IATA WORLD FINANCIAL SYMPOSIUM

IATA WORLD PASSENGER SYMPOSIUM

Chicago, USA
25 – 26 October 2023

WPS: ACCESSIBILITY

Co-host Airline:

UNITED  IATA
Wednesday, 25 October

**WPS: Accessibility Track**

14h00 – 14h05  **Opening and Welcome Remarks**
- Michael Swiatek, ABRA group, Chief Strategy Officer

14h05 – 14h15  **Why accessibility in aviation needs a top-down approach**
This keynote speech will look at the industry's progress in meeting the needs of passengers with disabilities, but also at what more we need to do to reach the condition of integrating social rights into access with duly consideration to safety constraints.
- Stephanie Cadieux, Employment and Social Development Canada, Chief Accessibility Officer

14h15 – 15h00  **Thinking of accessibility in terms of economic benefits and financial challenges**
Supported by data, the panel discussion will look at the economic benefits of transporting persons with disabilities by air and the financial challenges for airlines in the implementation of accessibility provisions. The scope is to generate an understanding of the levels of investment required to achieve and maintain compliance with regulations.

Moderator: Andrew Matters, IATA, Director Policy and Standards

15h00 – 15h30  **Regulatory ‘risks’ and ‘opportunities’. How can an effective regulation promote accessibility and make it work in practice?**
An overview of applied or expected accessibility regulations from the voice of the policymakers.

15h30 – 16h00  **NETWORKING BREAK**
Wednesday, 25 October

**WPS: Accessibility Track**

16h00 – 16h45  **The role of research in the development of inclusive aviation**
Based on research and data collected, this session will provide several recommendations on training and assistance service to improve travel for passengers with visible and invisible disabilities.

- Sheila O’Brien, Guide Dog Foundation, Director External Relation
- Paul White, The Hidden Disabilities Sunflower, CEO

16h45 – 17h30  **Lessons for an inclusive transformation in the tourism sector and its relation to connectivity and accessibility**
Making tourism more accessible is not only a social responsibility – there is also a compelling business case as it can boost the competitiveness of countries and destinations. We will learn from the stakeholders’ experts in the field.

Moderator: Ann Frye, AccessibleEU
- Ronald Petit, Royal Caribbean, Director, Disability Inclusion & ADA Compliance
- Stephanie Lanza-Eftimiou, Jetblue, Head of Accessibility
- Neha Arora, CEO and founder of Planet Abled

17h30  **NETWORKING DINNER**