### Keynote speech

09h00–09h10

**Designing for accessible products and services**
If an environment is accessible, convenient and a pleasure to use, everyone benefits. The session will illustrate what universal and accessible design is and what airports and airlines have done to make physical and digital products and services accessible.

Moderator: **Laurel Van Horn**, Open Doors, Vice President
- **William Harkness Boeing**, Head of Accessibility Moderator

### Best practices and standards superseding regulatory actions – The Italian business case

10h00–10h30

Italian stakeholders will showcase the application of best practices and technical guidance of air transport accessibility services driven by collaboration. Can the Italian model be applied on a larger scale?

Moderator: **Laura Pierallini**, LUISS University of Rome, Professor of commercial and air law
- **Alberto Casamatti**, Air Dolomiti, Director General Operations & Accountable Manager
- **Mark de Laurentiis**, ENAC, Director, Passenger Rights

### COFFEE BREAK

10h30–11h15
Thursday, 26 October
WPS: Accessibility Track

11h15 – 12h30  **Safe transport of personal mobility devices**
Carrying a passenger with a disability personal mobility device is a critical operation for any airline. This session will bring us through the IATA guidance on the transportation of wheelchairs into the cargo hold. The session will also review the recent developments and outcomes of the FAA studies on wheelchair restraint systems in the cabin.

Moderator: **Linda Ristagno**, IATA, Assistant Director External Affairs
- **Eric Lipp**, ODO, Founder and Executive Director
- **Michelle Erwin**, AllWheels Up, Founder and President
- **John Kirn**, United Airlines, Manager - Accessibility Programs, International Planning & Regulatory Affairs

12h30 – 14h00  **NETWORKING LUNCH**

14h00 – 15h50  **Workshop: How to improve assistance services at airports through better communication and correct use of SSR codes.**
The lack of prenotification of the service requested by some passengers associated with inconsistent use of the assistance service codes (SSR) can make it challenging for airports and airlines to provide seamless assistance. This workshop will share best practices and educational tools to overcome this issue and ultimately reduce the misuse of wheelchair assistance as one fits all solution.

- **Roberto Castiglioni**, Reduced Mobility, Founder and Executive Director
- **Graham Keithley**, A4A, Vice President and Associate General Counsel
- **Fernando De Castro**, FLN airport, Airport Executive Manager
- **William Neece**, Ozion, Director of Airport Solutions

15h50 – 16h00  **Closing remarks**

16h00 – 16h30  **NETWORKING BREAK**

16h30 – 17h30  **Joint WFS and WPS Closing Plenary**