger experience even further.

11:30

#### PANEL DISCUSSION: AIRPORT LEADERS: VISION OF THE LEADERS OF OUR INDUSTRY

Panel Moderator: Kiran Merchant, CEO, Merchant Aviation, USA

Bryan Thompson, Chief Executive Officer, Abu Dhabi Airports, United Arab Emirates

Huntley A Lawrence, Director of Aviation, Port Authority of New York & New Jersey, USA

Marc Houalla, Executive Director, Managing Director of Paris Charles de Gaulle Airport, Groupe ADP, France

The Airport Leaders Panel will discuss the future of airports and aviation; innovation and modernisation; airports as brands and businesses; infrastructure and investment in their regions. The symposium will look at what is being done and what should be done in terms of infrastructure. The development of hubs or distribution centres will increase passenger traffic, generate business opportunities and positively impact the economic and social development of the region.

- The vision of the leaders of our industry
- Innovation and modernisation
- The future of airports and aviation
- Airports as brands and businesses

12:30 - 13:45

LUNCH



13:45

#### THE LATEST IN TERMINAL FACILITY FUNDING, FINANCING AND PROJECT DELIVERY

Danielle Rinsler, Senior Advisor, US Department of Transportation - Build America Bureau, USA

Airports are looking at innovative ways to fund and finance new terminal facilities to address global air passenger growth, provide higher levels of service and incorporate new technology. They are exploring public-private partnerships and alternative project delivery approaches. This presentation will highlight successful recent terminal projects that utilised alternative project delivery or financing techniques, and identify best practices and lessons learned.

14:15

#### PANEL DISCUSSION: INNOVATIVE AIRPORT INVESTMENT

Panel Moderator: Kiran Merchant, CEO, Merchant Aviation, USA

Fernando Echegaray, Chief Executive Officer, ADP International, France

Emmett McCann, Managing Director & Portfolio Manager, Oaktree Capital, USA

Amit Rikhy, President and CEO, CAG Holdings LLC, USA

The panel will discuss innovative airport investment strategies and how to develop world-class airport infrastructure while balancing great customer experience and return on investment.

- Innovative financing
- Incorporating technological innovations to optimise capacity
- Solutions to provide world-class passenger experience
- Revenue enhancement
- Operational efficiencies



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# CONFERENCE PROGRAMME

15:15 - 15:35  
BREAK



15:35

## BEYOND INNOVATION AT AIRPORT TERMINALS – THE SFO WAY

**Gary Brandau, Senior Design Manager, Hensel Phelps, USA**  
San Francisco International Airport (SFO) is working hard to become the state-of-the-art North American terminal. It is doing this with a collection of best practices and systems. At its heart is a focus on passenger experience and staff development. SFO's US\$7.3bn development programme includes the US\$2.2bn Terminal 1 project that will deliver a terminal that is revolutionary in its ability to be flexible and capable of supporting emerging trends and adapting to disruptive technologies.

16:05

## CREATING A 'LIVING LAB' AT DUBLIN AIRPORT

**Katie O'Leary, Head of Innovation & Futurist, daa plc, Ireland**

Airports have the potential to be a real hub for innovation. The Future Factory's vision is to be in the new and brand new for and with Dublin Airport and its partners. The presentation will share insights and views of the future passengers at Dublin Airport and how a 'living lab' is being created to experiment and test new products, services and initiatives to unlock joy, solve passenger and business problems and, in doing so, stimulate and support the growth of value for the business.

16:35

## INNOVATIONHUB: A UNIQUE APPROACH IN THE AIRPORT INDUSTRY

**Sébastien Couturier, Head of Innovation and Corporate Venture, Groupe ADP, France**

InnovationHub, Groupe ADP's innovation programme, develops a powerful ecosystem to imagine a new generation of airports. It relies on various levers such as a dedicated team, an atypical space, a specific budget and the capacity to become a shareholder in startups. The presentation will focus on the impact of this financial investment capacity to support startups in their entrepreneurial businesses. How can investments in young companies accelerate your innovation process? Is it a key factor to scale experimentations? What could be the limits of this strategy? Learn about this approach that serves the transformation and competitiveness of Groupe ADP

17:05

## OPTIMISING OPERATIONS AT NARITA AIRPORT'S CARGO TERMINAL

**Fuyuki Nakatani, Assistant of Cargo Sales and Management, Narita International Airport Corporation, Japan**

The passenger process has been transitioning to digitisation for years, but the cargo process has not changed dramatically. There are some airlines that require airports to recommend digitisation and automation, and successful examples at other airports. When Narita Airport committed to making such a transition, NAA led the terminal operators and cargo agents and integrated them. Furthermore, airlines rent warehouses in different buildings now, so their places of operation are

scattered throughout the cargo terminal. NAA needs to consolidate them and change their operations to make them more effective.

17:35 - End

## OPENING DAY PARTY

HOSTED BY HEATHROW AIRPORT  
EVERYONE IS WELCOME! IN THE EXHIBITION HALL AFTER THE CONFERENCE!

**Heathrow**

**"This was by far one of the best conferences I've ever attended, as it focused on substantive dialogue and future areas of focus for the aviation industry on a global basis. Every presentation provided some nugget of information or confirmation of the state of the aviation industry"**

**Carolyn Fennell, Senior Director Public Affairs, Orlando International Airport, USA**

**"This interesting conference offered me a great opportunity to update my knowledge and to meet people and share ideas. In my opinion it was by far the best, and had useful presentations about current and future airports"**

**Mihai Iordache, Vice President of the Board/R&D, R.A. International Airport Iasi, ROMANIA**



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# DAY 1 - TUESDAY 26 MARCH

## DAY 1 - TUESDAY 26 MARCH

09:05 - 17:35

### MANAGEMENT & OPERATIONS

ROOM: 17

Sponsored by **OZION**

09:05

#### INTRODUCTION BY CONFERENCE CHAIRS

**Alaistair Deacon, Airport Operational Systems Consultant, Toasty Solutions Limited, UK**

**Etienne van Zuijlen, Lead Business Development - Airport Operations, SITA, Netherlands**

09:10

#### AIRPORT EXECUTIVES WITHOUT BORDERS

**Scott Gibbons, Vice President - Administration, Cincinnati/Northern Kentucky International Airport, USA**

The Airports Council International (ACI) Executive Leadership Exchange Programme (ELEP) is a new succession development programme designed to provide potential leaders in the airport industry with experiential development opportunities through a domestic or international exchange. Hear from the first participant in the ELEP programme and the key lessons and takeaways from the experience.

09:40

#### PANEL DISCUSSION: HOW TO PREPARE FUTURE AIRPORT LEADERS IN A DYNAMIC ENVIRONMENT

**Panel Moderator: Dr Dan Wong, Deputy Head of Department - Transport & Logistics and Associate Professor, Modern College of Business and Science, Oman**

**Catherine Phillips, Intelligent Automation Manager, Heathrow Airport, UK**

**Scott Gibbons, Vice President - Administration, Cincinnati/Northern Kentucky International Airport, USA**  
**Prof Keith Mason, Professor of Air Transport Management, Cranfield University, UK**

This panel of airport academics and industry leaders will discuss the multitude of challenges facing future airport leaders, including how today's colleges and universities are preparing future airport professionals for those challenges, and what today's airport managers and leaders are looking for when they are selecting new employees who will become the leaders of the future.

- Types of educational programmes available for those interested in careers in airport management
- Types of careers that are available in airport management
- Information on what airport professionals are looking for in future employees and leaders
- Information on what airport professionals are looking for in both future employees and leaders

10:40 - 11:00  
BREAK



11:00

#### WALK-IN/WALK-OUT PROCEDURE FOR LOW-COST AIRLINES AT NAPLES INTERNATIONAL AIRPORT

**Alessandro Fidato, Chief Operating Officer, Naples International Airport - GESAC SpA, Italy**

**Antonio Guglielmucci, Head of Airport Operations, Naples International Airport - GESAC SpA, Italy**

To maximise the allocation of low-cost airlines with reduced turnaround time on contact stands, the walk-in/walk-out procedure has been implemented as the stands have been connected with new protected routes. The new procedure has improved the percentage of flights allocated on contact stands, with strong benefits in the punctuality of departing flights, passengers safety and reduced vehicle circulation on the apron. The risk of accident and environmental impact have been reduced and the percentage of passengers entering directly into the terminal building through the boarding gates has increased, getting in touch with the airport's commercial offer.

11:30

#### ENHANCING PERFORMANCE - USING ADVANCED ARRIVAL ALLOCATION

**Samuel i Hjellum Rude, Head of Baggage Processes & Operations, Copenhagen Airports AS, Denmark**  
**Prof David Pisinger, Professor, PhD, DTU Management Engineering, Denmark**

This paper will show how advanced mathematical heuristics can be used to improve the allocation of reclaim belts at Copenhagen Airport. The vision was to enhance customer experience by designing a timely and intuitive allocation. Furthermore, the allocation should minimise queues for ground handlers, create a foundation for low process variation and ultimately ensure the best possible passenger experience. Since Copenhagen Airport is expecting to grow in the coming years, the allocation algorithm should be able to support strategic decisions. In this project, Copenhagen Airport teamed up with some highly skilled resources in the field of decision making and mathematical optimisation.

12:00

#### TROLLEY FAST LANE TO SHORTEN BAGGAGE DELIVERY TIMES

**Alberto Taha Barriuso, Head of Innovation Unit, AENA SME SA, Spain**

**Maria del Mar Badia Colet, Ground Operations Performance Manager, AENA, Spain**

Airports are dealing with the growing demand for air travel every year. It is estimated that the volume of baggage will double by 2020. While airport infrastructures will remain the same, the number of airside carriages and their circulation will grow. The resulting apron congestion will lead to increased luggage delivery time to passengers. PMI Airport has found a solution that provides a faster, optimised transportation system from the aircraft to the delivery carousel by designing dedicated lanes for baggage transport vehicles, enhancing operational handling procedures, baggage delivery SLA compliances and customer experience.

12:30 - 13:45  
LUNCH



13:45

#### OPTIMISING CHECK-IN COUNTER ALLOCATION

**Esben Kolind, Head of Operational & Business Analysis, Copenhagen Airports AS, Denmark**

In recent years, CPH has developed an ambitious programme to optimise the use of existing check-in counters. Initiatives include dynamic desk allocation, proactive queue management, self-service kiosks and bag drops as well as



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# CONFERENCE PROGRAMME

mobile counters and kiosks. In this presentation, you will learn how CPH uses numerous data sources to monitor and continuously improve counter utilisation.

14:15

## SMART SERVICE FOR AIRPORT AND PASSENGERS

**Tom Chen, Section Manager, Taoyuan International Airport Corporation Ltd, Taiwan**

**Syuan Ru Wei, Clerk, Taoyuan International Airport Corporation Ltd, Taiwan**

Due to passenger growth, capacity at Taiwan Taoyuan International Airport is insufficient. To solve the problem, we have built and provided smart service for the airport and passengers. For the airport, we built a check-in counter allocating system, which can balance the passenger volume of two terminals and computerise the counter toll collection to increase revenue. For passengers, we provide services including pre-check-in downtown and self bag drop, to relieve passengers in terminals and create a more convenient passenger experience. We will share and discuss our experiences with the check-in counter allocating system, in-town pre-check-in and self bag drop at Taoyuan International Airport.

14:45

## A RUNWAY THROUGHPUT PACKAGE ADDRESSING CAPACITY AND CHALLENGES OF GROWTH

**Robert Graham, Head of Airport Research, Eurocontrol, France**

**Vincent Treve, Runway Throughput Manager, Eurocontrol, Belgium**

The runway throughput package incorporates wake separation minima, RECAT, developed by Eurocontrol, deployed in Europe, together with SESAR solutions covering runway occupancy predictions, time-based separation and enhanced approach procedures developed to reduce noise and avoid wake. Benefits are between 7% and 16% depending on traffic mix, with RECAT delivering 10% throughput increase at Paris CDG. The package addresses small and large airports and is a major step towards addressing capacity issues and challenges to growth. Solutions are already available, with the full package reaching implementation maturity by 2022.

15:15 - 15:35  
BREAK



15:35

## AIRTURN – A DIGITAL AIRCRAFT TURNAROUND AND COLLABORATION TOOL

**Rui De Sousa Campos, Innovation Lead, Gatwick Airport, UK**

Gatwick is driving forward a digital tool to manage aircraft turnaround and enable parties on campus to collaborate more efficiently during a turn. This includes a task-orientated flow, collaborative chat and visibility of milestones against baseline metrics. Interaction combines latest tech, including smartphones, tablets, smart watches and voice-activated commands. It also serves as a baseline for aircraft turnaround event detection using cameras and computer vision. The presentation will provide an overview of the project, collaboration with airlines, ground handlers and airport operations, and the trial with ground staff. It will also include an overview of the computer vision trial.

16:05

## REGIONAL AIRPORT NETWORK INTEGRATION – TOWARDS LOW-COST REGIONAL AIRPORT CDM

**Robert Graham, Head of Airport Research, Eurocontrol, France**

**Alan Marsden, Project Manager, Eurocontrol, France**

Eurocontrol and its SESAR partners have developed a low-cost, low-workload approach to regional airport CDM. Full A-CDM requires airports to provide information to the Network Manager relating to the time at which individual flights will become airborne, which can create additional workload for the airline. This is a semi-automated aircraft monitoring process that significantly reduces workload and provides the information quality required by the network. The potential for increasing the number of network connected airports is significant. Furthermore, the updated CDM milestones open the door to a low-cost A-CDM at regional airports.

16:35

## REGIONAL A-CDM – THE A-CDM FOR MIDDLE-SIZE AIRPORTS

**Juan R Matas Sebastia, Operations Manager, AENA - Palma De Mallorca, Spain**

**Carlos Gallardo García, Head of Operations Planning Department, AENA - Palma De Mallorca, Spain**

European airports are currently classified by the European Network Manager as standard, advanced ATC towers (airports with limited integration with the network) and fully A-CDM airports. The benefits for the airport and the network of advanced ATC TWRs is quite limited and the full implementation of A-CDM is costly and sometimes restricted to large hub airports. But there are many middle-size airports that could also benefit from being A-CDM, bringing efficiency to themselves and to the whole network. RA-CDM is a cost-effective, simplified approach to A-CDM for those middle-size airports.

17:05

## CDM@KLIA 2025+: ENHANCING AIRPORT OPERATIONS WITH APOC AND A-CDM

**Gaël Le Bris, Senior Aviation Planner, Technical Principal, WSP, USA**

Currently, airport operations at KLIA are monitored and supervised by separate control centres. This setup does not give full satisfaction because it can lead to a loss of robustness when facing degraded situations. ICAO's Airport Collaborative Decision Making (A-CDM) and Airport Operations Centre (APOC) concepts can address these issues. The session will present the framework of A-CDM and APOC and the state of the art in operations centres. Through the example of KLIA, it will explain how APOC and A-CDM can foster collaboration between the stakeholders and enhance operations management, and how these concepts can be successfully implemented through a step-by-step roadmap.

17:35 - End

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# DAY 1 - TUESDAY 26 MARCH

## DAY 1 - TUESDAY 26 MARCH

09:05 - 17:35

### TECHNOLOGY: PASSENGER JOURNEY

ROOM: 10

Sponsored by **DESKO**

09:05

#### 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**

09:10

#### TOWARDS A MEASUREMENT OF THE PERFORMANCE OF CUSTOMERS' PATHS

**Renaud Japiot, Chief Digital Officer, Groupe ADP, France**

The presentation discusses a tool to improve flow distributions, provide key information based on fact for investment decisions and action plans and analyse the attractiveness of any places and shops.

09:40

#### USING DESIGN THINKING TO BE INNOVATIVE IN THE AIRLINE INDUSTRY

**Yorick Buys, Head of Business Development Ground Ops, Brussels Airlines, Belgium**

This practical presentation will explain how Brussels Airlines used design thinking to be innovative and solve challenges in a user-centric way. It will highlight the key methodologies and tools used by following some practical examples. At the end of the presentation the audience will learn how a user-centric approach can help operations be more efficient and more user-centric at the same time.

10:10

#### CONNECTING TIME SERVICES - HOW TO CALCULATE REAL TRANSFER TIMES

**Arno Thon, Head of Paxflow and Hub Steering, Deutsche Lufthansa AG, Germany**

With Connecting Time Services it is possible to calculate the real, needed transfer time for each passenger. Due to measurement by individual waypoints and journey parameters, it is possible to define a single path for each passenger throughout their journey from flight to flight. Through the Hub Controller it can even determine whether a passenger needs additional assistance or should be reconnected. It is a real-time program and provides information that enables better decision making.

10:40 - 11:00

BREAK



11:00

#### INDUSTRY RESILIENCE - PUTTING THE PASSENGER AND CITIZEN FIRST

**Simon Brown, Design Lead Airport Operations, Heathrow Airport, UK**

The CAA's CAP1515 report highlights the resounding success of aviation growth and route development since privatisation,

competition and deregulation over the past decades. With capacity now at a premium, the need to collaborate to deliver the best outcome for the passenger is critical. Can blockchain fulfil the promise of coordination without centralisation? And can we break away from ageing infrastructure so that we can put passenger preference at the heart of every decision? Can we do it together as an industry? Resilience cannot happen without research.

11:30

#### THE PASSENGER JOURNEY IN AN EVER-GROWING DEMAND FOR AIR TRAVEL

**Dr Carolina Sanchez Hernandez, Smart Technologies Domain Expert, NATS, UK**

With predictions for a rapid increase in the number of flights and a subsequent increase in airport capacity required to meet this growth, NATS is looking into what all this means from the passenger's perspective. Among other aspects of the journey, NATS has been focusing on understanding flows, connections between smart airports and smart cities initiatives, new modes of transport and the passenger experience. Its research looks into new technologies that include advances in machine learning and AI, and the integration of systems to ultimately improve the passenger journey and connect service providers along the way.

12:00

#### ZÜRICH MAIN STATION - THE WORLD'S MOST DIGITAL, PERSONAL TRAFFIC HUB

**Bruno Mario Lochbrunner, Head of Conceptional Station Management, SBB AG, Switzerland**

Imagine a mobility hub – train station or airport – embracing digitisation and customer orientation. The participants in the Smart Station project bet within the digitalswitzerland challenge (<https://challenge.digitalswitzerland.com/about/>) that by April 2019, they will have established Zurich Main Station as the world's most digital, personal traffic hub for customers, tenants, suppliers and other innovative partners (<https://challenge.digitalswitzerland.com/portfolio/smart-station/> and [www.sbb.ch/smart-station](http://www.sbb.ch/smart-station)). In order to improve customer experience, clients will be able to adjust their experiences at the station – such as light or information – to their own preferences. At the same time, new services will be implemented.

12:30 - 13:45

LUNCH



13:45

#### CUSS MOBILITY

**Stephan Millescamp, Passenger Services Architecture Payment & Innovations Manager, Air France/KLM, France**

The presentation will describe the current airport context, including the needs and constraints, and scalability and operational performance. The answer in terms of strategy is 'airport connectivity'. The speaker will give a review of the last IATA PEMG18 presentation on airport connectivity, before moving on to discuss: how to improve passenger/customer intimacy versus mobility and interactivity; CUSS mobility; how to create a digital environment at an airport; a 'mobile to kiosk' use case; RoadMap 2019.



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# CONFERENCE PROGRAMME

14:15

## IMPROVING THE END-TO-END AIRPORT JOURNEY WITH BIOMETRICS

**Christopher Forrest, Vice President of Global Airport Systems, Collins Aerospace, USA**

The presentation will examine the multiple touchpoints throughout the airport that are able to benefit from biometric integration with other core systems to deliver an increase in flexibility, capacity and operational productivity. It will look at how airports and airlines anywhere in the world have a similar ability to rapidly deploy standalone biometric identity management across multiple airport touchpoints on a single platform, with minimal integration and regardless of their existing supplier(s).

14:45

## MANAGING THE E2E PROGRAMME ACROSS EXISTING AND FUTURE ORLANDO AIRPORT TERMINALS

**John Newsome, Chief Information Officer, Greater Orlando Aviation Authority, USA**

**Francis Barich, Principal, Barich Inc, USA**

As the first US airport to deploy CBP biometric entry and exit programmes, the Greater Orlando Aviation Authority is positioned to enhance the E2E passenger journey, taking advantage of the biometric single token at areas including self-service bag drop, security checkpoints and others. This presentation focuses on improving the entire passenger experience. It specifically presents the requirements for, and benefits of, a well-established integrated passenger E2E programme. Case studies are presented from Orlando International Airport on improvements in the existing complex and maintaining an innovations programme for the impact planning for the new complex scheduled for 2021.

15:15 - 15:35  
BREAK



15:35

## RAISING CUSTOMER SERVICE STANDARDS THROUGH A SMART AIRPORT STRATEGY

**Rina Hidaka, IT Planning, Narita International Airport Corporation, Japan**

International airports are venues where a diversity of people from diverse nations gather. Japan has set itself a target of welcoming 40 million visitors a year by 2020, so Narita Airport's mission is to find ways that it can offer all customers seamless, stress-free travel and encourage them to visit Japan again. This presentation will introduce strategies to provide high-quality services for all customers using advanced ICT.

16:05

## KERBSIDE TO TAKE-OFF: CREATING VALUE FOR PASSENGERS AT EVERY STEP

**Jeff Pearse, CEO, LoneStar Airport Holdings LLC, The South Terminal at Austin-Bergstrom International Airport, USA**  
**Jamie Stinson, Marketing Communications Specialist, CrowdVision, UK**

Jeff Pearse, CEO of LoneStar Holdings and operator of the South Terminal at Austin-Bergstrom International Airport, will talk about how creating value for passengers at every step of their journey not only increases the passenger experience, but also drives continued revenue growth and improves terminal efficiency. Learn the strategies and technologies he employs to grow from a small terminal operation to increasing

his airline roster, planning for expansion and creating real value for shareholders that drives continued success.

16:35

## PANEL DISCUSSION: THE AUDIOVISUAL FUTURE OF THE PASSENGER TERMINAL EXPERIENCE

**Panel Moderator: David Labuskes, Chief Executive Officer, AVIXA, USA**

**Jesus Saenz, Chief Operating Officer, Houston Airport System, USA**

**Maurice Jenkins, Director Information Systems & Telecom, Miami Dade Aviation Department, USA**

**Andrew Merkin, Managing Producer, Moment Factory, USA**  
**Keith Thompson, Principal, Gensler, USA**

The digital revolution is transforming every commercial market, none more dramatically than transportation. Leading airports are integrating audiovisual and digital technologies to elevate design, enhance operational efficiency, create new revenue sources and offer a more engaging traveller experience. This panel session will gather C-Suite level experts – Miami International Airport, Houston Bush Airport, Gensler and Moment Factory, the multimedia studio involved in installations at Changi's Terminal 4 and the Changi Experience at The Jewel – to discuss case studies, best practices for integrating the digital with the physical, and the trends that pave the way for the airport terminal of the future.

- How technology is used as a design material by Skytrax's top two airports, Changi and Incheon, to enhance the passenger journey
- How technology and analytics are increasing operational efficiency, reducing waste and lowering costs
- The specific ways airports, architects and technologists can best collaborate to integrate technology with space to optimise the passenger experience
- Creative techniques for integrating technologies that generate new streams of revenue for airports and their tenants
- An in-depth review of emerging technologies and their potential impact on the airport industry

17:35 - End

## OPENING DAY PARTY

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**"Thanks for an inspiring conference  
@PassengerTerminalConference&Expo  
#PTEstockholm #PTE18"**

**Joakim Jerbrant, Chief Architect IT, Swedavia, SWEDEN**

# DAY 2 - WEDNESDAY 27 MARCH

## DAY 2 - WEDNESDAY 27 MARCH

09:00 - 17:35

### AIRPORT CITIES, TRANSPORT CONNECTIONS & REGIONS

ROOM: 16

09:00

#### INTRODUCTION BY CONFERENCE CHAIRS

**Léa Bodossian, Managing Partner, Airspire, Belgium**  
**Milda Manomaityte, Director, Global AirRail Alliance, UK**

09:05

#### THINKING OF VISITORS – ENHANCING THE JOURNEY EXPERIENCE AT AIRPORT HUBS

**Liam Henderson, Founder, Transporting Cities, UK**  
The development of airport cities is transforming the role of the traditional aviation hub into a key transport node within the city regions. It's the first-used, and often the flagship, transport facility for a region. In this role, the passenger experience is often compromised by a very local approach to wayfinding and integration of transport information. The presentation will introduce this topic and highlight global best practice examples to show how airport and city authorities can make more efficient, and profitable, use of their investment and radically improve a visitor's impression of their region.

09:35

#### LIVERPOOL CITY COUNCIL GATEWAY TO WESTERN SYDNEY AIRPORT AND AEROTROPOLIS

**Kiersten Fishburn, Chief Executive Officer, Liverpool City Council, Australia**

This presentation will examine local government's role in shaping Australia's newest international airport and its aerotropolis – the dynamic zone of innovation that will support it. Liverpool is the gateway city to Western Sydney Airport, and the presentation will also explore the challenges and opportunities for the community arising from the biggest infrastructure project under way in Australia. Liverpool City Council is the closest tier of government to the community and there are many benefits for airports in working collaboratively with local governments. The presentation will also outline how the council approaches community engagement and how the organisation factors in the community's feedback in its decision making.

10:05

#### AIRPORT CITY DEVELOPER

**Thor Thoeneie, CEO, Oslo Airport City, Norway**

The presentation will discuss the vision, strategy and creation of a new airport city between Oslo Airport OSL and the city of Jessheim, the largest communication and transport hub in the Oslo metropolitan area and Norway. Based on our masterplan, the presentation will explore the challenges and opportunities in shaping Norway's first – aiming to be the world's most sustainable – aerotropolis: The Gateway to Europe.

10:35 - 10:55  
BREAK



10:55

#### SCHIPHOL: PLANNING AN AIRPORT IN A GROWING METROPOLITAN REGION

**André van den Berg, Executive Vice President & Chief Commercial Officer, Royal Schiphol Group, Netherlands**  
Schiphol is situated six minutes by train from the Amsterdam Zuidas central business district. Amsterdam, Haarlemmermeer and Schiphol are planning for the area in between to become the international entrance to the Netherlands. This means regionally coordinated spatial-economic development. One of the cornerstones of this development is to extend the Amsterdam metro to the airport. Meanwhile Schiphol is building its third terminal and a new landside accessibility concept: relocated kiss and ride, a secondary airport entrance for motor vehicles and a renewed railway station.

11:25

#### SCHIPHOL: PLANNING AN AIRPORT IN A GROWING METROPOLITAN REGION

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11:55

#### PARIS-CDG FUTURE TERMINAL 4: SERVING THE TERRITORY, CONNECTING THE WORLD

**Elisabeth Le Masson, Delegate for Economic Promotion and Jobs Creation, Groupe ADP, France**

The Terminal 4 project at CDG Airport will be one of the major projects for the Paris region in the next two decades, and will enable Paris to remain a leader among European airports. Groupe ADP's ambition is to transform this project into a unique opportunity for the territory. To this end, an innovative cooperation has been set up to secure and optimise benefits for the local communities, companies and residents. A state-of-the-art public consultation will largely involve the local stakeholders.

12:25 - 13:45  
LUNCH



13:45

#### HOW AVIATION WILL SPEARHEAD THE PROPOSED WESTERN AFRICA ACCESS CORRIDOR

**Carl Daintier, Global Head of Aviation, Mace Group, UK**

The Western Africa Access Corridor is the one of the largest infrastructure development proposals in Western Africa, connecting the whole of Ghana and adjacent countries to enhance trade routes. This massive programme of works will connect the major Ghanaian towns and cities with land and sea trading ports, enabling Ghana to connect both internally and externally, quickly and efficiently. The centrepiece of the programme will feature a brand-new international airport in Kumasi, southern Ghana, catering for passenger operations, cargo activity, aircraft maintenance and a state-of-the-art aviation skills academy.



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# CONFERENCE PROGRAMME

14:15

## DAKAR BLAISE DIAGNE AIRPORT – DRIVING FORCE FOR REGIONAL DEVELOPMENT

**Yacine Kebe, QSE Manager, Dakar Blaise Diagne Airport AS, Senegal**

Dakar Blaise Diagne Airport opened in December 2017 as part of a greater plan to develop the region. Transportation programmes, aviation industry infrastructure (MRO, etc.) and real estate and commercial developments all work together to bring to life an airport city that we believe will be a driving force for regional economic growth. Throughout the process we faced various challenges regarding land use, community reservations and operations transfer. Connectivity, a key factor in the project, is sustained by the ongoing transport development strategy around the airport. The presentation will discuss the integration of planned initiatives into a coherent and sustainable airport city.

14:45

## STRATEGISING THE DEVELOPMENT OF LUSAKA AIRPORT CITY

**René-Alexander Marey, Senior Architect, NACO, Netherlands**

As Lusaka Airport is gaining weight in the African aviation market, the Zambia Airport Corporation is seeking to develop its vast land reserves between the airport and the city of Lusaka. The airport offers unrivalled access to the Zambian market, its natural riches and 14 African capitals, unlocking a land-linked country. Lusaka Airport City will emerge as a platform of exchange at the crossroads of Southern Africa. Successful airport city development requires a strategic framework and a clear roadmap that will allow socio-economic growth while adding value to the airport's non-aeronautical revenues in a sustainable way.

15:15 - 15:35  
BREAK



15:35

## THE ECONOMIC IMPACT OF CONSIDERATE AIRPORT MANAGEMENT

**Graeme Ferguson, Corporate Development Director, MAG (Manchester Airports Group), UK**

Strategic recognition of the role of airports in stimulating regional economic growth is a philosophy and way of operating that can give back to the region an airport serves. The presentation will explore how this is delivered, and provide examples of the potential subsequent impacts.

16:05

## CREATING VALUE THROUGH THE LINK BETWEEN AIRPORT, AIRLINE AND DESTINATION

**Baron Leon Frankal, Head, Oman Aviation Group (OAG), Oman**

Much work has been done on the value that can be created by coordination and proactive initiatives on investment in airline marketing, airport campaigns and national destination marketing. The presentation will discuss maximising the leverage that can be gained from this destination management around an enhanced tourist offer matched to aviation key target markets.

16:35

## FROM AIRPORT TO MULTIMODAL TRAVEL CENTRE

**Ulla Ruuskanen, Project Manager, City of Vantaa, Finland**

Helsinki-Vantaa Airport is growing quickly and a new travel centre will be built. Its purpose is to improve access to the airport. It will be a hub for different modes of transport. At the moment it is served by the Ring Rail Line but additional AirRail, a direct link from Helsinki city centre to the airport, will also connect long-haul train traffic and in the future the Helsinki-Tallinn tunnel, making Helsinki and Tallinn true twin cities and enabling their airports to serve all the Baltic countries. The Helsinki airport is the first EU destination from Asia and is growing quickly.

17:05

## HEATHROW PUBLIC TRANSPORT VISION

**James Cornelius, Public Transport Strategy Lead, Heathrow Airport, UK**

The presentation will provide a high-level view of the future Heathrow public transport connectivity vision and how it will drive benefit.

17:35 - End

**SKYTRAX WORLD AIRPORT AWARDS CEREMONY & DRINKS RECEPTION!**



**EVERYONE IS WELCOME! IN THE EXHIBITION HALL AFTER THE CONFERENCE!**



## NETWORKING DELEGATE COFFEE AREAS

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**“The diverse range of topics and depth of information means that there is something for everyone all of the time. Very good range of current issues and discussion”**

**Vince Scanlon, Executive General Manager Planning & Infrastructure, Adelaide Airport Limited, AUSTRALIA**

# DAY 2 - WEDNESDAY 27 MARCH

## DAY 2 - WEDNESDAY 27 MARCH

09:00 - 17:35

### AIRPORT DESIGN, PLANNING & DEVELOPMENT

ROOM: 3

09:00

#### INTRODUCTION BY CONFERENCE CHAIR

Prof David Holm, Architect Director, Cox Architecture, Australia

09:05

#### ARUBA AIRPORT – GATEWAY 2030 PASSENGER TERMINAL EXPANSION PROJECT

Giovanni van Wijk, Director Airport Development, Aruba Airport Authority NV, Aruba  
Sophie Riesenkampff, Airport Architect, NACO, Netherlands

The terminal expansion of Aruba Airport has been planned within the framework of the Gateway 2030 project. The presentation will explain how NACO is carrying out the current terminal expansion.

09:35

#### PANEL DISCUSSION: DESIGN/BUILD DELIVERY – WHY? PARTICIPANT PERSPECTIVES, PROS AND CONS

Panel Moderator: Robert Chicas, Firm-wide Director, Aviation & Transportation, HOK, USA

Bill Wyatt, Executive Director of Airports, Salt Lake City, USA

Palmina Whelan, Managing Director, American Airlines, USA

Carl Galioto, President, HOK, USA

Jay Fraser, Vice President & General Manager, Aviation, Turner Construction Company, USA

An airport, airline, builder and A/E panel discussion of design/build delivery based on past experience. It will cover: why airports and/or airlines find D/B delivery attractive and preferable; the builder's and A/E's perspective; the pros and cons of D/B; lessons learned; keys to success.

- What is design /build, and its variations
- The pros and cons of design/build
- Each participant's perspective
- What are the keys to P/B success
- Lessons learned from past experiences

10:35 - 10:55  
BREAK



10:55

#### GATWICK'S CAPITAL INVESTMENT PROGRAMME – DRIVING THE AIRPORT'S TRANSFORMATION

Julian Raison, Head of Construction, Gatwick Airport, UK  
Gatwick is making better use of all its existing infrastructure and investing to facilitate growth in passenger numbers while anticipating the needs of future travellers. The presentation will outline the development plans for the airport while also

highlighting the construction strategy, which aims to deliver efficiently without affecting the operational teams.

11:25

#### EXPANDING THE CPH ONE-ROOF TERMINAL

Jonas Qvesel, Senior Masterplanner, Copenhagen Airports AS, Denmark

In 2023, Copenhagen Airports will have completed the first phase of the Terminal 3 airside expansion project, which – when fully completed – will double the capacity of the existing CPH 'one-roof terminal'. Situated in the heart of the airport, the project is a unique opportunity to create the optimum terminal facility for future passenger experiences and airport operations at CPH. The presentation will give insights into the challenges, methodologies and lessons from the earliest stage of idea generation to the current stage of design and enabling works.

11:55

#### LONDON STANSTED TRANSFORMATION PROGRAMME

Paul Willis, Business Change Director, London Stansted Airport, UK

Paul will update delegates on the latest phase of the Stansted Transformation Programme, which includes the construction of an arrivals terminal.

12:25 - 13:45  
LUNCH



13:45

#### SMART TERMINAL – LEVERAGING SMART FACILITIES TO ENSURE SEAMLESS TERMINAL OPERATIONS

Philip Liao, Deputy Project Director, Taoyuan International Airport Corporation Ltd, Taiwan

Lisa (Shi-Wen) Fang, Deputy General Manager, WSP Taiwan Branch, Taiwan

This presentation describes the design of a smart airport facilities architecture for Taiwan Taoyuan International Airport Terminal 3, which is currently the single largest infrastructure investment in Taiwan. It will include single token in the departure process, baggage tracking of IATA 753 in BHS with three-level screening, and energy management, which is a whole new service concept connecting the trend of benchmark airport design guidelines. The design process had to consider not only Terminal 3 but also the airport masterplan to avoid being beaten by the competition. Therefore, this presentation also illustrates how to maintain the resilience of the smart airport.

#### “The conference – it's a whole sharing process – excellent”

Nandita Bhatt, DGM-ARCH, Airports  
Authority of India, INDIA



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# CONFERENCE PROGRAMME

14:15

## PANEL DISCUSSION: INNOVATIVE EXPRESS KERBSIDES

**Panel Moderator: Thomas Rossbach, VP Director of Aviation Architecture, HNTB Corporation, USA**  
**Jeff Siddle, VP, Planning and Development, Tampa International Airport, USA**  
**Clint Laaser, Associate Vice President, Landrum & Brown, USA**

This session describes how Tampa International Airport is creating an innovative express kerbside roadway system that allows passengers with only carry-on luggage to choose an express kerbside that provides direct access to gates, bypassing the ticketing/airline bag-check lobby. Data from passenger profiles indicates that over 50% of passengers at Tampa International Airport do not check-in bags with airlines. The airport's existing kerbsides are reaching maximum capacity and more kerbside length and lanes are necessary to handle current and future peak hour demand. This concept provides additional capacity while offering an expedited customer service.

- Customer service
- How to provide an efficient kerbside experience
- Express kerbside
- Landside capacity enhancement
- Landside innovation

14:45

## ORLANDO CAPTURES IMAGINATION AND TECHNOLOGY IN NEW US\$2BN TERMINAL

**Mark Birkebak, Director of Engineering, Greater Orlando Aviation Authority, USA**

**David Kipp, VP Technology Services, Burns Engineering, USA**

When the Greater Orlando Aviation Authority embarked on its new South Terminal Complex, it recognised the imperative of introducing imaginative new technologies like immersive multimedia, biometric passenger processing and ultra-high-definition signage, and the ability to add new technologies as they mature. GOAA developed a unique approach for incorporating digital transformation into a capital construction project. The speakers will discuss how this has helped produce one of the rare passenger terminal programmes where technology is integrated into the design, making Orlando one of the highest-rated airports in the USA.

15:15 - 15:35

BREAK



15:35

## THOUGHTFUL DESIGN FOR A BETTER AIRPORT

**Prof Stephen Byrne, Head of Design & Delivery, daa plc, Ireland**

Growing the capacity of the airport is not just about more runways, stands for aircraft and space for passengers, but also focusing on why and where they are needed most, and how they will benefit the airport, the airlines and, importantly, the local community and the people who use the airport. At Dublin Airport, before we design any new facilities, we ask questions of the businesses, the communities, the people that will be most impacted by what we design and build, and work with them, collaboratively, thinking of everyone's goals and aims, to build a better, more thoughtful airport for all.

16:05

## MAXIMISING TERMINAL THROUGHPUT WHILE IMPROVING CUSTOMER SATISFACTION

**Paolo Bianchi, Head of Asset Development, Bologna Airport, Italy**

Developing an airport means going through different expansion seasons: major developments, local expansion, short-term fixes and optimisations. But what if it all happens at the same time? This presentation will explain how to maximise passenger terminal throughput to get more out of the existing physical asset while waiting for major developments, keeping up with traffic growth and improving passenger satisfaction at the same time.

16:35

## TACTICAL AIRPORT PLANNING: HOW TO CLOSE THE STRATEGIC-OPERATIONAL GAP

**Guilian Preud'homme, Airport Planning Manager, Brussels Airport Company, Belgium**

The presentation will make direct reference to how the gap is closed between the Brussels Airport Masterplan (2040) and the day-to-day operations by developing and implementing tactical 'airport mini-masterplans' on a 10-year horizon. It will explore the various building blocks, planning principles, optimisation measures and expansion options implemented to ensure that the airport will successfully cope with the volatility in the aviation market in all domains for the next 10 years.

17:05

## MOVING MOUNTAINS TO REMASTER A MASTERPLAN - BERGEN AIRPORT, NORWAY

**Eskild Andersen, Architect MNAL, Partner/CEO, Nordic - Office of Architecture, Norway**

Bergen Airport launched an international competition in 2009 for the design of a new terminal. Fulfilling the client brief is usually a key factor in winning an architectural competition. The winning proposal in this case reviewed the original masterplan and chose instead to develop an entirely new one. The original masterplan solved existing airside issues, but not terminal or landside issues. The winning entry proposed removing a hillside to create a larger site for the new terminal. The solution created flexibility to solve functional and technical requirements for now, and safeguarded space for future expansion. The terminal opened in 2017.

17:35 - End

## SKYTRAX WORLD AIRPORT AWARDS

CEREMONY & DRINKS RECEPTION!



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# DAY 2 - WEDNESDAY 27 MARCH

## DAY 2 - WEDNESDAY 27 MARCH

09:00 - 17:35

### AIRPORT DESIGN, PLANNING & DEVELOPMENT - MIDDLE EAST & ASIA

ROOM: 4

09:00

#### INTRODUCTION BY CONFERENCE CHAIRS

Satyaki Raghunath, Chief Strategy & Development Officer, Bangalore International Airport Ltd, India

Jacques Khoriaty, Middle East & South Asia Aviation Director, Egis, United Arab Emirates

09:05

#### NEXT PHASE OF HIA'S EXPANSION PROJECT

Ioannis Metsovitis, Vice President Operations, Hamad International Airport, Qatar

Alberto Fernandez Lopez, Project Director, Meinhardt, Singapore

Overview of the Hamad International Airport Expansion project, intended to further strengthen Hamad's role as a leading airport in the world and accommodate the growth of its main carrier, Qatar Airways.

09:35

#### HERITAGE AND INNOVATION - HKIA'S CREATIVE TRANSFORMATION TO MEET FUTURE EXPECTATIONS

Kevin Poole, Executive Director, Third Runway, Airport Authority Hong Kong, Hong Kong

Max Connop, Global Design Principal, Aedas, Hong Kong

HKIA is fundamentally transforming itself to meet future travel needs. The addition of a third runway (3RS) presents an exciting opportunity to holistically reappraise, and restructure all elements of the airport. A key component of the 3RS is the dynamic expansion of the existing T2 into a full processor, along with a complementary transformation strategy of T1. The proximity of the new T2 to the existing T1 necessitates an approach respecting the iconic nature of existing T1, while providing a new identity to the new 3RS as an exciting new gateway to HKIA, Hong Kong and China.

10:05

#### NAVI MUMBAI INTERNATIONAL AIRPORT - A NEW GATEWAY IN THE MAKING

Chintan Shukla, Vice President - Design & Projects, GVK - Navi Mumbai International Airport Private Limited, India

Charudatta Deshmukh, Director - Urban Planning, GVK - Navi Mumbai International Airport Private Limited, India

The presentation will provide an update on development of Navi Mumbai International Airport, a second international airport for the Mumbai Metropolitan Region (MMR), which will operate alongside Chhatrapati Shivaji Maharaj International Airport (CSMIA), creating the first two-airport system in India.

10:35 - 10:55  
BREAK



10:55

#### OMAN AIRPORT - A STORY OF GROWTH

Aimen Ahmed Al Hosni, CEO, Oman Airports, Oman

Civil airports in Oman have become important components of the country's national economic growth. As the leader of Oman Airports my aim is to fulfil our purpose of growing Oman's gateways to beauty and opportunity by providing exceptional customer experience, reflecting the Omani hospitality and culture while connecting our airports to the rest of the world. My focus is to transform Oman Airports into a world-class airport operator focusing on improving, strengthening and further developing our global market position, and to proactively anticipate changes in the operating environment, in the national aviation sector and across the globe.

11:25

#### THE LATEST STRATEGY, INNOVATIONS AND INITIATIVES AT MALAYSIA AIRPORTS AND HOW THEY WILL SHAPE THE FUTURE

Megat Ardian, General Manager, Malaysia Airports, Malaysia

This presentation captures the journey of Malaysia Airports' digital roadmap. It will cover the turning points of our digitisation and examples of some of the initiatives undertaken. It will also illustrate the passenger journey through the airport and the various stakeholders that will participate and benefit from digitisation. A framework of Airport 4.0, its clusters and their focus areas and some of the milestones will give the audience an idea of the vision that Malaysia Airports has set out to achieve.

11:55

#### SAUDIA'S MOVE TO ITS NEW HOME

Abdulrahman Bukhari, Manager Strategic Projects Planning, Saudi Arabian Airlines, Saudi Arabia

The presentation will offer a case study of Saudia's AOR strategy for the move to Terminal 1 at King Abdulaziz International Airport (KAIA) in Jeddah. This is a complex shift with operational efficiency as a major target. Saudia will present the challenges of the project, how the initial strategy shifted and how Saudia had to adjust strategy (different phases as per the readiness of the airport), and how work was structured and prepared with the support of Egis in order to commence operations at the new terminal.

12:25 - 13:45  
LUNCH



13:45

#### AIRPORT DEVELOPMENT - MIDDLE EAST AND NORTH AFRICA

Kashif Khalid, Regional Director - Africa & Middle East (APCS), IATA, Jordan

The presentation will provide an overview of trends in airport capex development, ownership types and airport economic regulation in AME. It will also discuss IATA economic and passenger traffic forecasts affecting global operations and the need for infrastructure to keep pace with demand.



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# CONFERENCE PROGRAMME

14:15

## PANEL DISCUSSION: ISTANBUL AIRPORT – THE NEW MEGA-HUB FROM MASTERPLAN TO OPERATIONS

**Panel Moderator:** Andrew Thomas, Partner, Grimshaw, UK  
**Mehmet Buyukkaytan**, Chief Operating Officer (COO), Istanbul Airport/IGA, Turkey  
**Ismail Polat**, Chief Technical Officer (CTO), Istanbul Airport/IGA, Turkey  
**Tomas Stokke**, Director, Haptic Architects, UK  
**Graham Bolton**, Global Practice Leader - Aviation, Mott MacDonald, UK

This panel session brings together the key players in the design of the world's new global mega-hub, Istanbul Airport, alongside the airport leaders now responsible for its operation. Since the award of the tender in May 2013, IGA and its team have designed and built, and are now operating, the airport's first phase with a capacity of 90 million passengers per year. A series of presentations and a panel discussion will take us from the airport's initial masterplanning strategies into the design concepts and subsequent operations of the new airport.

- How the masterplan meets the requirements for airport capacity in Istanbul with coming phases integrating landside commercial development
- How the design team successfully responded to the challenge of unprecedented scale and an accelerated building programme
- Gain insight into the fantastic experience offered to passengers at the new airport with an array of diverse amenities
- Learn the specific operational strategies and technological solutions that drive exceptional passenger experience and operational efficiency at scale
- Hear and see initial feedback from the first three months of full passenger operations at the new airport

15:15 - 15:35  
BREAK



15:35

## CHINA'S AIRPORT COMPETITION SYSTEM AND ITS EFFECT ON PASSENGER EXPERIENCE

**Max Connop**, Global Design Principal, Aedas, Hong Kong  
Compared with China today, nowhere in the world have there been so many aviation opportunities concentrated into such a short space of time. Have China's aviation opportunities kept pace with innovative developments? Having enjoyed long-standing strategic alliances with global engineering and architectural consultants, and the growing trend for local design institutes (LDIs) not to partner with them, what have the LDIs already learned from global aviation creativity? How does this become evident in recent airport designs in China, when international consultants aren't involved? Is there still a role for the international consultants in China, and are these roles desirable and attractive propositions?

15:50

## INTRODUCTION TO BEIJING DAXING INTERNATIONAL AIRPORT

**Wenxin Zhu**, Deputy Director General, Civil Aviation Administration of China, China

The presentation will offer an introduction and welcome to Beijing Daxing International Airport.

16:05

## SHAPING THE FUTURE STAR FOR SOUTHERN TAIWAN

**Chun-Yuo (Philip) Chen**, Technical Specialist, Civil Aeronautics Administration, Taiwan, ROC, Taiwan  
**April Yang**, Architect, April Yang Design Studio, Taiwan  
Kaohsiung City, located in southern Taiwan, is the second largest metropolis of this island, as well as an important city in the South China Sea economic circle. Kaohsiung International Airport (KHH) is the largest airport in southern Taiwan and the starting point of the new southward policy. CAA Taiwan completed the KHH Masterplan 2035 last year, which called for a new terminal and a ground transportation centre. But instead of following the original plan, CAA Taiwan decided to work with the planning team to create a new layout that best utilises the available resources in 2018.

16:35

## FURTHER FUNCTIONAL ENHANCEMENTS OF NARITA INTERNATIONAL AIRPORT

**Yoshihito Kawano**, Supervisor, Narita International Airport Corporation, Japan

The further functional enhancement of Narita Airport is a strategy that will enable slot capacity to be increased from the present 300,000 to 500,000 by construction of a new runway and extension of the existing runway. A proposition has been made to the local communities for an expansion of the airport site by 1,000 hectares to accommodate these 500,000 slots per year, because passenger terminals and a cargo terminal, etc. will be needed in addition to the runways. The presentation will introduce the background to this project and discuss the progress of the masterplan.

17:05

## TOWARDS THE TOKYO 2020 OLYMPIC AND PARALYMPIC GAMES

**Tatsushi Hirata**, Senior Manager, Tokyo International Air Terminal Corporation, Japan

**Hiroki Imahama**, Manager, Japan Airport Terminal Co Ltd, Japan

The presentation will discuss the expansion and renovation of Haneda Airport passenger terminals to accommodate the increasing demands. The plan is to introduce innovative new technologies such as Fast Travel and One ID.

17:35 - End

**SKYTRAX WORLD AIRPORT AWARDS CEREMONY & DRINKS RECEPTION!**



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**"The conference has been amazing. This is my third event and it has been growing bigger and bigger. The conference is really good for meeting different people from across the industry"**

**Divya Nagaraju**, Senior Manager, Airport Planning and Design, Mumbai International Airport, INDIA

# DAY 2 - WEDNESDAY 27 MARCH

## DAY 2 - WEDNESDAY 27 MARCH

09:00 - 17:35

### AVIATION SECURITY, BORDER CONTROL & FACILITATION

ROOM: 12

09:00

#### INTRODUCTION BY CONFERENCE CHAIRS

Dr Jonathan Branker, Industry SME, USA

Dr Jean Salomon, Principal, JSCP Consulting Partners, France

09:05

#### THE FUTURE OF BORDER CONTROL

Linda Schucroft, Director, Innovative Travel Solutions, Vancouver Airport Authority, Canada

Self-service kiosk technology has had a profound impact on border management around the world, allowing airports to increase international passenger traffic and reduce wait times – all without having to add additional space or resources. With the advent of biometrics, learn about the role that kiosks have enabled biometrics to play, and find out about new products and technology to meet the needs of governments and border agencies around the world – all while ensuring that safety and security of passengers and data is of the utmost importance.

09:35

#### EES, ETIAS, INTEROPERABILITY AND THE NEW WAY OF BORDER CONTROL

Ciarán Carolan, Head of External Affairs and Capacity Building, eu-LISA (General Coordination Unit), Estonia

The presentation will discuss the Entry/Exit System (EES), European Travel Information and Authorisation System (ETIAS), interoperability and new methods of border control once these systems are implemented.

10:05

#### SIMPLIFIED TRAVEL AND BIOMETRIC BOARDING USING IDENTITY AS A SERVICE

Michael Hardin, Director, Policy and Planning, US Customs and Border Protection, USA

The presentation will discuss the progress of CBP's Simplified Travel programme, and examine the liability implications of recent and future trials between British Airways and the US Customs and Border Protection Agency (CBP), utilising the recently developed Identity as a Service solution (TVS). This automated biometric boarding system replaces the physical passport checks currently carried out by airline staff. This fundamentally changes the processes involved in identifying passengers immediately prior to boarding the aircraft. The paper asks what this will mean for the airline's existing identity management responsibilities, and as a result, its future liabilities.

**“Excellent experience at  
Passenger Terminal EXPO”**

Vince Granato, Chief Operating Officer,  
Port of Portland, USA

10:35

#### IDENTITY, SECURITY AND CONVENIENCE – CHALLENGES AND OPPORTUNITIES

Els Kindt, Senior Legal Researcher - Associate Professor - Lawyer, KU Leuven - Universiteit Leiden, Belgium

The speaker will discuss legal aspects of identity, security and convenience in the airport and the border control check environment. She will focus on the 'biopower' that follows from biometric data use and will review this 'power' in relation to the needs in the airport context. Concepts such as privacy and ethics and the first steps of an overall regulation for biometric data in the European Union in the GDPR will be discussed and questioned as well.

11:05 - 11:25

BREAK



11:25

#### THE EUROPEAN ENTRY-EXIT SYSTEM – CHALLENGES FOR AIRPORT OPERATORS

Dr Kai Wendler, Team Leader Senior Checkpoint Management, Fraport AG, Germany

Securing the borders of the Schengen area is a constant challenge. One of the latest developments in this regard is the imminent launch of the Entry/Exit legislation, which mandates member states to start registering every 'entry' and 'exit' by a non-European national with biometric and biographical data in the Schengen Zone. The identity has to be verified and overstayers need to be spotted. The challenge is how to collect all that data without creating the undesirable impact of long queues at all relevant checkpoints.

11:55

#### SMART BORDERS IDENTITY MANAGEMENT AND BIOMETRICS – NATIONAL PERSPECTIVE

Oliver Bausinger, Researcher, Federal Office for Information Security, Germany

The presentation will focus on the national aspects of the deployment of the Smart Borders programme, namely the European Entry/Exit System (EES) and the European Travel Information and Authorisation System (ETIAS). It will show the challenges and constraints in creating suitable border control applications, focusing on the biometric application part. Furthermore, it will give an overview of the current state of play in Germany regarding the newly created landscape of technical specifications, which can be of benefit for every European member state.

12:25

#### DIGI YATRA BIOMETRIC BOARDING SYSTEM – SINGLE-TOKEN JOURNEY

Suresh Khadakhbavi, General Manager Innovation Lab, Bangalore International Airport Ltd, India

The Digi Yatra biometric boarding system creates delightful and memorable digital travel experiences. The Digi Yatra platform is the world's first truly scalable national trusted-traveller programme based on single-token biometric identity.

12:55 - 14:15

LUNCH



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# CONFERENCE PROGRAMME

14:15

## GLOBAL AVIATION DATA MANAGEMENT – MEASURING AVIATION SECURITY

**Andrew Nicholson, Chief Executive Officer, Osprey Flight Solutions, UK**

We see a world where aviation security can be measured. In line with the ICAO global aviation data management initiatives, IATA is leading an effort to revolutionise the way aviation security is managed. In the safety world, IATA's STEADES platform facilitates measuring and reporting of aviation safety. We are leading the development effort for a STEADES-like tool providing airline security managers with the ability to compare their security performance with the industry and establish KPIs that manage the overall performance of aviation security in a positive direction.

14:45

## PANEL DISCUSSION: SOLVING IDENTITY: THE KEY TO MORE EFFICIENT AIRPORT OPERATIONS

**Panel Moderator: Irra Ariella Khi, CEO, VChain Technology, UK**  
**Sami Aqil Abdullah, VP Business and Passenger Services, Emirates Airline, United Arab Emirates**  
**Amer Rashed Almuhaire, Captain, GDRFA General Directory of Residents and Foreigners Affairs, United Arab Emirates**

**Raoul Cooper, Senior Design Manager, Digital Airport, British Airways, UK**

**Simon Watkin, Head of Border Data Policy, Home Office, UK**  
Current airport and airline processes require passengers to prove identity on multiple occasions, which is inefficient and potentially disruptive. If we can ensure accuracy of passenger biographical data pre-airport, the associated biometric data could be captured pre-arrival, enabling passport-free passage, allowing more time for pre-flight security checks, and providing passenger confirmation that entry requirements are satisfied. This has benefits for airports/airlines due to fewer delays and greater passenger throughput; governments, due to better data, earlier – connecting biometric + biographical data may remove the need for exit checks; passengers, due to the improved airport experience. The key to these benefits and seamless travel is establishing correct biographical data pre-airport.

- Why the key to more efficient airport operations is connecting biographical and biometric data pre-airport
- How the present processes and requirements cause bottlenecks and potentially disrupt operations
- How moving passengers more quickly airside will reduce airport exposure to risk, increasing security for front-of-house staff
- How the benefits of seamless travel start with the affirmation of passenger biographical identity
- Implementing digital passenger ID: the findings from CBP and London City Airport deployment (biographical as well as biometric)

15:45 - 16:05

BREAK



16:05

## TECHNOLOGY ADVANCES AND INNOVATION

**Alan Xavier Tan, Vice President Aerodrome Safety & Aviation Security, Changi Airport Group (Singapore) Pte Ltd, Singapore**

Aviation security remains a key challenge for airport operators. With emerging threats and increasing demand for air travel, can we still afford to do things the same way? How can airports innovate and leverage technologies to improve security and passenger facilitation? What new concept of operations can we adopt for aviation security? This presentation will centre on the use of technologies and put forward some ideas to develop future concepts of operations for security.

16:35

## PANEL DISCUSSION: MANAGING AIRPORT SECURITY IS THE KEY FOR AIRPORT DEVELOPMENT

**Panel Moderator: Donald Zoufal, Instructor/Consultant, University of Chicago/CrowZnest Consulting Inc, USA**  
**Jim Marriott, President, JM Consulting (ex-Deputy Director, Aviation Security and Facilitation, ICAO), Canada**  
**Scott Gibbons, Vice President - Administration, Cincinnati/Northern Kentucky International Airport, USA**  
**Rainer Burger, Senior Project Manager - Systems and Security, Tishman Construction/PANYNJ, USA**  
**Urs Haldimann, Head of Legal and International Affairs, Federal Office of Civil Aviation, Switzerland**

- Aviation security awareness and education
- Knowledge of key security threats that affect airport growth
- How airport security can be combined with airport facilitation
- Effective airport management doesn't depend solely on customer services but rather on a unique balance with customer safety
- Immigration and Customs at airports requires further speed and enhancement

17:35 - End

**SKYTRAX WORLD AIRPORT AWARDS CEREMONY & DRINKS RECEPTION!**



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**"I want to congratulate you on a very well-organised conference"**

**Jean-Pierre Devos, First Commissioner, Federal Police, BELGIUM**

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# DAY 2 - WEDNESDAY 27 MARCH

## DAY 2 - WEDNESDAY 27 MARCH

09:00 - 17:35

### COMMERCIAL DEVELOPMENT, RETAIL, CONCESSIONS & MEDIA

ROOM: 2

Sponsored by 

09:00

#### INTRODUCTION BY CONFERENCE CHAIRS

Jeremy Corfield, Partner, CPI, Australia

Art Kosatka, CEO, TranSecure, USA

Dr Jean Salomon, Principal, JSCP Consulting Partners, France

09:05

#### THE JOURNEY TO UNDERSTANDING HOW TO REVITALISE LANDSIDE TERMINAL ZONES

Kim Gray, Head of Consumer Engagement and Commercial Strategy, Heathrow Airport, UK

The presentation will discuss identifying opportunities for landside development, creating a vision, understanding consumer needs and how to integrate without interfering with operations.

09:35

#### THE LATEST INNOVATIONS AND INITIATIVES TO INCREASE NON-AERONAUTICAL REVENUES AT AMS

Tanja Dik, Director Consumer Products & Services, Amsterdam Airport Schiphol, Netherlands

The airport platform is a strong asset now and in the disruptive future of non-aeronautical revenues. It is the place where brands can engage with passengers and passengers can feel, touch, smell and experience different ranges of products and services. It is important to be innovative, transparent, open and seek for alignment with all current and possible future business partners. This is what Schiphol Amsterdam Airport will do.

10:05

#### LONDON STANSTED TRANSFORMATION PROGRAMME - TO BE THE PIONEER OF NEXT-GENERATION JOURNEYS

Ben Green, Non-Aero Director, London Stansted Airport, UK

With 50% of its passengers less than 35 years old, how will London Stansted curate an IDL for customers that is both personalised and seamless while generating the commercial income to invest in the airport's facilities? The presentation will provide an insight into the many customers who visit London Stansted and how the airport is looking to excite them through innovative and exceptional experiences.

10:35 - 10:55

BREAK



10:55

#### CASTING A VISION: STORYTELLING FOR MODERN AIRPORTS

Traci Holton, Assistant Vice President of Development & Engineering, Metropolitan Nashville Airport Authority, USA

Brandon Carmichael, Executive Creative Director, Corgan MediaLab LLC, USA

Informed people make better decisions, and inspired people take action. Thus, when we tell stories that educate and inspire, we can influence how people think and react. And when it comes to airport projects big and small, how you craft the story of your airport affects not only your passengers but also your community and the world around you. This presentation offers a candid and insightful look at how intentional storytelling helped Nashville International Airport connect BNA with the community, and the community with the world.

11:25

#### THE EXPERIENCE GENERATION - DIFFERENTIATING YOUR CUSTOMER EXPERIENCE THROUGH PEOPLE

Mathew Garner, Founder, Ethos Farm, UK

As Generation Z, the first digital generation, comes of age, we are seeing a fundamental shift in attitudes that is impacting business on many different levels. In the Experience Century, it's all about sharing rather than owning, and experience has become a social currency. It's not just consumers who are changing; employees expect to be communicated with, engaged and trained in a completely different way than they did back in the 20th century. Airports need to learn from others to ensure they have a fully connected and on-brand ecosystem of direct and third-party staff.

11:55

#### BRINGING THE AIRPORT TO LIFE ON SOCIAL MEDIA

Kejia Jiang, Manager, Changi Airport Group (Singapore) Pte Ltd, Singapore

Social media has defined the way airports and airlines communicate and build relationships with their customers. From growing fan following to deepening engagement, a brand's social channel has to constantly evolve to keep up with the ever-changing needs of the online consumer and a challenging social media landscape. The presentation will discuss how Changi Airport has managed its social media channels, and show how the airport leveraged the power of social to announce its newest Terminal 4 to the world.

12:25

#### PANEL DISCUSSION: BRINGING THE TRAVEL EXPERIENCE TO LIFE, BEFORE, DURING AND AFTER THE JOURNEY

Traci Holton, Assistant Vice President of Development & Engineering, Metropolitan Nashville Airport Authority, USA

Mathew Garner, Founder, Ethos Farm, UK

Brandon Carmichael, Executive Creative Director, Corgan MediaLab LLC, USA

Although many airports focus on financial metrics, operational imperatives and hard measures, the art of curating and delivering a customer experience that extends through every point of the travel experience - from airport brand marketing to social media, on-airport staff training, events and activations - represents the next stage in the evolution of travel. We talk to experts in the field about their own experiences, and how a multi-layered, personalised approach can resonate with our customers and enhance our commercial potential.



@PTExpo #PTELondon

# CONFERENCE PROGRAMME

12:55 - 14:15  
LUNCH



14:15

## HOW TO BUILD AN AIRPORT DIGITAL RETAIL MARKETPLACE

**Daniel Glenn, Lead Digital Architect, MAG (Manchester Airports Group), UK**

**Pete Richards, Omni-Channel Retail Lead, MAG (Manchester Airports Group), UK**

Daniel Glenn (Lead Architect) and Pete Richards (Retail Product Lead) describe their exciting journey delivering their dream of an omnichannel, multi-merchant digital retail marketplace across three airports. The Group's airports' digital estates now act as digital marketplaces, providing additional, incremental sales channels to the retailers. Learn why MAG-O saw a 20x increase in digital retail sales, and how it accelerated the delivery of its multi-airport, multi-retailer solution by leveraging smart technology choices and lean ways of working. Pete and Daniel will finish with their vision for future airport digital retail.

14:45

## USING DATA TO CONNECT AND ENHANCE PASSENGER JOURNEYS AND COMMUNICATIONS

**Scott Bailey, Senior Business Developer, Parking, Fraport AG, Germany**

**Simon Chung, Head of Customer Experience Strategy, Acxiom, UK**

Come on a journey with us as we showcase a proof of concept that connects Fraport's parking product to its e-commerce platform to enhance the overall passenger experience while driving commercial value. Learn how we created the ideal passenger journey to identify areas of opportunity. Then take a deep dive into how we created a new process for capturing passenger profile data to drive more targeted marketing campaigns from the parking journey through to pre- and post-travel engagements in e-commerce and loyalty.

15:15

## HOW BIG DATA ANALYTICS IMPACTS AN AIRPORT'S NON-AERONAUTICAL REVENUES

**Nikos Papagiannopoulos, Senior Project Manager, Athens International Airport, Greece**

**Juan Francisco Garcia Lopez, Innovation and Strategy Manager, Indra, Spain**

When will your passengers arrive at the security areas? How likely is it that they will purchase from airport concessionaires? What are the best conditions for them to make purchases? These questions are being answered by Athens Airport. Based on big data analysis, we are demonstrating how it is possible to model passengers' behavioural patterns. The combination of these models with multiple data sources allows the use of airport resources to be identified. It also enables the identification not only of shopping patterns, but also which variables influence the purchases and how, allowing the airport to define new strategies and actions to improve non-aeronautical revenues.

15:45 - 16:05  
BREAK



16:05

## HEATHROW IS RESTRICTED TO 42,000 SPACES FOR PASSENGERS AND COLLEAGUES

**Martin Draper, Senior Account Manager - Commercial Car Parking, Heathrow Airport, UK**

**Adria Canals, Associate Director, Arup, UK**

Official Heathrow parking encompasses the perimeter of the airport boundary, providing 12 sites for passenger use (22,700 spaces), with an additional 10 sites for colleague use (11,750) and further facilities for secure on-airport parking for our premium products. A daily challenge is the optimisation of our product proposition for our passengers throughout the seasonal shifts of the year, responding and adapting to passenger insight-led directions to meet the demand, and optimise performance within capacity and the environmental airport operational flows. Heathrow offers an effective parking option for all our passengers: short stay, long stay, business and POD parking options, plus our premium car storage products: Official Heathrow Valet Parking and Official Heathrow Meet & Greet Parking.

16:35

## PARKING: THE ROCKSTAR OF YOUR REVENUE STREAM

**Guy Barnes, Director of Strategic Accounts, IDEaS - a SAS Company, UK**

As airlines, hotels, and car rental have done for decades, trailblazing airports around the globe are applying demand-based dynamic pricing to pre-booked parking with year-over-year revenue growth. This session will discuss how the approach to selling parking has developed extensively in recent years, and how airport parking facilities can compete in an increasingly disruptive mobility landscape – using data and analytics to maximise revenue and provide a better traveller experience. With the highest EBITDA, and 22% of airports' non-aeronautical revenues, learn why parking should be a primary focus for driving revenue performance.

17:05

## LYON AIRPORT ROBOTIC PARKING: ONE YEAR OF OPERATIONAL EXPERIENCE

**Christophe Girard, Head of Customer Relationships, Aéroports de Lyon, France**

**Stéphane Evanno, Co-Founder and COO, Stanley Robotics, France**

Aéroports de Lyon and Stanley Robotics have now managed a sizeable car park with robots for more than a year. This outdoor service is a world first and is growing incrementally with a target of creating a multi-thousand-spaces commercial operation. Many very interesting lessons have already been learned, on both the operations side and the customer side, which confirm the potential of such a solution. Discover more about the lessons during this presentation, and also about how robots can greatly increase parking capacity.

17:35 - End

**SKYTRAX WORLD AIRPORT AWARDS CEREMONY & DRINKS RECEPTION!**



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# DAY 2 - WEDNESDAY 27 MARCH

## DAY 2 - WEDNESDAY 27 MARCH

09:00 - 17:35

### CUSTOMER SERVICE & PASSENGER EXPERIENCE

ROOM: 1

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09:00

#### INTRODUCTION BY CONFERENCE CHAIRS

**Brian Engle, Director of Customer Experience, Greater Orlando Aviation Authority, USA**

**Hiosvany Muina, North America Airports Regional Manager, Copa Airlines, USA**

09:05

#### L&D (LEARNING AND DEVELOPMENT) TRENDS TO ENHANCE THE AIRPORT EXPERIENCE

**Allen Lainez, Airports Training & Service Excellence Director, Copa Airlines, Panama**

The presentation will give an overview of the main trends in L&D for airport training to aid in the improvement of passenger experience. When implementing process improvement, technological or hybrid projects, the users need to be able to operate the new tools or execute the new processes, P&Ps, with great efficiency and service quality to ensure the project expectations and goals are met. Attendees will hear about integrating new training strategies, technologies and performance support tools to ensure the development and deployment is successful. A case study will illustrate where, through training, the deployment process was facilitated.

09:35

#### CREATING A CONNECTION WITH YOUR CUSTOMERS

**Tony Roach, Senior Director, Customer Experience, Southwest Airlines, USA**

The presentation will discuss: how to ensure your customer experience lives up to your brand promise; how the hospitality from your employees drives the connection to your brand; designing an airport experience that enables hospitality and reflects your brand.

10:05

#### DEVELOPING AND SUSTAINING A CUSTOMER-CENTRIC CULTURE

**Karl L Holz, Senior Advisor, McKinsey & Company, USA**

The presentation will focus on the essential building blocks of a customer-centric culture. It will lean on what Karl learned and experienced at Disney, leveraging stories that illustrate how his team delivered exceptional experiences. Karl will discuss strategies and tactics that focus on values, talent, leadership and organisation, emphasising that a customer-centric culture is something that must be sustained and, more importantly, nurtured. He will also focus on the importance of analytics and measurement in a customer experience that is heavily influenced by the digital world.

10:35 - 10:55  
BREAK



10:55

#### HOW THE TRAVEL INDUSTRY CAN TAKE A DIFFERENT APPROACH TO THE SINGLE PASSENGER VIEW

**Jan Richards, Head of Insights and Planning, daa plc, Ireland**  
**Meabh Quoirin, CEO and Co-Owner, Foresight Factory, UK**  
Marketers from Amazon to Zipcar are taking customer data and turning it into personalised offerings. But what we've seen is just the beginning in becoming truly customer-centric. The real magic in personalisation will happen when data use becomes holistic: first, when data breaks out of the silos in which it is currently held, and datasets merge to the true advantage of the customer across the travel industry and beyond; second, when data considers the broader context of customer needs rather than just service histories. Through global best-practice examples and using a Dublin Airport specific example, we will show how one airport – Dublin – is breaking ground to provide the experiences that tomorrow's travellers will demand.

11:25

#### UNTAPPED BENEFITS AT THE END OF THE PASSENGER EXPERIENCE

**Joe Macleod, Consultant and Founder, andEnd, Sweden**

The passenger journey is unbalanced. The beginning – booking, check-in, security, retail – is given a great deal of attention. The end of the journey seems forgotten in contrast. Research suggests that endings influence the way humans remember. Companies are now dropping the idea of loyalty and benefitting from the freedom of letting their customers easily leave. Some of the world's leading manufacturers are putting product endings at the centre of their brand positioning. Through examples in psychology, history and across industries, the presentation builds a picture of the untapped potential at the end of the passenger experience.

11:55

#### INNOVATIVE SCHEMES FOR PEOPLE ENGAGEMENT

**Federico Raja, Planning Specialist - Civil Engineer, Naples International Airport - GESAC SpA, Italy**  
**Giulia Attanasio, Noise & Emissions Manager, Naples International Airport - GESAC SpA, Italy**

Naples International Airport is a typical city airport, with all the benefits of operating within a big city, but also with the limitation of being in close proximity to populated areas. The airport itself hosts thousands of people working together in a stressful and complex environment. This can create some issues that may result in a hostile environment for the airport, and limit its performance. NIA has developed several initiatives to engage people living in close proximity to the airport as well as the operating staff, to create a large, unique community, living and working together for sustainable growth.

12:25 - 13:45  
LUNCH



13:45

#### LOOKING FOR THE WOW EFFECT?

**Gema Martin Egea, Head of Airport Services, Maintenance and Quality Division, Aena, Spain**

Every day, every passenger, Aena tries to offer the best experience at the airports it manages. But what do the passengers expect? What is the wow effect? How can Aena adapt its services to their demand – efficiently? These are some of the questions that will be answered (or at least shared) in this presentation.



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# CONFERENCE PROGRAMME

14:15

## ARTICULATING THE STORY OF NEW ZEALAND THROUGH A DESIGN NARRATIVE

**Jacqueline Neville, Manager - Passenger Products, Auckland Airport, New Zealand**

The presentation will demonstrate the value of creating a design narrative that reflects the natural, historical and cultural uniqueness of New Zealand. It will showcase how the NZ story has been articulated in the built form to create interest, fun and a sense of pride. The projects have developed greater engagement and investment by the building users, ultimately aiming to de-stress passengers and create enjoyment for the workforce by lifting the mundane into the magical.

14:45

## PANEL DISCUSSION: SUPPORTING FAMILIES: INNOVATIVE AND EQUITABLE AIRPORT DESIGN

**Panel Moderator: Bill Wyatt, Executive Director of Airports, Salt Lake City, USA**

**Dr Marion Rice, International Board Certified Lactation Consultant, IBCLC, USA**

**Helen Gray, Communications Co-Chair, Lactation Consultants of Great Britain, UK**

Parents travelling with or without babies need a private place to express milk and/or a quiet place to nurse them. The recent five-year reauthorisation of the US Federal Aviation Administration (FAA) included language requiring airports to make lactation rooms accessible to the public. This session will cover the essential components and considerations for airport lactation rooms and supportive airport policies for families. In addition it will explore the fundamental differences between infant care and lactation rooms. Airports that provide lactation rooms are innovative and caring, providing a travel experience that meets the needs of families.

- Brief discussion of the business case for lactation support
- Infant care vs. lactation rooms – what's the difference?
- Building community through the built environment
- Salt Lake City – a case study in community engagement and team building to enhance customer service and passenger experience

15:15 - 15:35

**BREAK**



15:35

## PANEL DISCUSSION: MEASURING AND MONITORING IN MORE WAYS THAN ONE

**Panel Moderator: Sevdal Fevzi, Manager, ASQ Strategic Marketing, ACI World, Canada**

**Manuel Aubone, Director of Customer Experience - CXO, Aeropuertos Argentina 2000, Argentina**

**Justin Hanna, Manager, Passenger Engagement, Greater Toronto Airports Authority, Canada**

**Kristi McLachlan, Head of Delivery Strategy & Support, Sydney Airport, Australia**

This session will discuss how airports monitor customer experience and action results using multiple tools. It will look at how different tools can be used in parallel to broaden the understanding of customer experience and address customer needs.

- The leading tools to measure customer experience
- How airports manage the feedback from multiple monitoring tools
- What types of tools an airport should invest in
- Which tools bring which results
- How to turn the data into actionable results

16:35

## HOW TO TURN CUSTOMER SATISFACTION FEEDBACK INTO ACTIONS FOR IMPROVEMENT

**Annamaria Francinelli, In Charge of Airport Service Quality Benchmarking, SEA Milan Airports, Italy**

The tools and metrics adopted by Milan Airports to measure customer satisfaction are used in an integrated manner to identify future actions and strategic plans. On one hand, the direct interviews with passengers tell a lot about their satisfaction, needs and expectations. The predictive models used to process the data collected allow determination of which aspects of the customer experience are most critical for driving the satisfaction and developing data-driven action plans in the medium and long term. On the other hand, instant feedback allows real-time services monitoring and immediate corrective action.

17:05

## PASSENGER SHADOWING: GAINING DEEPER INSIGHTS INTO AIRPORT CUSTOMER EXPERIENCES

**Thomas Hinterholzer, Senior Expert Passenger Experience Measurement, Munich Airport, Germany**

**Arturo Garcia-Alonso, Management Consultant, Munich Airport International GmbH, Germany**

User observation and shadowing is a very powerful customer experience qualitative research technique. It helps to understand how people behave within a given context, uncovering the reality of what people really do – as opposed to what they say they do. This presentation illustrates how Munich Airport has implemented user shadowing to identify opportunities for improvement by understanding instinctive, rational and emotional behaviours, and proposes a comprehensive framework to integrate the shadowing process within existing airport service quality strategies at airports worldwide.

17:35 - End

**SKYTRAX WORLD AIRPORT AWARDS**

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# DAY 2 - WEDNESDAY 27 MARCH

## DAY 2 - WEDNESDAY 27 MARCH

09:00 - 17:05

### ENVIRONMENT & SUSTAINABILITY

ROOM: 14

09:00

#### INTRODUCTION BY CONFERENCE CHAIRS

**Emanuel Fleuti, Head of Environment, Zurich Airport, Switzerland**

**David Tomber, Director, Strategic Consulting, Woolpert, USA**

09:05

#### TRANSFORMING JFK LANDSIDE FOR SUSTAINABILITY, SAFETY AND PASSENGER EXPERIENCE

**Hui Xu, Manager of Aviation Planning, Port Authority of New York & New Jersey, USA**

**David Tomber, Director, Strategic Consulting, Woolpert, USA**

This presentation will focus on landside and terminal development strategies for reducing carbon emissions, enhancing safety and improving passenger experience at JFK. Emissions will be reduced through a simplified roadway system, reduced vehicle idling at kerb, increased kerb frontage capacity, reduced pedestrian crosswalks on roadways and clear parking choices. Landside capacity will be balanced with a more efficient airside that expands taxiways to reduce ground delays, and addition of on-site hardstands to improve contact gate productivity. Vehicular frontage set back from the terminal will enhance security. Innovative changes to landside and terminal design will enhance passenger experience while supporting capacity growth.

09:35

#### DELIVERING CARBON-NEUTRAL AIRPORT GROWTH

**Matt Gorman, Sustainability & Environment Director, Heathrow Airport, UK**

This presentation will outline how Heathrow intends to deliver its bold aspiration for carbon-neutral growth from expansion. It will explore Heathrow's framework for approaching this and the role of Heathrow, the UK Government and the wider international community. It will cover opportunities for policy, standards, technical and process innovation that could decouple aviation growth from carbon emissions.

10:05

#### 10:05 - THE BENEFITS OF INVESTING IN SUSTAINABLE TRANSPORT

**Marion Town, Director, Environment, Vancouver Airport Authority, Canada**

When looking for ways to green the airport experience for employees, passengers and business partners, investments in sustainable transport can lead to other sustainability benefits. Great transit systems connect communities to airports in ways that are affordable, accessible, low-emission and cost-effective, and employee benefit programmes can further support shifts away from single-occupancy vehicles. YVR has found that fleet management and driver training can save money, reduce emissions and improve employee health and safety.

10:35 - 10:55  
BREAK



10:55

#### PLANNING SUSTAINABLE GROUND ACCESS INITIATIVES AT SAN DIEGO INTERNATIONAL AIRPORT

**Ted Anasis, Manager - Airport Planning, San Diego County Regional Airport Authority, USA**

The presentation will discuss planning sustainable ground access at San Diego International Airport including innovative terminal and campus initiatives, rental car centres and connections to existing transit facilities.

11:25

#### OPPORTUNITIES/CHALLENGES WITH AIRPORT ACCESS AT SEATTLE-TACOMA INTERNATIONAL AIRPORT

**Elizabeth Leavitt, Senior Director, Environment & Sustainability, Port of Seattle, USA**

Seattle-Tacoma is the USA's fastest-growing airport, and the growth in public access has been an increasing challenge. The presentation will explore balancing goals to decrease carbon emissions; increasing public transport and multi-occupant vehicle access; and using our authority to green airport access.

11:55

#### REDUCING GROUND-BASED AIRPORT EMISSIONS THROUGH ECO-FRIENDLY MOBILITY DEVELOPMENTS

**Gábor Szarvas, Community Affairs, Environment, Health & Safety Director, Budapest Airport Ltd, Hungary**  
**Zsófia Kertesz, Environmental Specialist, Budapest Airport Ltd, Hungary**

After achieving last year and renewing this year its carbon-neutral status, Budapest Airport is constantly seeking opportunities to reduce its ground-based emissions. Numerous mobility developments have been implemented or planned, such as operating electric and hybrid airside and landside vehicles, car-sharing application, bike path system for employees, new e-chargers in car parks and smart road plans. The airport operator is also enhancing its partners to cooperate in these projects and plans.

12:25 - 13:45  
LUNCH



13:45

#### ENVIRONMENTAL BENEFITS OF PUBLIC TRANSPORTATION TO ZURICH AIRPORT

**Emanuel Fleuti, Head of Environment, Zurich Airport, Switzerland**

Vehicle traffic to airports can be a major source of local emissions. To reduce pollution, an effort is being made to increase public transport to airports. But how is it quantified and is it really relevant? The presentation will highlight methodology, application and scenarios with public transport, showcasing the benefits achieved at Zurich Airport.



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# CONFERENCE PROGRAMME

14:15

## INNOVATION FOR SUSTAINABLE GROWTH

**Michele Miedico, Head of Planning, Environment & Compliance, Naples International Airport - GESAC SpA, Italy**

The 17 Sustainable Development Goals adopted by the United Nations require action from everyone, to achieve a sustainable and resilient future for people and planet. Airports can play a determining role in adopting and promoting strategies for sustainable growth, as they have enough resources, technology and skills to innovate. Innovation is the key, and is part of the DNA of Naples Airport, which is adopting innovative solutions to manage sustainable growth. Good examples are the electric vehicles policy on the airfield to achieve carbon emissions neutrality, as well as procedures to minimise noise impact.

14:45

## HOW TO MAKE POSSIBLE AN ELECTRIC VEHICLE PROJECT

**Hsin-Yuan Peng, Clerk, Taoyuan International Airport Corporation Ltd, Taiwan**

In 2018, more than 70 companies operate around 2,700 vehicles airside at Taoyuan Airport. Most of the airside vehicle emissions are not restricted by the government environmental protection laws and regulations, and therefore damage the air quality and people's health, especially staff working in the semi-closed baggage handling area. To improve the air quality and provide a friendly working environment, the airport set out to achieve several milestones. The presentation will introduce the electric vehicle project at Taoyuan Airport and discuss how to deal with conflict, difficulties or problems in facilitating the process of electrification.

15:15 - 15:35  
BREAK



15:35

## STRESS-FREE ARRIVAL AT THE AIRPORT

**Gabor Sooki-Toth, Cluster Coordinator, Budapest Airport Regional Development Cluster, Hungary**

Although airside passenger statistics are soaring, landside access is less in focus. Landside access to airports – the needs, challenges and solutions to improve and provide sustainable ways to reach the airport (or the destination from the airport for arriving passengers) – is critical from a planning and environmental point of view. There are many technology innovations that may impact the future. The presentation – based on the ongoing LAirA project funded by the Interreg Central Europe programme – will present strategies and actions plans developed by the partnership of Central European airports and airport regions.

16:05

## THE BENEFITS OF COMMUNITY INVOLVEMENT IN SECURING GROWTH

**Robyn Connelly, Director, Community Relations, Greater Toronto Airports Authority, Canada**  
**Nick Boud, Director, Helios, UK**

Toronto Pearson has experienced significant growth and is expected to double its traffic by 2040. An airspace change in 2012 impacted new communities and has been combined with increased traffic. Community protests and calls for

government action have intensified. So how do you grow responsibly? In 2017 the GTAA took a novel approach and created a 36-member Residents' Reference Panel. The panel's mandate was to set a vision of responsible growth, propose issues the GTAA should address within its growth plan, suggest criteria for evaluating noise mitigations and make recommendations concerning transit access, noise management, environmental stewardship and public engagement.

16:35

## STATE-OF-THE-ART RAPID TRANSIT MEETS COMMUNITY PARTNERSHIP

**Johannes Winter, Director Operations Services, Doppelmayr Cable Car GmbH & Co KG, Austria**

By 2021 London Luton Airport will incorporate a state-of-the-art cable-propelled transit system to transport passengers between the airport and Luton Airport Parkway station in under four minutes. To achieve such a milestone, DCC UK is excited about bringing its third system to the UK with a vision of establishing generational relationships with local communities. The UK's first airport serviced by DCC was Birmingham International Airport when the air-rail link was adapted to replace a maglev system (2003). In 2012, the Emirates Air Line opened to regenerate the area in which it is situated and has sustained its long-term value as an attraction.

17:05 - End

**SKYTRAX WORLD AIRPORT AWARDS CEREMONY & DRINKS RECEPTION!**



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# DAY 2 - WEDNESDAY 27 MARCH

## DAY 2 - WEDNESDAY 27 MARCH

09:00 - 17:35

### MANAGEMENT & OPERATIONS

ROOM: 17

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09:00

#### INTRODUCTION BY CONFERENCE CHAIRS

**Alaistair Deacon, Airport Operational Systems Consultant, Toasty Solutions Limited, UK**

**Etienne van Zuijlen, Lead Business Development - Airport Operations, SITA, Netherlands**

09:05

#### OPTIMISING MULTISKILLED RESOURCE ALLOCATION AT EIN

**Jelmer Melissen, Business Development Manager, Viggo Eindhoven Airport, Netherlands**

Viggo is a ground handler in the Netherlands. With a long history between the Workbridge software package and Viggo, we have now taken the step to implement SITA's AMS to be prepared for the future.

09:35

#### DYNAMIC OPERATIONAL MODELLING TO SUPPORT PROACTIVE AIRPORT MANAGEMENT

**Nick Beresford, Operational Excellence Manager, Heathrow Airport, UK**

The presentation will show how Heathrow is embracing a data culture, enabling the use of predictive methods such as machine learning to proactively manage. It will cover some of the specific challenges faced by Heathrow's capacity-constrained operation, and how those challenges are being overcome so that high levels of passenger service can be delivered efficiently. The presentation will show that Heathrow is on a journey towards being enabled by data-driven decision making, and will bring to life the vision of the destination.

10:05

#### DATA AND ANALYTICS: THE INSIGHTS THAT DRIVE HIGH PERFORMANCE

**Marc Mullan, Vice President of Data & Analytics, daa plc, Ireland**

The airport environment presents a unique and diverse set of business challenges. Dublin Airport will share how it has created analytics capability across this landscape and the impact. This includes how data science is used in the planning process, the role real-time data plays in improving operational and commercial decision making, and why IoT is playing an increasingly critical role across the airport. The presentation will also outline the airport's approach to creating a data culture from the c-suite to the front line. Finally, it will provide an overview of where Dublin Airport will go next, and artificial intelligence use cases.

10:35 - 10:55  
BREAK



10:55

#### NEXTT - CURRENT ACTIVITIES AND INITIATIVES

**Antoine Rostworowski, Deputy Director General, Programmes and Services, ACI World, Canada**  
**Anne Carnall, Programme Manager, NEXTT, IATA, Switzerland**

ACI and IATA have jointly published their NEXTT visions for the transformation of air travel. NEXTT (New Experience Travel Technologies) reimagines on-ground and airport experiences, in particular the emerging technologies and digital transformation this involves. There has been industry-wide agreement on the 'what', so the NEXTT question becomes 'how' and 'why'. In presenting updates on the NEXTT initiative, including the tangible benefits we believe it could deliver, we hope that you can help ACI and IATA answer the question of 'when'.

11:25

#### IMPROVED AIRPORT PERFORMANCE AND PREDICTABILITY THROUGH SHARED SITUATIONAL AWARENESS

**Heikki Koski, Chief Digital Officer, Finavia Corporation, Finland**

**Jarkko Malvinieniemi, Lead Designer, Head of New Solutions, Siili Solutions Plc, Finland**

Airport is a complex function of various interests, processes, organisations and businesses. Providing a shared situational understanding of how the airport performs, how operative challenges can be mitigated and how data can be harnessed for making better decisions in the ecosystem is the key to operative performance improvement. This presentation tells the story of how a situational awareness system (AOS) was developed for the whole airport community, bringing together operational overview and incident management with modern communication and collaborative tools in a single integrated system.

11:55

#### APPLYING FORMULA 1 THINKING TO AIRPORT OPERATIONS - ONE YEAR ON

**Flemming Hølvold, Digital Business Developer, Avinor AS, Norway**

**Martin Bowman, General Manager, Aviation Product, McLaren | Deloitte, UK**

In 2017 we began working with airports on the application of Formula 1-inspired data analytics and advanced simulation methods into airside operations. Twelve months on, the team is now working with Avinor at Oslo Airport, using the Formula 1 approach as the foundation for its SESAR Initial AOP implementation. Come and hear how this is being done.

12:25 - 13:45  
LUNCH



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# CONFERENCE PROGRAMME

13:45

## LESSONS LEARNED FROM THE YQB ORAT EXPERIENCE

**Serge St-Laurent, Vice President, Operations, Québec City Jean Lesage International Airport, Canada**

**Marie-Josée Blondeau, Director, Terminal Operations, Québec City Jean Lesage International Airport, Canada**

In 2017 the Québec City Jean Lesage International Airport (YQB) doubled its capacity with the opening of a brand-new international terminal. YQB traffic has increased over the last 15 years at a compound growth rate of close to 7%, and this new facility was necessary to cope with the growing demand. The opening of this new terminal went smoothly thanks to months of preparation following the ORAT methodology. Serge will report the challenges his team met, how the ORAT approach led them to anticipate and solve problems and even how the method raised unexpected new opportunities.

14:15

## HOW TO IMPROVE PASSENGER EXPERIENCE AT 14 GREEK AIRPORTS

**Ilias Maragakis, Chief Operating Officer, Fraport Greece, Greece**

**Esther Christine Nitsche, Project Director, Fraport AG, Germany**

In April 2017 Fraport Greece started management and operations at 14 Greek regional airports. The presentation will deal with the improvements that took place during the first two years of operation and what is still to come. It will explain how Fraport Greece managed to overcome capacity constraints by improving kerbside management and implementing innovative slot management. An outlook will be given on airport expansion works that are ongoing. ORAT will be explained as a tool to ensure operational readiness for new airport infrastructure, taking a look at the challenges in phased construction works in a live environment.

14:45

## LONDON CITY AIRPORT'S DIGITAL AIR TRAFFIC CONTROL TOWER

**Liam McKay, Director of Corporate Affairs, London City Airport, UK**

The presentation will provide insight into why London City Airport pursued the digital tower option, how it will operate and its key role in the airport's future.

15:15 - 15:35

BREAK



15:35

## DATA-DRIVEN AIRPORT CAPACITY OPTIMISATION

**Louise Springthorpe, Future Heathrow Capacity Manager, Heathrow Airport, UK**

**Eloy Mora Vargas, Senior Airport Planner, Arup, UK**

Arup is currently supporting Heathrow Airport in transforming its capacity planning capability. By combining analysis of large data sets, state-of-the-art tools and interactive visualisation tools, the firm is helping Heathrow maximise the operational efficiency and flexibility of its assets while minimising the capital expenditure. Moreover, for better and more informed decision making, Arup uses robust benchmarking and agile what-if scenarios so viable and efficient solutions can be achieved. This presentation will showcase Arup's approach and provide some examples of the work done for Heathrow.

16:05

## TRANSFORMING CAPACITY AT LONDON'S FASTEST-GROWING AIRPORT

**Willie McGillivray, Chief Operating Officer, London Southend Airport, UK**

London Southend Airport grew by 34% in 2018 and is poised for another 60%+ growth in 2019. It has ambitious plans for growth beyond that, with 300% growth by 2023. How can that be delivered while maintaining the mantle of London's favourite airport? How can costs be controlled to ensure that London Southend is the airport of choice for airlines? How can the new COO apply lessons learned from the big London airports?

16:35

## OPERATIONAL READINESS AND AIRPORT TRANSFER AT TOCUMEN INTERNATIONAL AIRPORT

**Francis Lorenzon, Tocumen Airport ORAT Services Project Manager, Egis, Panama**

Tocumen International Airport and Egis set up and implemented the operational readiness and airport transfer (ORAT) of the newly constructed Terminal 2, covering the entire airport operation transfer management, including the design, strategy, transfer guidelines and logistics and coordination of transfer with all related stakeholders. All activities necessary to achieve continuous safe, orderly, efficient and secure airport operations at both Terminals A and B have been carried out together to optimise the utilisation of all available resources and to fully comply with regulatory requirements, while still providing the maximum level of service to customers.

17:05

## WORKING IN A CONSTRAINED AIRPORT WHILE STILL MANAGING PASSENGER FLOW

**Rajender Singh Lahauria, Airport Director, Airports Authority of India, India**

**Santosh Kumar, Assistant General Manager, Airports Authority of India, India**

Patna is one of the most constrained airports in the world. It has a runway of only 2,072m with displaced threshold on each side, and only four parking bays to handle 48 arrivals and 48 departures along with local flying institute flights and ambulance aircraft. It has some of the fastest-growing traffic in India: with a building capacity of just 0.5mppa, it has now reached 3.3mppa. The airport uses various methods to enable smooth, safe and secure flow of passengers and aircraft, including a unique method of coordination between ATC, operations, terminal management and the security agency.

17:35 - End

**SKYTRAX WORLD AIRPORT AWARDS CEREMONY & DRINKS RECEPTION!**



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# DAY 2 - WEDNESDAY 27 MARCH

## DAY 2 - WEDNESDAY 27 MARCH

09:00 - 17:35

### TECHNOLOGY: DISRUPTIVE

### INNOVATION & DIGITAL

### TRANSFORMATION

ROOM: 10

Sponsored by 

09:00

#### INTRODUCTION BY CONFERENCE CHAIRS

Maurice Jenkins, Director Information Systems & Telecom,  
Miami Dade Aviation Department, USA  
Catherine Mayer, VP, SITA, USA

09:05

#### DISRUPTIVE INNOVATION AND DIGITAL TRANSFORMATION

Simon Wilcox, Programme Manager – Automation at  
Heathrow, Heathrow Airport, UK

The presentation will give an overview of the automation programme at Heathrow, including the introduction of self-service and enhanced passenger identification through facial biometrics. It will explore the need for collaboration and industry standards, stepping through the passenger journey of the future and exploring the benefits of a future automated airport.

09:35

#### DIGITAL TRANSFORMATION AT NAPLES INTERNATIONAL AIRPORT

Fabio Pacelli, Chief Innovation Officer, Naples  
International Airport - GESAC SpA, Italy

The presentation will discuss how digital transformation has been implemented at Naples International Airport, showing the lessons learned and examples of innovative projects.

10:05

#### DIGITAL TRANSFORMATION STRATEGY AT EDMONTON INTERNATIONAL AIRPORT

Tom Ruth, CEO, Edmonton International Airport, Canada  
Kasper Hounsgaard, Managing Partner, Copenhagen  
Optimization, Denmark

What does it mean for an airport to really embrace digitisation? Edmonton International Airport (EIA) is no stranger to innovation. Now it has embarked on a comprehensive digital transformation strategy – but this is less concerned with futuristic novelties than with improving the utilisation of data across EIA's operations. The speakers will present how EIA and Copenhagen Optimization developed an executable digital transformation strategy making EIA ready for the future. With a focus on operational improvements through digitisation, EIA will create significant value for its passengers and airlines in the years to come.

10:35 - 10:55  
BREAK



10:55

#### TECH-LED INNOVATION FOR AIRPORTS – GATWICK'S EXPERIENCE

Abhi Chacko, Head of IT Commercial & Innovation,  
Gatwick Airport, UK

The presentation will provide an overview of 10 trendsetting innovations for airports, which improve passenger experience, operational efficiency and revenue generation. The topics will include chatbots, machine learning and campus digital.

11:25

#### PANEL DISCUSSION: DIGITAL TRANSFORMATION NOW OR LATER?

Panel Moderator: Catherine Mayer, VP, SITA, USA  
Gilles Lévêque, Group Chief Information Officer, Groupe  
ADP, France

Chris Chan, Assistant General Manager, Airport Authority  
Hong Kong, Hong Kong

Maurice Jenkins, Director Information Systems & Telecom,  
Miami Dade Aviation Department, USA

Michael Zaddach, SVP Service Division Information  
Technology, Munich Airport, Germany

Satyaki Raghunath, Chief Strategy & Development Officer,  
Bangalore International Airport Ltd, India

It has been three years since ACI launched its Digital Transformation initiative aimed at producing guidance materials on how airports can effectively embrace this revolutionary technology. Digital Transformation is about business transformation and adopting new processes and culture in a digital world. So how are airports around the world responding? During this panel discussion, airports will talk about their own progress, challenges and achievements. Results from the ACI Digital Transformation survey will also be highlighted.

- Results of the global DT survey recently conducted by ACI World
- DT best practices and new ideas for evolving DT programmes
- Benchmark an airport's DT activities with other airports around the world
- Internal planning, training and evolving a culture of innovation and change
- New technology pilot and R&D project updates

12:25 - 13:45  
LUNCH



13:45

#### AIRPORT DIGITAL TRANSFORMATION – ONE YEAR LATER

Mohamad AlAgha, Acting Head of Business Solutions, Abu  
Dhabi Airports, United Arab Emirates

Many airports have started their digital transformation journeys. This presentation will discuss the state of digital transformation in the airport industry and how it is reshaping many organisations and creating new business models. It will provide the latest updates on Abu Dhabi Airport's digital transformation journey and what's coming up next.



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# CONFERENCE PROGRAMME

14:15

## COLLABORATIVE AND PRAGMATIC APPROACH TO TECHNOLOGY INNOVATION FOR AIRPORTS

**Pierre Lanthier, Director - IT Strategy, Innovation and Business Transformation, Greater Toronto Airports Authority, Canada**

**Sahadev Singh, Vice President & Global Head – Engineering, Construction & Operations, Wipro Limited, UK**

Traditionally, airports have been lagging behind the curve in terms of adoption of cutting-edge technologies. However, it is changing with more and more airports focusing on technology innovation to drive passenger experience, operational efficiency and non-aeronautical revenue. Although some organisations have succeeded in this journey, many of them struggle due to lack of executive commitment, not solving real business problems and a risk-averse ecosystem. The presentation covers how GTAA has been able to successfully drive the technology innovation programme, sharing the successes and the lessons learned, as well as a potential approach that other airports can take.

14:45

## DIGITAL TRANSFORMATION OF LEGACY AIRPORT APPLICATIONS ACROSS MAG

**Nick Woods, Chief Information Officer, MAG (Manchester Airports Group), UK**

**Alaistair Deacon, Airport Operational Systems Consultant, Toasty Solutions Limited, UK**

Airports across the globe recognise the value in digital but are often inhibited by the legacy technology architecture in place across their IT estates. Manchester Airport Group (MAG) has risen to this challenge by embarking on a digital transformation programme that will see it transform its legacy operational systems into a modern, application programming interface (API) led architecture, enabling instant access to operational data. Come and hear from MAG about how it developed its transformation strategy, the factors it considered, the challenges it identified and the programme of work that will follow in the years ahead.

15:15 - 15:35  
BREAK



15:35

## PROJECT CASE STUDY: TRANSITION INTO DIGITAL ENGINEERING AND TECHNOLOGY

**Krishan Tangri, General Manager, Brisbane Airport Corporation, Australia**

BAC has taken the first steps into digital engineering, 3D modelling, 4D and 5D BIM controls, use of augmented and virtual reality to present potential project outcomes to stakeholders, and GIS location mapping of projects and services. The presentation will share this case study in terms of challenges, lessons learned, results and benefits; illustrate outcomes through videos and simulations; discuss the plan forward. In BAC's search for capital and operational efficiencies, it was found that a design thinking approach, digital engineering and the use of other technologies were natural progression steps to achieve efficiencies.

16:05

## CONVERSATIONAL AI AT MILAN AIRPORTS: CURRENT AND FUTURE USE CASES

**Arrigo Santini, CDO/Head of E-Channel Management, SEA Milan Airports, Italy**

**Pierre Cuquemelle, Managing Director, Airbot Technology Limited, UK**

Since November 2017, SEA Milano – operator of Milan Malpensa and Milan Linate airports – and Airport AI have teamed up to create state-of-the-art digital passenger experiences relying on conversational AI. The purpose of this presentation is to offer an overview of the technology and its current applications at Milan Airports. The presentation will also look into future use cases of the technology, such as voice assistants for smartphones and smart speakers, physical airport assistance kiosks and conversational websites.

16:35

## PANEL DISCUSSION: BUILDING CYBER-RESILIENCE IN A CONNECTED WORLD

**Panel Moderator: Serge Yonke Nguewo, Senior Manager Facilitation and IT, ACI World, Canada**

**Gilles Lévêque, Group Chief Information Officer, Groupe ADP, France**

**Michael Ruff, Deputy Director General, Information Systems, Israel Airports Authority, Israel**

**Dominic Nessi, Senior Consultant, AeroTech Partners, USA**

Technology used in the airport industry is undergoing a profound transformation. Systems that formerly communicated one by one in a closed circuit are now fully interconnected and increasingly open to the outside world via real-time data sharing. The growth of cybersecurity threats is far outpacing the ability of many countries to combat this rising problem. A threat to one airport is a threat to all airports because of the integration of technology in many airport systems and potential disruption of global traffic. This panel is intended to give participants substantive insight into cybersecurity from varying perspectives.

- Raise awareness about cybersecurity issues
- Provide the audience with some comprehensive frameworks
- Ask the industry to share information

17:35 - End

## SKYTRAX WORLD AIRPORT AWARDS

CEREMONY & DRINKS RECEPTION!



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**“Excellent conference with very well-planned topics for presentation and discussion!”**

**Viji Prasad, Director of Airport Operations, Los Angeles World Airports, USA**

# DAY 3 - THURSDAY 28 MARCH

## DAY 3 - THURSDAY 28 MARCH

09:00 - 13:25

### AGEING POPULATION & PRMS

ROOM: 16

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09:00

#### INTRODUCTION BY CONFERENCE CHAIR

**Roberto Castiglioni, Chair, Heathrow Access Advisory Group, UK**

09:05

#### ADDRESSING THE NEEDS OF AGEING PASSENGERS WITH AGE SIMULATION RESEARCH AND ANALYSIS

**Michael Steiner, Project Manager - Senior Associate, Corgan, USA**

The population aged 60 or above is growing at a rate of about 3% per year (UN Report). To address this upcoming demographic shift, the presentation focuses on improving the airport travel experience for an increasingly ageing population. Corgan has researched and analysed the results of using GERT technology, which offers the opportunity to experience the age-related impairments of older people by simulating the addition of 30 to 40 years to an individual's age. The suit allows the wearer to experience the following conditions common with ageing: narrowing of the visual field, hearing loss, mobility restrictions and diminished coordination skills.

09:35

#### COLLABORATION IS IMPERATIVE TO DELIVERING WORLD-CLASS AIR TRAVEL PRM SERVICES

**Samantha Saunders, Head of Innovation & Regulatory Compliance, OmniServ, UK**

We need to drive collaboration between airports, airlines, service providers and disabled representatives so that disabled passengers consistently receive safe, enjoyable and dignified experiences, wherever the airport, whichever the airline, whoever the service provider. New technologies will help – but we also need to change attitudes. Everyone, no matter what their ability, should have the same chance to enjoy air travel. And if the moral argument doesn't work, there's a financial one: in the UK alone, the so-called 'purple pound' is estimated at around £249bn. Providing world-class PRM services is something we can't ignore any more.

10:05

#### LISTENING TO CUSTOMERS TO ENHANCE ACCESSIBLE TRAVEL

**Geraldine Lundy, Passenger Accessibility Manager, Virgin Atlantic Airways, UK**

The presentation will focus on a current accessibility topic of key interest and demonstrate how listening to the customer and responding appropriately enhances the travel experience for a passenger with a disability. Examples will be given of how collaborative working can provide innovative, cost-effective solutions that deliver what the customer wants.

10:35

#### UNIVERSAL ACCESS @ YVR

**Cathy Nyfors, Manager Customer Care - Guest Relations, Vancouver Airport Authority, Canada**

YVR is committed to providing a positive experience and an airport designed for everyone.

11:05 - 11:25

BREAK



11:25

#### ACRP 01-31 'INNOVATIVE SOLUTIONS TO FACILITATE ACCESSIBILITY FOR PRMS'

**Eric Lipp, Executive Director, Open Doors Organization, USA**

A new report from the Airports Council Cooperative Research Program explores the many innovations and best practices being instituted at airports worldwide to better accommodate the diverse needs of the fast-growing number of travellers with functional limitations. Building on ACRP Report 177 on wayfinding, this holistic research covers everything from management practices and architecture/design to IT/communications, ground transport and people-processing technologies. Key innovations are summarised in a concluding chapter that includes characteristics for each, such as cost, difficulty of implementation, applicability by airport size, and benefits to customers. This presentation will provide an overview of the report methodology and findings.

11:55

#### PASSENGERS WITH DISABILITIES IN BETWEEN REGULATIONS AND PROCEDURES

**Linda Ristagno, Manager - External Affairs, IATA, Switzerland**

The presentation will offer an in-depth overview of the IATA strategy to make air travel accessible to passengers with disabilities. This will include the ageing population topic, with reference to the WHO/WB study.

12:25

#### ADVANCING ACCESSIBILITY AT AMERICAN AIRLINES

**Bonnie Hayes, Analyst, Customer Accessibility, American Airlines, USA**

American wants to be the preferred carrier for customers with disabilities. It has dedicated resources to meet the accessibility needs of customers, with a large focus on gathering information at the time of booking and making it available to all necessary front-line personnel. The airline has assessed its current challenges and will share its vision for resolving these challenges with solutions that will improve the customer experience and earn the loyalty of this community that, today, is often overlooked with regard to air travel.

12:55

#### ACCESSIBLE HEATHROW

**Jonathan Coen, Customer Relations & Service Director, Heathrow Airport, UK**

The presentation will outline the Heathrow approach to providing a welcoming and accessible airport that ensures that all passengers can travel through Heathrow in the way that they choose, with the respect and dignity they expect.

13:25 - 14:30

LUNCH



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# CONFERENCE PROGRAMME

## DAY 3 - THURSDAY 28 MARCH

09:00 - 13:25

### AIRPORT DESIGN, PLANNING & DEVELOPMENT

ROOM: 3

09:00

#### INTRODUCTION BY CONFERENCE CHAIRS

**Prof David Holm, Architect Director, Cox Architecture, Australia**

**Mark Wolfe, Principal, Hassell, Australia**

09:05

#### IATA AIRPORT DEVELOPMENT REFERENCE MANUAL 11TH EDITION

**Allan Young, Head Airport Infrastructure, IATA, Switzerland**

**Manuel Lanuza Fabregat, Manager Airport Development, IATA, Switzerland**

IATA will present the latest edition of the Airport Development Reference Manual (ADRM). The ADRM provides guidance on designing airport facilities taking user needs into account. In this brand-new edition, the capacity calculations have been completely revised, and there is a key new chapter on airport technology and the role it plays in airport design, as well as many important updates to all existing chapters, including but not limited to passenger terminal, airport simulation and traffic forecasting.

09:35

#### TRANSFORMATIVE MODERNISATION: FROM DESIGN TO REALITY

**Gary Summerlin, Design Manager, Hartsfield-Jackson Atlanta International Airport, USA**

**Matt Breidenthal, Senior Principal, HOK, USA**

The landside modernisation at Hartsfield-Jackson Atlanta International Airport is well into construction, with the first of two massive 864ft-long canopies complete and the other scheduled for completion in 2019. Following the 2017 presentation of the project's use of innovative design technology and processes, this presentation will show how the airport's focus on enhancing passenger experience and airport operations is being implemented from design through construction. The use of advanced visualisation tools, including virtual reality and augmented reality, has greatly enhanced communication and coordination during the construction of what the airport and city have called an architectural icon for Atlanta.

10:05

#### BETTER, FASTER, CHEAPER – MAKING BIM WORK AT AMSTERDAM AIRPORT SCHIPHOL

**Stefan van der Weide, Senior Project Manager, Royal Schiphol Group, Netherlands**

**Anke Matijssen, Head of Airports Department, Deerns, Netherlands**

Amsterdam Airport Schiphol is radically changing its approach towards design and construction of terminal renovation projects. Building Information Modelling (BIM) is a process for managing building information within a shared model. In essence a virtual twin of the airport, it opens up a world of opportunities for asset development. Together, Deerns and Schiphol developed an innovative way of

deploying BIM to achieve a highly trustworthy model offering real-time insight to all parties involved. Taking away the bulk of risk that is traditionally involved in terminal renovations, this approach leads to cost reduction and increases time efficiency throughout the project.

10:35

#### IS THIS REAL? INTERACTIVE AND IMMERSIVE TECHNOLOGIES FOR AVIATION VISUALISATION

**John Higgs, President, Corgan MediaLab LLC, USA**

Immersive technologies create an environment that allows airports, designers and consultants to make real-time decisions and undertake passenger evaluations on buildings that are still being designed. Join us for an exciting discussion about some of the most recent interactive technologies for architectural visualisation and their uses on the latest devices. The discussion will touch on a variety of topics, including interactive animations and augmented reality and virtual reality applications. We will examine their pros and cons, and discuss workflow to get your 3D data into these programs.

11:05 - 11:25

BREAK



11:25

#### NEW EZEIZA INTERNATIONAL AIRPORT IN ARGENTINA

**Daniel Ketchibachian, General Manager - Ezeiza International Airport, Aeropuertos Argentina 2000, Argentina**

The presentation will discuss the modernisation of the main international airport in the capital of Argentina, which currently receives 10 million passengers and 70 thousand flights a year. The facility is being transformed into the most modern airport in Latin America, with a new passenger terminal; wide and modern space for security, immigration controls and boarding rooms; and a new control tower. Aeropuertos Argentina 2000 is working hard to reduce times and costs, and to improve efficiency, customer experience, and the commercial and gastronomic offering. It is strongly encouraging interaction with airlines on the development of routes.

11:55

#### EL PALOMAR AIRPORT – THE FIRST LOW-COST AIRPORT IN MERCOSUR

**Mariano Mobilia, COO, Aeropuertos Argentina 2000, Argentina**

El Palomar Airport was the first low-cost airport in Argentina and Mercosur. In the framework of the so-called Revolución de los Aviones driven by the Argentine Government, AA2000 carried out the design, construction and development of a new business model for Argentina. The project was undertaken with urban mobility and connectivity in mind. A specific design was carried out and the airport operation was optimised. Low-cost airlines operate there, and gastronomy is also low cost.

## DAY 3 - THURSDAY 28 MARCH

12:25

### POTENTIAL FOR INTERCONTINENTAL FLIGHTS FROM REGIONAL AIRPORTS

**David Ciceo, CEO, Cluj International Airport, Romania**

The air traffic forecast estimates that the number of passengers worldwide will double by 2035. At the same time, large airports already face considerable constraints generated by airport capacity and the number of slots. Regional airports will have a window of opportunity to take over intercontinental traffic that will not be covered by large airports. Cluj-Napoca International Airport is Romania's second airport according to the number of passengers – almost three million annually. In view of these considerations, as part of its development strategy, the airport is preparing its infrastructure for intercontinental flights.

12:55

### REGIONAL AIRPORTS – THE FUTURE OF GLOBAL AVIATION

**Koustav Dhar, Chief Executive Officer & Managing Director, Zoom Air, India**

The introduction of regional airports or smaller spoke airports in Asia is becoming the key to bringing behind and beyond traffic to the main hubs. With the expansion of special economic zones and increasing numbers of flyers in Asia, these airports are becoming significant contributors to the growth of aviation in the continent. Although these airports have traditionally remained as small aerodromes, global passengers' needs have changed and their propensity to experiment with travel is putting the onus on airport operators to upgrade and make secondary airports attractive to tempt more airline customers.

13:25 - 14:30  
LUNCH



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## DAY 3 - THURSDAY 28 MARCH

09:30 - 13:25

### AVIATION SECURITY, BORDER CONTROL & FACILITATION

ROOM: 12

09:30

#### INTRODUCTION BY CONFERENCE CHAIRS

**Kristina Dore, (ICAO/TCB/OPAS) Chief Aerodromes, Namibia Civil Aviation Authority, Namibia**  
**Neville Hay, Director of Training, Interpol, UK**

09:35

#### HOW AIRPORT SECURITY CAN BE COMBINED WITH AIRPORT FACILITATION

**Simon Venzal, Head of Coasts and Borders Department, Guardia Civil, Spain**

This presentation aims to explain the relevance of air transport activities for public security and how efficient security, which integrates all the aspects to make the best experience for passengers, is compatible with the responsibilities of law enforcement agencies.

10:05

### AIRPORT REDEVELOPMENT IN A THREAT-BASED ENVIRONMENT

**Rainer Burger, Senior Project Manager - Systems and Security, Tishman Construction/PANYNJ, USA**

The redevelopment, design and construction of an airport terminal in today's threat-based environment is a challenge. The presentation will provide insight into the process implemented for the redevelopment of LaGuardia Airport in NY to 'bake in' a multi-layered security system to protect the travelling public and Port Authority assets. The presentation will focus on the physical and technological aspects, plus the security procedures and technologies implemented during construction that maintained security at the airport at its highest level while maintaining airport operations. Level of security maintained US Department of Homeland Security Safety Act designation/protection.

10:35

### LAX REINVENTING INTEGRATED AIRPORT SECURITY

**Sheeba Varughese, Security Program Manager - Technology Delivery, Los Angeles World Airports, USA**

**David Kipp, VP Technology Services, Burns Engineering, USA**

Los Angeles International is not only remaking its terminal complex; it is also pioneering an integrated suite of security technologies. Facing rapid change and massive concurrent development, an airport undertaking a multi-year, US\$75m upgrade must have a technically and operationally sound plan that keeps stakeholder satisfaction high. This presentation will discuss the unique approach that is required to expand, replace and upgrade critical systems (access control, video, computer-aided dispatch, radio and credentialing) to a system that is integrated to provide maximum effectiveness. It will also explain how this can be accomplished while LAX continues to operate.

11:05 - 11:25  
BREAK



11:25

### FROM CHALLENGE TO STRATEGY – CYBER IN THE AVIATION INDUSTRY

**Roei Laufer, Head of Cyber Division, Israel Airports Authority, Israel**

From challenges to strategy – coping with the increasing numbers and sophistication of cyberattacks in the air transport industry.

11:55

### PANEL DISCUSSION: INSIDER THREAT – REALITY, HYPE AND STRATEGIES

**Panel Moderator: Urs Haldimann, Head of Legal and International Affairs, Federal Office of Civil Aviation, Switzerland**

**Eleanor Travers, Aviation Security Manager, Irish Aviation Authority, Ireland**

**Dr Christer Wilkinson, Associate Vice President, AECOM, USA**  
**Mark Crosby, Principal Consultant, Ross & Baruzzini, USA**



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# CONFERENCE PROGRAMME

12:40

## PANEL DISCUSSION: I CAN SEE YOU – VIDEO ANALYTICS APPLICATIONS FOR AIRPORT SECURITY

**Panel Moderator:** Donald Zoufal, Instructor/Consultant, University of Chicago/CrowZnest Consulting Inc, USA  
**Sheeba Varughese**, Security Program Manager - Technology Delivery, Los Angeles World Airports, USA  
**Andrew Velasquez III**, Managing Deputy Commissioner, City of Chicago, USA

As video data mounts, the ability of airports to effectively use it is continually challenged. Airports are exploring the use of video analytics tools like facial recognition and licence plate capture to enhance their security profile. At the same time, airports are looking to the commercial and operational opportunities video can provide in conjunction with analytics. This session will offer case studies of LAX and ORD as they explore video analytics. It will also examine tools like the US Video Quality in Public Safety project, a government-sponsored initiative examining issues in video analytics usage.

- Gain an understanding of the secure advantages of video analytics (including facial recognition and licence plate recognition)
- Gain an understanding of the commercial and operational advantages of video analytics (including facial recognition and licence plate recognition)
- Gain an understanding of the privacy and civil rights challenges to video analytics platform usage in airports
- Gain an understanding of the strategies for maximising advantages and mitigating challenges to video analytics programmes in airports
- Gain an understanding of tools available for evaluating video analytics

13:25 - 14:30  
LUNCH



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**Beth Brewster**, EVP International Business Development & Lounges, Manchester Airports Group, UK



## NETWORKING DELEGATE COFFEE AREAS

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## DAY 3 - THURSDAY 28 MARCH

09:00 - 13:25

## COMMERCIAL DEVELOPMENT, RETAIL, CONCESSIONS & MEDIA

ROOM: 2

Sponsored by 

09:00

### INTRODUCTION BY CONFERENCE CHAIRS

**Jeremy Corfield**, Partner, CPI, Australia

**Ben Green**, Non-Aero Director, London Stansted Airport, UK

09:05

### GENERATING SIGNIFICANT NON-AERONAUTICAL REVENUE THROUGH A CUSTOMISED POURING RIGHTS AGREEMENT

**Jim Tyrrell**, Chief Revenue Officer, Philadelphia International Airport, USA

**Tim Richardson**, CEO, Enliven LLC, USA

Pouring rights agreements (PRAs) are a ubiquitous best practice between large beverage companies and premier properties like universities, arenas, stadiums, theme parks, hotel companies and restaurant companies. But they are just now emerging as a best practice for airports around the world. Why? What are the financial and other benefits that airports can expect to achieve by having a PRA? What are some of the challenges? Using real-world, current examples of airport-sector PRAs in place and currently under development, this presentation will summarise everything airport executives need to know about how to pursue a PRA for their airports.

09:35

### ENSURING THE PASSENGER IS AT THE HEART OF COMMERCIAL STRATEGIES

**Tim Wheen**, Head of Research and Commercial Insights, Heathrow Airport, UK

Focusing on the commercial side, the presentation will explain how Heathrow has used an online community of current and potential Heathrow passengers to help shape the future airport experience.

10:05

### SMART SOLUTIONS AT WROCLAW AIRPORT – LOW-COST METHODS AND HIGH-LEVEL SERVICES

**Tomasz Lenart**, Passenger Services Manager, Wroclaw Airport, Poland

Smart, in-house, low-cost solutions implemented at Wroclaw Airport have minimised the time spent on airport processes (i.e check-in, security and passport control, jet bridge boarding, baggage delivery). A no-queue policy was successfully implemented in all sectors. Thanks to these solutions, passengers enjoy their stay in the terminal using preferred commercial zones (shops, food and beverage points, executive lounge, etc.). This has increased spending per passenger by 10% (F&B area). The presentation will share Wroclaw's experience in dealing with increasing traffic, and show smart solutions that allowed the efficient processing of passenger flows in a standard European regional smart airport.

[www.passengerterminal-expo.com](http://www.passengerterminal-expo.com)

# DAY 3 - THURSDAY 28 MARCH

10:35

## LESSONS FOR THE AVIATION INDUSTRY FROM THE HOSPITALITY AND LUXURY RETAIL INDUSTRIES

**Mazhar Butt, Director of Guest Experience and Hospitality, Bicester Village, Value Retail plc, UK**

Customer (passenger) experience is the next battleground for every industry. In today's competitive environments, standing still is akin to moving backwards when it comes to customer experience. Gone is the era of 'only the strong survive' and now is the dawn of 'those who evolve will survive'. So how should the aviation industry adapt to this fast-changing landscape? In this presentation, the audience will gain an insight into how the hospitality and luxury retail industries use customer experience as a differentiator to generate customer loyalty and revenues, and what airports/airlines could learn and adapt to drive their business.

11:05 - 11:25  
BREAK



11:25

## INNOVATE YOUR WAY TO INCREASED REVENUES – AND PASSENGER SATISFACTION

**Kathleen Boyd, Chief Marketing Officer, Houston Airport System, USA**

Innovative Houston Airports has cracked the code to increase revenues and passenger satisfaction. It has an absolute respect for its passengers' time and has expressed this by doubling security throughput, thus halving wait times. It has discovered the power of the website – even small improvements in intuitiveness and functionality result in significant surges in revenue. Finally, it honours its biggest passenger language groups through targeted digital tools and programmes that strengthen sales and passenger satisfaction.

11:55

## AIRPORT INNOVATION – A PROACTIVE APPROACH

**Joseph Huber, Director Contract and Procurement Administration, Kenton County Airport Board, USA**

New and enhanced technologies are constantly and rapidly emerging and the terms 'disruptors' and 'disruption' have stuck. Airports worldwide are often in the position of reacting as these disruptors emerge. Airports should not and do not have to wait for innovation and disruptive technologies. This presentation focuses on how airports can take a proactive approach and initiate, identify and/or develop innovations for the airport, as well as some of the issues to consider and the potential to generate revenue.

12:25

## HOW INNOVATION AND COLLABORATION ENHANCE PASSENGER EXPERIENCE IN TRAVEL RETAIL

**Fiona Rayner, Head of Experiential and International Operations, Blackjack Promotions Ltd, UK**

Travel retail is increasingly important as a revenue stream for airports, airlines, brands and retailers. But there has been a recent dip in TR revenue per passenger. How can all the interested parties work together to effectively engage consumers in the travel retail space and deliver an enhanced customer experience? Exploiting all the data available

to partners is key to creating innovative and impactful marketing communications based around real customer insights. But using data properly doesn't mean everything has to be digital; although it has an important role to play, it will never completely replace the human touch.

12:55

## THE EVOLUTION OF THE EXPERIENCE ECONOMY

**Robin Hall, CEO, Evolve, UK**

Increased access to data and changes in consumer habits as a result of technology have drastically changed the way brands can engage with audiences in airports and in flight. Airports, airlines and advertisers can use these factors to create exciting and engaging experiences for passengers. The digital economy and the experience economy are rapidly developing how media agencies plan advertising campaigns to embrace this shift in consumer habits. The goal for advertisers is now to create a deep relationship with humans through experiences. Airports provide a unique environment to capitalise on this.

13:25 - 14:30  
LUNCH



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**"It has been a pleasure speaking at PTX 2018 in Stockholm. Good-quality conference"**

**Philipp Kriegbaum, Senior Security Expert, Fraport AG, GERMANY**

**"An excellent conference with the opportunity to cover all aspects of airport life at one event. Networking opportunities were great, and the exhibition allowed you to see all the new developments under one roof. A must for our annual calendar"**

**Ben Green, Head of Commercial Planning & Delivery, London Stansted Airport, UK**



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# CONFERENCE PROGRAMME

## DAY 3 - THURSDAY 28 MARCH

10:00 - 13:25

### CRISIS & DISASTER MANAGEMENT

ROOM: 17

10:00

#### INTRODUCTION BY CONFERENCE CHAIRS

**Alaistair Deacon, Airport Operational Systems Consultant, Toasty Solutions Limited, UK**

**Etienne van Zuijlen, Lead Business Development - Airport Operations, SITA, Netherlands**

10:05

#### QUADRUPEDAL UNMANNED GROUND VEHICLES FOR SECURITY AND EMERGENCY SITUATIONS

**Christopher Reid, Partner, AnotherTrail, France**

Autonomous and semi-autonomous walking robots offer a new approach to protecting airport perimeters, responding to critical and hazardous incidents and surveying restricted environments. The ability to bring instrumentation to precise locations and produce real-time information for instant analysis will augment existing security and emergency response operations. As programmable platforms, they have the ability to adapt and learn with their surroundings and their payload, opening up new opportunities around the airport estate.

10:35

#### OUR CHALLENGE: REDUCING THE NUMBER OF ACCIDENTS IN RESTRICTED AREAS

**Akira Asakura, Staff, Narita International Airport Corporation, Japan**

'Zero accidents' is our ultimate goal. However, the number of accidents in airport restricted areas – such as accidents during airside driving and operation on aprons – are increasing rapidly at Narita Airport. Shortage of human resources? Increased workload? We still have no answers about the causes. This presentation provides the audience with examples of safety activities at Narita Airport and their results.

11:05 - 11:25  
BREAK



11:25

#### INCORPORATING BCM/ITDRP PROGRAMMES IN AIRPORT INVESTMENT ROADMAPS: LATEST BEST PRACTICES

**Michalis Senis, Senior Consultant, Munich Airport International GmbH, Germany**

Resilience of airport operations and information technology processes provides a competitive edge for an airport: a well-prepared airport company can show stakeholders and the world that it is adequately prepared to successfully address any disruptive event or even a disaster, thereby strengthening its brand and marketplace credibility against other competitive airports. Munich Airport International is one of the leaders in combining airport business continuity programmes embedded with ICT disaster recovery plans.

Recent case studies proved in practice that BCM/ITDRP programmes could lead airport capital investments roadmaps to achieve airports' strategic objectives.

11:55

#### WHEN EMERGENCY MANAGEMENT COMBINES WITH CRIMINAL ACTS

**Katie Cooper, Head of Aviation Operations, Melbourne Airport, Australia**

In May 2017, an aircraft with 223 passengers on board departed from Melbourne Airport. A passenger attempted to access the flight deck with claims of explosive devices, and was restrained by passengers and crew and returned to Melbourne Airport. Due to the nature of the event, the aircraft then became a crime scene and passengers were witnesses to a criminal act. This changed how the airport's emergency plan was enacted. The presentation is about sharing the lessons learned from managing this event and how it can assist other airports in their AEP planning and considerations.

12:25

#### AIRPORT EMERGENCY MANAGEMENT: THE ART OF STRICT RULES AND FLEXIBLE MINDS

**Roni Tidhar, Head of International Consulting Services, Israel Airports Authority, Israel**

Approaching airport emergency management, one must understand the complexity of involving many stakeholders who carry out different duties under their silo of responsibilities on one hand. It is a dance of flexible minds that must take into consideration rapidly changing scenarios that enforce quick decision making. The problem sometimes derives from 'grey areas' that aren't necessarily pre-written in procedures. For that purpose an airport (or other critical infrastructure facility) should be prepared with an overall emergency strategy side by side with preparedness methodologies. Time = Lives.

12:55 - 14:30  
LUNCH



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#### NETWORKING DELEGATE COFFEE AREAS

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# DAY 3 - THURSDAY 28 MARCH

## DAY 3 - THURSDAY 28 MARCH

09:00 - 13:25

### CUSTOMER SERVICE & PASSENGER EXPERIENCE

ROOM: 1

Sponsored by 

09:00

#### INTRODUCTION BY CONFERENCE CHAIRS

Sujata Suri, VP, Strategy and Customer Experience, Hamad International Airport, Qatar  
Catherine Mayer, VP, SITA, USA

09:05

#### BOOSTING PASSENGER EXPERIENCE UNDER DOUBLE-DIGIT GROWTH

Anna Briukova, Head of Quality Control and Administrative Support Service, Northern Capital Gateway NCG, Russia

The presentation will cover the strategy developed and initiatives undertaken by the Northern Capital Gateway team to introduce a total quality management system for airport performance.

09:35

#### PANEL DISCUSSION: MAINTAINING HIGHEST CUSTOMER LOS IN A DOUBLE-DIGIT GROWTH ENVIRONMENT

Panel Moderator: Michael Spitzer, Vice President Aviation, RS&H Inc, USA

Katherine Goudreau, Managing Director, American Airlines, USA

Eduardo Chamberlain, Director of Planning and Engineering, Juan Santamaria International Airport, Costa Rica

Dennis Iskra, Director of Architecture, Charlotte Douglas International Airport, USA

Good news – we are growing 10% over last year. Bad news – we are growing 10% over last year. What happens when your wishes come true? This panel brings forward lessons learned in real time and proposed solutions at two very different airports – Charlotte Douglas International Airport, a major legacy airline hub and top-10 US airport, and Juan Santamaria International Airport, a sought-after eco-tourism destination – both with above-average growth trend. Find out about the successes and struggles these airports are enduring to maintain the highest customer service. Confirm what your travelling passengers deem essential services.

- Learn what is important to the travelling customer
- Have a chance to confirm with your peers what matters at all airports
- Learn how major hubs and resort destination airports are handling double-digit growth
- Confirm that your ongoing projects are heading in the right direction
- Learn different strategies being adopted at destination and hub airports – strategies that are customer-centric and promote regional identity

10:35

#### PROVIDING CUSTOMER SERVICE IN A CROWDED AIRPORT

Kam Jandu, Chief Commercial Officer, Budapest Airport Ltd, Hungary

Budapest Airport has increased passenger numbers by almost 50% in six years, but now passenger journeys through the airport are becoming congested. BUD has plans to build a new terminal that will be four years in the making. Therefore, a range of interim measures are needed to handle the passengers in a smooth, safe environment in the meantime. Moreover, passengers need to be made aware of the service enhancements expected and how these will positively affect their experience at Budapest Airport.

11:05 - 11:25

BREAK



11:25

#### CREATING THE DEPARTURE LOUNGE OF THE THIRD MILLENNIUM

Mélanie Carron, Chief Marketing Officer, Groupe ADP, France

Valerie Boissier, Senior Manager Customer Experience Design, Aéroports de Paris, France

Meeting new generations' expectations and behavioural trends, Aéroports de Paris will unveil the design of Paris's future departure lounge. Based on a unique and totally new concept, the presentation will focus on creating disruptive new standards for airports, thereby raising the passenger experience to a new level.

11:55

#### SMART CONTEXTUAL MESSAGES FOR THE ORLANDO INTERNATIONAL AIRPORT APP

Pete Pelletier, Assistant Director, Information Technology, Greater Orlando Aviation Authority, USA

Michiel Munneke, CEO, M2mobi, Netherlands

Orlando (MCO) wants to offer its passengers the best travel experience possible. This session gives insight on how smart contextual messages contribute to a smooth passenger journey and how they stimulate airport revenue as well. With smart contextual messages, MCO realises a valuable interaction with its travellers, which is the result of an extremely high click rate. This session also provides insight into the technical aspect of contextual messages. How do beacons help with the realisation of those messages? The technical possibilities open doors to an ever-improving interaction through contextual messages.

12:25

#### DIGITAL CUSTOMER PROFILING BY BEHAVIOUR: AN IOT APPROACH

Stefano Grandi, Customer IT Solutions Manager, SEA Milan Airports, Italy

Dr Sergio Bonora, Chief Executive Officer, Laboratori Guglielmo Marconi SpA, Italy

A better and more detailed knowledge of customer behaviour, flows and dwell times with a specific focus on the shopping area of the airport (food court, retail, duty free) can be used to profile airport users based on drilled-down business analytics tools and an integrated IoT scenario. This information helps airport managers revise airport layouts towards customer flow optimisation, and retail managers design location- and behaviour-based proximity marketing and advertising



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# CONFERENCE PROGRAMME

campaigns to improve customers' airport experience. A wi-fi/BLE-based software solution has been developed at the Milano Malpensa airport, where it is currently being used as a management support system.

12:55

## ISAVIA'S DIGITAL TRANSFORMATION – ENHANCING THE PASSENGER EXPERIENCE

Heiðar Arnarson, Web Manager, Isavia, Iceland

Paul Brugger, CEO, TIC - BizTweet, Ireland

Isavia, an operator of airports and air navigation in Iceland, launched a new website and digital strategy in April 2018. Since then it has been working on implementing the strategy by promoting relevant information, commercial factors and branding to another level, all with the agenda of being a pleasant part of the passenger journey. The presentation also takes on Isavia's experience using a highly personalised real-time intelligent, multi-lingual passenger notification tool via FB Messenger and Twitter, which was launched at the same time. Its main function is updating passengers' flight status quickly with highly personalised and relevant information.

13:25 - 14:30  
LUNCH



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## DAY 3 - THURSDAY 28 MARCH

09:00 - 13:25

**“Great event that was very well organised”**

Stijn Bannier, Product Manager Mobile, KLM Royal Dutch Airlines, NETHERLANDS

**“The conference was big, busy and relevant”**

Marit Gangsaas, Manager Process Development, Amsterdam Airport Schiphol, NETHERLANDS

## WHAT THE AUDIENCE WILL LEARN

You can read our unique 'What the audience will learn' information in the live online conference programme.  
[www.passengerterminal-expo.com](http://www.passengerterminal-expo.com)

## FACILITIES MAINTENANCE & MANAGEMENT

ROOM: 14

09:00

### INTRODUCTION BY CONFERENCE CHAIR

David Tomber, Director, Strategic Consulting, Woolpert, USA

09:05

### GREAT UK SUPPLY CHAIN DISCUSSION ON FUTURE-READY FACILITIES MAINTENANCE AND MANAGEMENT

Diane Burt, Director - UKIMEA Aviation Leadership, Arup, UK  
Jason Fowler, Partner, Gardiner & Theobald, UK

We are designing today for the 22nd century passenger. What key trends in society and the transportation sector can we reasonably allow for? How will we identify, design, procure and deliver future-ready solutions? Major infrastructure developers are challenging the global supply chain to support the UK's next phase of growth using innovative solutions and collaborative delivery mechanisms. Our supply chain setups will influence the entire project development lifecycle from initial conception; benefits definition, planning and design; procurement and construction processes; performance in use and finally decommissioning or repurposing. Come, share and contribute to our ideas and experiences.

09:35

### BEST PRACTICES IN ASSET MANAGEMENT FOR AIRPORT TERMINALS

Charles Marshall, Director of Asset Management, Hartsfield-Jackson Atlanta International Airport, USA  
David Tomber, Director, Strategic Consulting, Woolpert, USA

This presentation will focus on innovative trends for best practices in asset management for airport terminals, including Atlanta's recognition as the first in the United States to receive ISO 50001 certification for its energy management system. It will outline strategies for an asset management framework, information systems and condition assessments. 75% of a terminal's total cost of ownership occurs after construction, during operations, maintenance and renewal of ageing assets. Asset management is often viewed as a cost rather than a strategic business practice that can result in safe and reliable facilities that deliver exceptional passenger experience while optimising cost.

10:05

### DIGITAL TRANSFORMATION FOR NEW IBMS

Chin Chao Koh, Senior Manager, Electrical, IBMS & FMC, Changi Airport Group (Singapore) Pte Ltd, Singapore

Changi Airport is embarking on a programme to replace the ageing IBMS (integrated building management system) in T1, T2 and T3. IBMS, which monitors the status of M&E equipment in the airport, is manned by operators in the FMC (Fault Management Centre) who manually inform stakeholders if there are alarms. This project will introduce new technological capabilities i.e. an integrated fault management platform for automation and fault analytics to improve productivity and situation awareness, a mobile solution for maintenance staff, FDD (fault detection diagnosis), and a heat map for air-con equipment, to identify and fix potential issues to improve passenger experience.

# DAY 3 - THURSDAY 28 MARCH

10:35

## ASSET MANAGEMENT FOR HAMAD INTERNATIONAL AIRPORT

**Michael McMillan, Vice President Facilities Management, Hamad International Airport, Qatar**

The presentation will discuss lessons learned from self-delivery of an asset management framework, and offer an in-depth exploration of the Asset Condition Register and how the data is used for business planning and decision making.

11:05 - 11:25  
BREAK



11:25

## (DON'T) BRING THE HOUSE DOWN: EFFICIENT AIRPORT FACILITIES MANAGEMENT

**Marcelo Mota, Director of Operations & COO, Aeroportos Brasil Viracopos SA, Brazil**

Facilities management (FM) can be described as an integrated approach to operating, maintaining and improving the buildings and infrastructure of an organisation, to ensure that the built environment supports the primary objectives of that organisation. In the case of an airport, FM can be described as an operational system, comprising infrastructure, facilities, equipment, systems and personnel, which collectively provide a service to a (passenger or freight) customer. The presentation will look into the fundamentals and examples of airport facilities management, with an emphasis on asset lifecycle management, and how the efficiency of FM has an impact on airport performance.

11:55

## HOW AUTOMATION AND MACHINE LEARNING CAN HELP AIRPORT OPERATIONS

**John Brough, Director of Operations, Delta Controls Inc, Canada**

Building automation plays a large part in the facilities management of airports. The recent technological surge in big data and the use of machine learning and analytics packages has been used in some airports to dramatically improve operations, resulting in more efficiencies in terms of energy consumption and manpower utilisation. There are also proven methods for integrating what would otherwise be disparate systems that operate in silos. This has been shown to further enhance airport operations and improve efficiencies and the overall customer experience.

12:25

## CREATING THE DIGITAL TWINS FOR LONDRINA AIRPORT USING BIM PROCESSES

**Patrícia Pereira da Cruz Oliveira, BIM Specialist, Infraero, Brazil**

The Digital Twin project seeks to promote integration and collaboration between different areas of the company, and will serve as a central repository for maps, infrastructure, buildings, systems, facilities management data and other relevant data, offering fast access to up-to-date, dynamic information, and contributing to the efficient management of the entire lifecycle of the airport assets. It will be possible to accurately identify the location of systems that comprise the airport infrastructure with a view to improving the business management with efficient and safe operations, offering consistent information to all stakeholders, thus enhancing business decision making.

12:55

## DIGITAL TRANSFORMATION FOR AIRPORT ASSET DELIVERY

**Lewis Watts, Asset Information Manager, Gatwick Airport, UK**

**Frank McLeod, Head of Project Technology, WSP, UK**

Learn how to leverage your information in the delivery of assets. Looking at the asset delivery lifecycle, the presentation considers how information management can be used from inception to realisation to create predictability in delivery, de-risk the process and provide surety of outcome. Taking each stage in turn, the presentation will consider what information should be leveraged and to what advantage, while comparing the benefits available to the end user. Consideration will be given to the transition between the capital project information model and the operational asset information model.

13:25 - 14:30  
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# DAY 3 - THURSDAY 28 MARCH

09:00 - 13:25

## INCREASING AIRPORT CAPACITY

ROOM: 4

09:00

### INTRODUCTION BY CONFERENCE CHAIR

**Satyaki Raghunath, Chief Strategy & Development Officer, Bangalore International Airport Ltd, India**

09:05

### RIGHT-SIZING FUTURE TERMINAL INFRASTRUCTURE USING A RATIO-BASED APPROACH

**Florian Raff, Head of Planning and Development, Ground Operation, Zurich Airport, Switzerland**

**Jan Michael Wicki, Team Leader Capacity Planning, Zurich Airport, Switzerland**

Knowing how much terminal capacity is needed at what point in the future is crucial for developing an airport in line with demand. Coming from the commonly used schedule-based approach, this presentation will give an insight into how historical ratios are now being used for the long-term dimensioning of terminal processors at Zurich Airport. The role of data analytics in deriving the design day's peak hour will be outlined, in addition to providing a comparison of both methodologies.

09:35

### MASTERPLANNING - LEDS ROAD INTO THE FUTURE

**Oliver Weiss, COO, Pulkovo Airport (St Petersburg), Russia**  
**Anastasiia Nikolaeva, Head of Planning, Control and Project Management in Operations, Northern Capital Gateway LLC, Russia**

The paper will describe issues of airport operations in terms of limited capacity, how operations processes can influence airport capacity, LED's strategy and further development, and lessons learned during the masterplan development process.



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# CONFERENCE PROGRAMME

10:05

## GATWICK'S TRANSFORMATION

**Chris Woodroffe, Chief Operating Officer, Gatwick Airport, UK**

Gatwick is growing quickly, and making best use of its existing infrastructure is a successful strategy that has seen huge investment on the airfield and in the terminals. With responsibility for both, Chris Woodroffe will outline how Gatwick has used technology and innovation to facilitate growth while improving the experience for its 46 million passengers a year.

10:35

## AIRPORTS IN THE DUAL-TILL SYSTEM: CASE STUDY OF HOBART AIRPORT

**Sarah Renner, Chief Executive Officer, Hobart International Airport Pty Ltd, Australia**  
**Medha Rahman, Aviation Associate Director, Aurecon, Australia**

Hobart Airport is the fastest-growing capital city airport in Australia. It recorded approximately 2.5 million passengers in 2017 with more growth forecast in the near future. The airport's immediate challenge is responding to its forecast passenger demand while balancing infrastructure investment within the dual-till regulatory environment. This presentation showcases the rigorous analytical decision-making approach to striking a balance between aviation and commercial investments. Topics for the presentation will include an update on the regulatory environment in Australia, and Hobart Airport's approach to identifying the aeronautical asset base, investment prioritisation and capital planning within this context.

11:05 - 11:25  
BREAK



11:25

## SELF-SERVICE AND AUTOMATION FOR INCREASING CAPACITY, FLOW AND SATISFACTION

**Anders Nielsen, VP Project Development, Billund Airport, Denmark**  
**Lone Teist, Contract & Key Account Manager, Billund Airport, Denmark**

The presentation will explain how to expand from 1,200 to 1,800 passengers per hour within the framework of an existing passenger terminal. It will offer solutions to problems related to self-service bag drop, e-gates, baggage reclaim, baggage delivery, security, supply chain for shops, etc.

11:55

## BUILDING INFORMATION MODELLING (BIM) AT YQB: IT DID PAY OFF!

**Daniel Perreault, Vice President, Infrastructure, Québec City Jean Lesage International Airport, Canada**

In 2017, the Québec City Jean Lesage International Airport (YQB) opened a brand-new international terminal. The construction project has been recognised as one of the most complete applications of the BIM management model in Canada. Undertaking a project of this magnitude with BIM, a relatively new project management model, appeared risky at first, but after one year of operation, it has been clearly evidenced that the BIM model has paid off, especially with regard to energy savings. It will also be demonstrated that the BIM method has already started showing major benefits for the long run.

12:25

## SMART PLANNING - INNOVATION IN MASTERPLANNING

**Alessandro Fidato, Chief Operating Officer, Naples International Airport - GESAC SpA, Italy**  
**Michele Miedico, Head of Planning, Environment & Compliance, Naples International Airport - GESAC SpA, Italy**

Traffic growth is always good news, unless the airport is approaching its capacity limit. Naples International Airport was one of the airports that reported the highest increase in passenger traffic in 2012-2017, and the medium-term forecast says that traffic will soon saturate the airport's capacity. Due to the impossibility of expansion, NIA decided to start operating simultaneously at another nearby airport, using a smart, innovative approach to the traffic split. The airports will operate as two runways of the same airport, enhancing the overall airport capacity of the region in a sustainable and environmentally friendly way.

12:55

## BOOSTING AIRPORT CAPACITY

**Hildoberto Augusto de Oliveira, Head Facilitator, Planejamento de Malha - COR, RIOgaleão Rio de Janeiro International Airport, Brazil**  
**Alain Urbeltz, Product Manager, Ikusi, Spain**

RIOgaleão is Brazil's second-busiest international airport and faced the challenge to respond to the increased operations demands from airlines while ensuring a good passenger experience. To face this challenge, the airport proposed addressing it by ordering and managing the strategic planning of the airport slots. Efficient management of the slots has made it possible to coordinate, optimise and detect operational limitations, apply the necessary corrective measures to solve them and efficiently plan according to the different seasonal needs. As a result, the airport had the most punctual departures in Latin America in 2017 and the capacity increased.

13:25 - 14:30  
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## DAY 3 - THURSDAY 28 MARCH

09:00 - 13:25

## TECHNOLOGY: BAGGAGE, SYSTEMS & INTEGRATION

ROOM: 10

Sponsored by **DESKO**

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**

# DAY 3 - THURSDAY 28 MARCH

09:05

## INNOVATION IN YOUR BAGGAGE DESIGN AND OPERATION

**Kim Laursen, Baggage Design Lead, Heathrow Airport, UK**

The presentation will look at how baggage performance and throughput can be improved with innovative new thinking, what is required to deliver successful projects with new technology and new ways of operating, and whether your organisation is ready for this new thinking.

09:35

## CHALLENGES OF SORTER REPLACEMENT IN LIVE OPERATIONS

**Wenxiong Ye, Manager, Baggage Handling System, Changi Airport Group (Singapore) Pte Ltd, Singapore**

An efficient and resilient baggage handling system plays an important role in the success of Singapore Changi Airport. The redevelopment of the existing T2 BHS in a brownfield operating environment – where Singapore Airlines and other major airlines operate – poses challenges including limited choices of design and technology to be adopted, and limited working hours during phase implementation works to avoid disruption to live operations. This presentation will give the audience an insight into the challenges faced during the design phase and the process of buying in various stakeholders on the phasing programme.

10:05

## IATA AND THE RAIN RFID ALLIANCE MAKING THE BAG DIGITAL

**Magali Collot, Project Manager, End to End Baggage (APCS), IATA, Switzerland**

**Stephen Halliday, President, RAIN RFID Alliance, USA**

IATA and RAIN RFID Alliance are working together to help airlines and airports use RAIN RFID technology to track and trace bags. IATA Resolution 753 compliance will increase the accuracy of baggage handling and ease the process as the industry continues to grow with more travellers. The solution is to add RAIN RFID to the bag tag, add RAIN RFID reader capability to the barcode scanners, and collect and assess increased data with improved information about bag location throughout the bag's journey. This information can be shared between airlines, airports and the traveller.

10:35

## IRREGULAR OPERATIONS – RECOVERING FROM A DISRUPTION

**Brandon Woodruff, Senior Analyst, Delta Air Lines, USA**

The presentation will provide a brief background as to why Delta Air Lines selected RFID technology, how it implemented the technology into daily operations, and how Delta utilises RFID technology to recover more quickly from irregular operations.

11:05 - 11:25  
BREAK



11:25

## SUPERIOR PRODUCT DEVELOPMENT THROUGH INDUSTRY COLLABORATION

**Christopher Gilliland, Director, Innovative Travel Solutions, Vancouver Airport Authority, Canada**

**Natalie Bilyard, General Manager, Glidepath, New Zealand**

Collaboration was paramount when two industry-leading companies came together to create an innovative solution to

speed up passenger baggage processing. Get an inside look and hear how these leaders in airport innovation came together from opposite ends of the Earth to bring their respective experiences in technology, product development and airport management to deliver a world-class customisable self-service bag drop that meets the needs of all airports, globally, while supporting the highest levels of security.

11:55

## RETROSPECTIVE – ONE YEAR OF SELF BAG DROP AT HAMBURG AIRPORT

**Mirjam Fröhlich, Head of Aviation Business Support, Hamburg Airport, Germany**

**Dr Georg Oschmann, Executive Vice President, Materna Information & Communications SE, Germany**

A new chapter of future-orientated travel began in November 2017 at Hamburg Airport. Ten stations for fully automated baggage check-in entered operation in Terminal 1. The systems are technologically equipped to provide service for all airlines based on CUSS standard. Passengers benefit from an intelligent and secure system equipped with modern scanners, sensors, printers and a baggage classification technology. After a successful project launch, with easyJet, Air France and KLM participating, Eurowings and SAS passengers can now use the kiosks for baggage check-in. The presentation will share the experiences and lessons learned from different perspectives.

12:25

## PANEL DISCUSSION: DRIVING THE AIRPORT EXPERIENCE – AUTOMATED GUIDED VEHICLES FACILITATING BAGGAGE PROCESSING

**Panel Moderator: Joe Emery, Senior Sales Application Engineer, Daifuku Airport Technologies, USA**

**Clint Auten, Director Facility Maintenance, Southwest Airlines, USA**

**Mark Duebner, Director of Aviation, City of Dallas, USA**

**Chris Norton, CEO, VTC, USA**

Technological advancements in the world around us have many potential applications in airport development. From driverless automobiles to drones, the aviation industry has been pondering how this technology can be applied to processes throughout the airport, and how tools from other industries (automotive, warehousing, etc.) can be applied. In this session, we will review a case study of automated guided vehicles (AGVs) with Dallas Love Field's use of mobile inspection tables (MIT) in the checked baggage resolution area, and discuss the potential for other uses such as replacement of traditional tug-and-cart operations and other kerb-to-plane applications.

- DAL successes, challenges and lessons learned
- Utilisation of flexible equipment such as AGVs to facilitate system expansion and upgrades
- Impacts of AGVs on airport operations and ergonomic workplace improvements
- Security equipment interface challenges
- Terminal planning for future technology

13:25 - 14:30  
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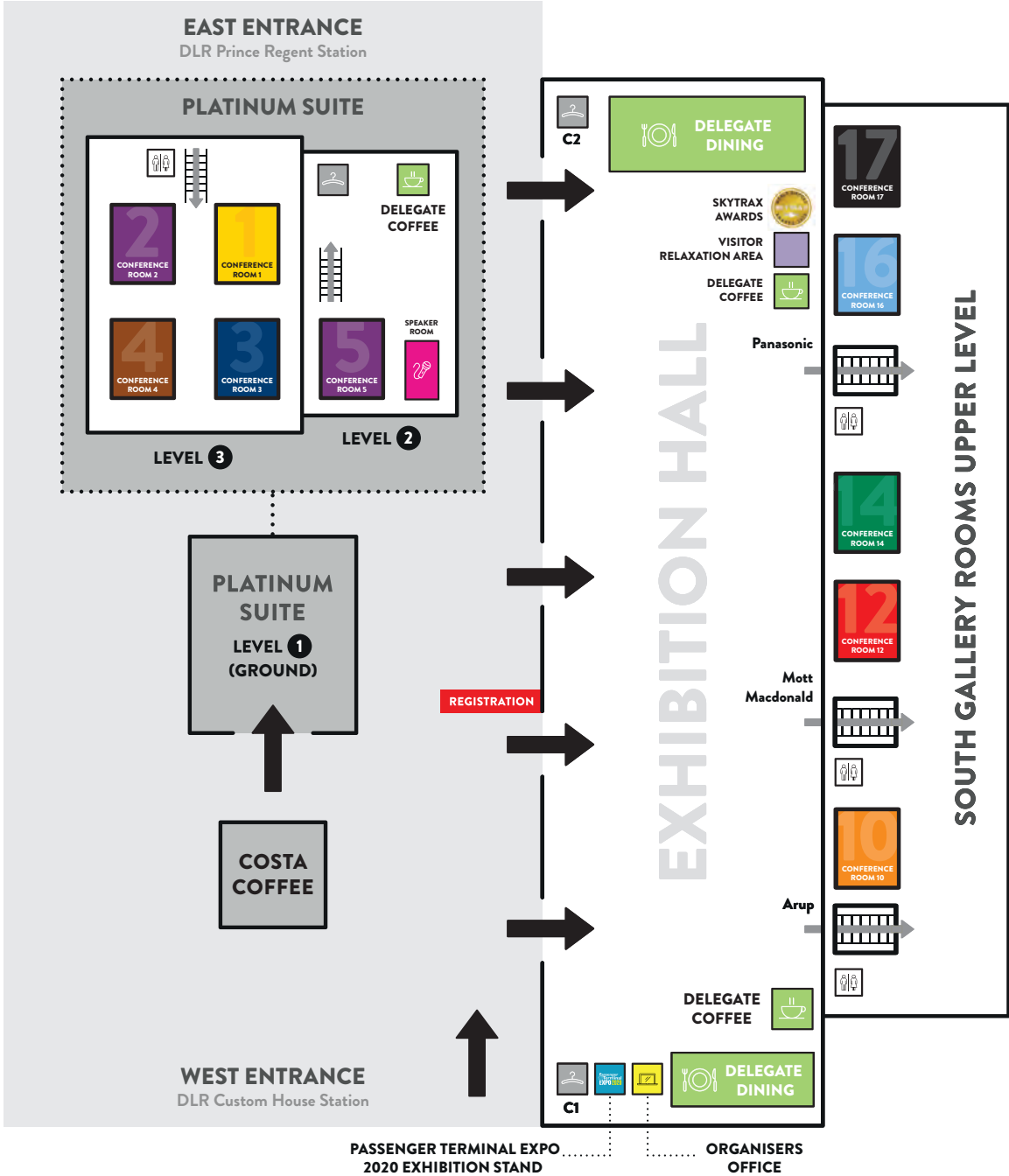


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# CONFERENCE ROOM MAP



## CONFERENCE STREAMS:

- Welcome & Opening Address
- Ageing Population & PRMs
- Airport Cities, Transport Connections & Regions
- Airport Design, Planning & Development
- Airport Design, Planning & Development – Middle East & Asia
- Aviation Security, Border Control & Facilitation
- Commercial Development, Retail & Concessions

- Crisis & Disaster Management
- Customer Service & Passenger Experience
- Energy, Environmental & Sustainability
- Facilities Maintenance & Management
- Future Airports
- Increasing Airport Capacity
- Management & Operations
- Technology: All tracks

## AMENITIES:

- Speaker Room
- Cloakroom
- Delegate Dining
- Delegate Coffee
- Skytrax World Airport Awards
- Toilets
- Organiser's Office
- Passenger Terminal Expo 2020 Exhibition Stand
- Visitor Relaxation Area

## PLATINUM SUITE LEVELS

**Level 1:** Ground floor   **Level 2:** Speaker Room and Conference Rooms   **Level 3:** Conference Rooms

# EXHIBITION MAP



## WHO TO SEE (A-Z)

2ndSense AirportCreators	7045	Amorph Systems GmbH	5000	CCM Srl	6050	Egis Avia	8092	Guangdong Shenling	
3DReid	9060	Amsterdam University of Applied Sciences - Aviation Academy	9014	CEIA SpA	1065	ELeather	4130	Environmental Systems Co Ltd	6205
A-ICE SRL	2108	AODE GmbH	7038	Chapman Taylor LLP	6120	Elenium Group	1105	Gunnebo Entrance Control Ltd	4055
AAC Ltd	6120	Arcadis	6195	Chetu Inc	5175	Emaratech	8015	HappyOrNot	8059
ABM	7050	Architectural Glass Artworks	6000	CHS Engineering Services Ltd	6120	Emboss	2035	Harris Orthogon GmbH	6130
Access IS	2055	Aronas	4065	CIAT	7128	Engineering Ingegneria Informatica SpA	2108	Heathrow Airport	8080
Acif Signal	1135	ArianeGroup	1095	Cognex UK Ltd	3100	ESPRIT Digital	3070	HITZINGER GmbH	5130
ACOREL	5080	ASA Plastics Srl	7055	Collins Aerospace	5005/6030	Etihad Aviation Group	1105	HOK	5150
Axiom	7038	Assaia International AG	9031	COMINFO AS	8024	Eurobond	6120	HUB Performance	5080
ADB SAFEGATE	2115	Atkins (member of the SNC-Lavalin Group)	3080	Copenhagen Optimization	6125	Everbridge	4105	Human Recognition Systems	7012
ADB SAFEGATE Airport Systems	2010	Atlas IED	9004	CQRTS AS	7110	Eye on Air	7080	Hummel GmbH u Co KG	8060
Adecs Airinfra	6180	Aurora-AI	1090	Crowd Vision	2080	FINBIN Products	5065	I-SEC International Security BV	7075
ADELTE	5055	Avery Dennison RFID	7025	CU Phosco Lighting	5052	Firstco	9038	IATA	4000
Adobe Systems GmbH	7038	Aviavox BV	4045	Cundall Johnston & Partners LLF	6120	Fives	1050	iBoardings	9006
ADP Ingenierie	3090	AXA Power	6150	Custom SpA	4035	Fjori Limited	6120	ICAD - Innovative Contractors for Advanced Dimensions	8010
ADXBA Digital Signage Solutions	6120	Azing Ltd	4015	Daifuku Airport Technologies	5115	Flight-Solutions.com	4100	ICF	6120
AECOM	2145	Azusa Sekkei Co Ltd	7145	Damarel Systems International Ltd	7060	Foster + Partners	6220	ICM Airport Technics Australia Pty Ltd	5035
AERTEC Solutions Ltd	6120	Bag Wrap/Excess Baggage Company	8025	DATA MODUL AG	6095	Fraport AG	4135	ICOM Inc	5160
AIA Life Designers	3098	bagchain bv	9036	Deems Nederland BV	6190	GALLOT Aero	4085	ICTaero	7030
AIQ Consulting Ltd	2062	Bagport UK Ltd	7059	Delta Controls Inc	9045	Gardiner & Theobald	6120	ICTS Europe SA	2148
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