

#### Welcome to Day 2



#### Jacqueline Mandel

Senior Client Partner, Leader of the Human Resources Center of Expertise, South America





# 5 Things Your CEO Can Do To Better Utilize Your Loyalty Program



**Scott Hinshaw**Leader of Loyalty Product, The Americas



# 5 THINGS YOUR CEO CAN DO TO BETTER UTILIZE YOUR LOYALTY PROGRAM



## THINGS YOUR VP OF LOYALTY WISHES YOU UNDERSTOOD...

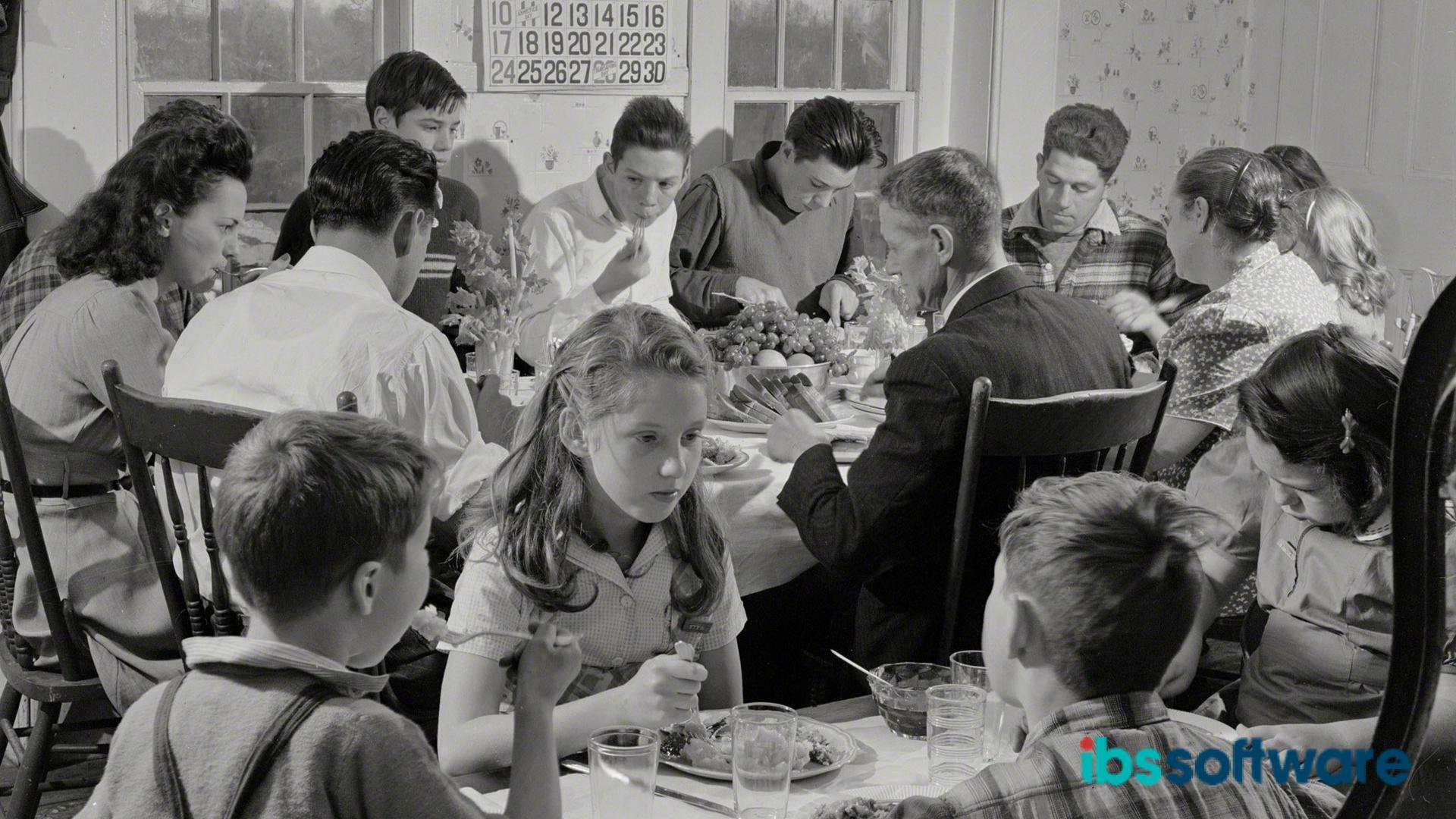








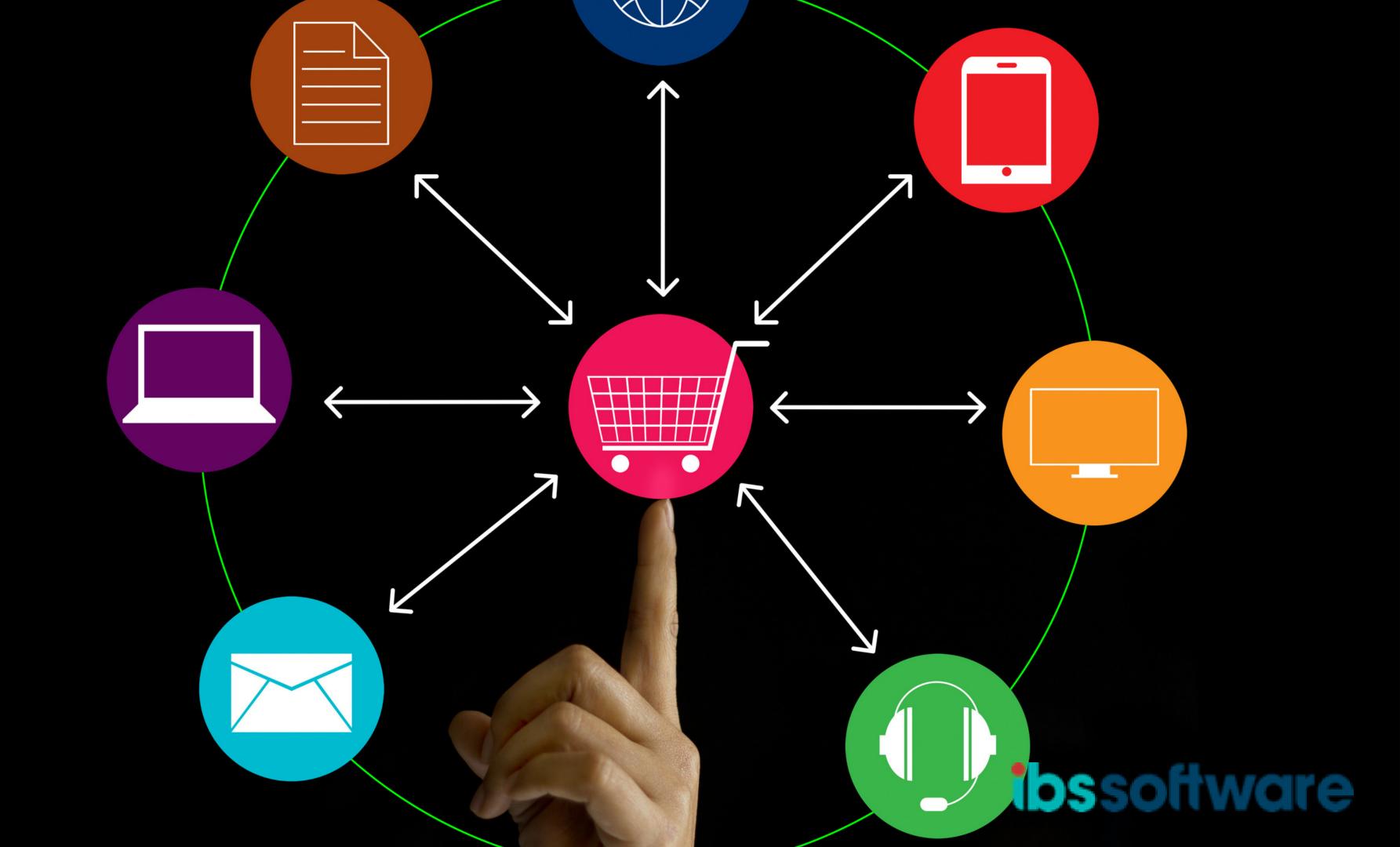
















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## The CEO Perspective: Industry Collaboration to Advance Air Transport in the Americas



Pilar Wolfsteller - Americas Air Transport Editor

Veronica Kunze - Subsecretary of Tourism, Chile

Estuardo Ortiz - CEO, JetSMART Airlines

Xavier Lortat-Jacob - CEO, Nuevo Pudahuel

José Ignacio Dougnac - CEO, SKY Airline

Warwick Brady - President & CEO, Swissport International



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#### **Networking Coffee Break**





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## The Next Generation of Aviation Safety: From 5G to Cybersecurity



James T. Barry - President & CEO, CELERITY05™

Paola Tamburelli - National Administrator, ANAC

**Davide Martini -** Senior Expert Cybersecurity in Aviation, EASA

**David Burkholder -** Deputy Director of the Office of International Affairs, FAA



Blockchain-based distribution: How NFTs and digital currencies provide a unique opportunity for the travel industry



**Pilar Wolfsteller** Americas Air Transport Editor

FlightGlobal



**Juan Pablo Lafosse** Founder & CEO, TravelX

travelX



### Distribution Trends and Airline Retailing



Michael Bell - Senior Client Partner, Aviation & Aerospace, Korn Ferry

Víctor Ordóñez - Vice President Commercial, Accelya

Marty St. George - CCO, LATAM Airlines

**Felipe Bonifatti -** General Director South America and Caribbean, Lufthansa Group Airlines



#### Closure



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