

IATA

GLOBAL AIRPORT

& PASSENGER

SYMPOSIUM

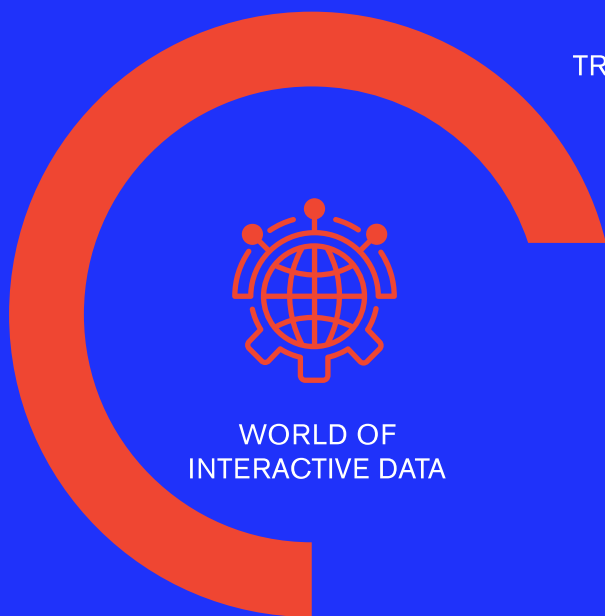
Warsaw, Poland | 15 – 17 October 2019

Building Capacity for the Future

Program



TRANSFORMING
AIRPORT



WORLD OF
INTERACTIVE DATA



SEAMLESS
JOURNEY



IATA

GLOBAL AIRPORT

& PASSENGER

SYMPOSIUM

GAPS 2018 at a Glance

32

Sessions



70

Airlines

400+

Delegates

54

Countries
represented



98%

Satisfaction
rate

Sunday 13th October

GOVERNANCE MEETINGS > 12:00-17:00

Passenger Services Conference Steering Group *(by Invitation Only)*

Travel Board Workshop *(by invitation only)*

Monday 14th October > Wednesday 16th October

NEXTT BOOTCAMP

This year's Bootcamp will focus on the human interactions with the technologies identified in the NEXTT vision and how these are critical in building future capacity.

Monday 14th October

GOVERNANCE MEETINGS > 09:00-17:00

Joint Passenger Standards Conference *(by Invitation Only)*

Travel Board *(by Invitation Only)*

IATA KICKOFF WORKSHOP AND COCKTAIL > 14:00 -17:00

Embark with us on a journey through airport terminal – understand the passenger pain points and satisfaction drivers – and see how you could impact this experience. The workshop will tackle key solutions that IATA is proposing to simplifying processes and elevating passenger experience while reducing costs and improving efficiency. After the session all participants are invited to a networking cocktail. *(Complimentary for GAPS attendees)*

Tuesday 15th October > Thursday 17th October

GAPS EXHIBITION AREA

GAPS START-UP VILLAGE

An exciting new addition to this year's Symposium. Within the GAPS exhibition area, this Start-Up Village brings together innovative young air transport business entrepreneurs and connects them with key air transport industry stakeholders.

Supported by Google for Startups



Tuesday 15th October

NETWORKING DINNER > 19:00-23:00

Hosted by LOT Polish Airlines



Wednesday 16th October

GOVERNANCE MEETINGS > 09:00-17:00

Digital Transformation Advisory Council *(by Invitation Only)*

Security Advisory Council *(by invitation Only)*

GAPS COCKTAIL RECEPTION > 18:30-20:00

09:00-09:15 Welcome To GAPS

The name "Poland" (Polska) has a meaning. It originates from the name of the tribe Polanie, which means "people living in open fields". In our great "field" of aviation, IATA welcomes delegates to the second edition of the Global Airport and Passenger Symposium, where we will look to build capacity for the future.

- **Nick Careen**, Senior Vice President, Airport Passenger Cargo and Security, IATA

09:15-09:45 Opening Addresses

- **Alexandre de Juniac**, Director General and CEO, IATA
- **Rafal Milczarski**, CEO, LOT Polish Airlines

09:45-10:15 What Does the Future Hold? An Economic and Passenger Outlook

IATA's Deputy Chief Economist will set the scene by taking the audience through the prevailing economic trends influencing aviation and provide an update on key developments guiding industry structure and outlook. Topics such as expected passenger growth and capacity; impacts on tourism and trade; growth of ancillary products and the future of travel will be examined.

- **Andrew Matters**, Deputy Chief Economist, IATA

10:15-10:45 Keynote Address

David will share his views on the aviation industry's pace of innovation and explore its potential to enable the capacity growth that will be needed in the future.

- **David Rowan**, Author, Non-Bullshit Innovation (2019)

10:45-11:15 Spotlight Interview: Collaborating on a Sustainable Transport Hub for Europe

Through this spotlight interview we will offer the inside view the collaboration on the Solidarity Transport Hub in Poland, the background, the impact and the expectations.

- Interviewer: **Kasia Madera**, Presenter, BBC World News

- **Rafal Milczarski**, CEO, LOT Polish Airlines
- **Mikołaj Wild**, Secretary of State, Ministry of Infrastructure, Plenipotentiary of the Government for the Matters of the Central Transport Hub for the Republic of Poland

11:15-11:45 Networking Coffee Break**11:45-12:45 Thought-Leadership Roundtable: Building Capacity for the Future**

Diving into the Symposium's theme, industry leaders will share their insights on what they believe the impact the expected growth in passenger volumes will have on infrastructure, the workforce and technology, and will serve to assess the industry's readiness to embrace the growth. Join Kasia Madera from BBC World News along with C-Level speakers from airlines and airports to be revealed soon.

- Moderator: **Kasia Madera**, Presenter, BBC World News
 - **Susan Doniz**, Chief Information Officer, Qantas
 - **Sebastien Fabre**, Vice President, Airlines and Airports Portfolio, SITA
 - **Leen van Duijn**, Vice President of Security Service, KLM
 - **Simon Wilcox**, Head of Transformation, Automation and Innovation, Heathrow Airport

12:45-13:15 Information Session for Start-Ups

How Google is working with Start-Ups

Learn how to scale your business globally with Google Tools

In the Start-Up Village, *open to all*

**12:45-14:15 Networking Lunch****14:15-16:00 Showcase >The Passenger's Voice**

❖ *2019 IATA Global Passenger Survey Results Revealed*

- **Pierre Charbonneau**, Director Passenger Experience and Facilitation, IATA

❖ *Turning Survey Results to Actions*

The time has come to walk the talk. Join industry experts to see how the GPS results are put into action and what the biggest challenges and opportunities to the industry as a whole are.

○ Moderator: **Kasia Madera**, Presenter, BBC World News

- **Rob Broere**, Vice President, Industry Change, Emirates
- **Taras Buchynskyi**, Student, Polish-Japanese Academy of Information Technology
- **Nick Careen**, Senior Vice President, Airport Passenger Cargo and Security, IATA
- **Jon Glick**, Partner, PwC
- **Vicky Scherber**, Senior Director Passenger and Baggage Process, Lufthansa
- **Joanna Witkowska**, Fundacja Vis Maior

16:00-16:30 Networking Coffee Break**16:30-17:15 Showcase >The Airport and Beyond**

The NEXTT Vision looks at the transformation of the complete ground journey for all the elements that currently move through the airport – the passenger, the baggage cargo and the aircraft.

❖ *Take a Virtual Journey Through NEXTT: 3 Zones, 11 Stories, 1 Vision*

- **Anne Carnall**, Program Manager, NEXTT, IATA and the NEXTT Team

❖ *Exploring the Benefits of NEXTT*

- **Will Squires**, Digital Lead: Cities and Aviation, Atkins Global

19:00 - 23:00 Networking Dinner

Hosted by LOT Polish Airlines





Pathway 1 – The Seamless Journey

09:15-10:30 **Biometric Recognition Offers a New Traveling Experience**

The IATA OneID concept foresees the use of a single set of data by all stakeholders involved in the passenger process. What are the challenges the industry must overcome to meet States' security requirements? This session will examine some of the approaches taken to bolster identity management and shares lessons learnt.

- Moderator: **Anne-Marie Pellerin**, Managing Partner, LAM LAH
 - **Aaron Beeson**, Director Business Solutions, Vision Box
 - **Christian Draeger**, Vice President Customer Experience, Star Alliance
 - **Michael Hardin**, Director, Entry/Exit Policy and Planning, Office of Field Operations, US Customs and Border Protection
 - **Jason Hausner**, Director - Passenger Facilitation Corporate Security, Delta Air Lines

10:30-11:15 **Networking Coffee Break**

11:15-12:30 **Next Generation of Border Control Process: Your Digital Visa in a Click**

Imagine a world where passengers will not need to show their travel authorizations, nor airlines to manually verify this information. Fiction or reality? Join the panelists as they examine the biometric implementation processes currently underway and what the traveling public can expect to see and by when.

- Moderator: **Celine Canu**, Head, Aviation Facilitation, IATA
 - **Andres Hirschfeld**, Director of Facilitation and Security, United Airlines
 - **Alan Murray Hayden**, Head of Timatic, IATA
 - **Nesan Jegasothy**, Senior Product Manager - Border, SITA
 - **Simon Watkin**, Border Security and Identity Policy, UK Home Office

12:30-14:00 **Networking Lunch**

14:00-15:15 **Border Security: How do Governments Use Data for Risk Assessment?**

This session will explore existing detection and biometric matching capabilities and how technology including Artificial Intelligence can enhance risk assessment tools and be used to further predict criminals' behavior. Through two discussion panels we will explore the existing targeting capabilities, and examine what can be achieved through Artificial Intelligence.

Discussion Panel 1: Focus on existing targeting capabilities (focus on carriers' engagement)

- **Sebastien Colmant**, Development Manager, Security, IATA
- **Cristian Fanelli**, AIRCOP Law Enforcement Analyst, United Nations Office on Drugs and Crime

Discussion Panel 2: What is the role of innovation in enhancing early detection capabilities

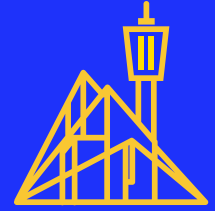
- **Pedro Alves**, Vice-President Global Sales Passenger Facilitation and Border Control, Idemia
- **Justin Ikura**, Deputy Director, Passport Program Policy, Admissibility - Immigration, Refugees and Citizenship Canada / Government of Canada

15:15-16:00 **Networking Coffee Break**

16:00-17:15 **Building a Seamless Passenger Journey for Passengers with Reduced Mobility and Disabilities**

Inadequate infrastructure, mega airports, inefficient border control process. What needs to be done to facilitate the journey of those who may have reduced mobility or disabilities? What can be done for those who simply need assistance? How can airports and airlines work in a collaborative way to provide the right service throughout the journey?

- Moderator: **Roberto Castiglioni**, Director, Reduced Mobility Rights Limited
 - **David Brennan**, Assistant Director Cargo Safety and Standards, IATA
 - **Rosalie Crabbe**, Manager of Accessible Programs and Regulatory Compliance, United Airlines
 - **James Freemantle**, Consumer Enforcement Manager, Civil Aviation Authority, UK CAA
 - **Lorne Mackenzie**, Director, Westjet
 - **Laurel van Horn**, Director of Program, Open Door Organization



Pathway 2 – The Transforming Airport

09:15-10:30 **NEXTT**

Our integrated industry vision, NEXTT creates an opportunity for significant change in operational performance and systemic optimization. Coordinated technology systems deployed at scale unlock benefits in excess of isolated approaches. But will global deployment of these process changes and technologies really enable us to accommodate growth, maintain manageable operations, provide excellent passenger experience and make the most of our infrastructure? Three renowned airport design teams have been considering this question. They shall reveal their impact assessment of the NEXTT on the time and space utilization of airports and the cities they serve.

- Moderator, **Anne Carnall**, Program Manager, NEXTT, IATA
- **Nina Brooks**, Director - Security, Facilitation and IT, ACI World
- **Paul Hermans**, Senior Airport Planner, Arup
- **Marco Plarre**, Technical Director - Airport Planning, Jacobs
- **Ombretta Russo**, Airport Planning Manager, ADP Ingénierie

10:30-11:15 **Networking Coffee Break**

11:15-12:30 **The Future Turnaround - ACDM**

The session will examine four pillars that focus on improving aircraft turnaround and pre-departure sequencing processes:

- Moderator, **Joseph Suidan**, Head of Ground Operations, IATA
- **John Degiovanni**, Managing Director of Corporate Quality, Regulatory, Analytics, Health and Safety United Airlines
- **Max Diez**, Chief Executive Officer, Assaia International, Inc
- **Christopher Dodson**, Secretary, AACG, IATA
- **Fabio Gamba**, Director General, ASA
- **Uschi Schulte-Sasse**, SVP Aviation, INFORM-GmbH

12:30-14:00 **Networking Lunch**

14:00-15:15 **Excellence in Airport Planning**

Planning and developing a great airport requires a clear long-term strategy combined with a thorough planning process. In this session get all the highlights you need from the 11th Edition of the ADRM, the important reference tool for best practices in airport design. Also, get an early look at one of Europe's largest Greenfield airport projects, and explore a future vision for airport connectivity.

- Moderator: **Martin Braun**, Assistant Director, Airport Development, IATA
- **Manuel Lanuza**, Manager, Airport Development IATA
- **Henrik Rothe**, Senior Lecturer and Head of Urban Turbine Research Project, Cranfield University
- **Franciszek Ryczer**, Director of Design and Engineering, Solidarity Transport Hub

15:15-16:00 **Networking Coffee Break**

16:00-17:15 **Designing and Developing an Optimal Airport**

Understand how the latest trends will impact the design and operation of airports. This session will start off with a survey of the latest trends in sustainable airport design and then explain key considerations for turning design into reality and how evolving technology is being used to optimize available space. How big can terminals get, given that today's mega-hubs are becoming larger, more complex and costly than ever impacting passenger experience and user operations.

- Moderator: **Allan Young** Head of Airport Development, IATA
- **Graham Bolton**, Global Practice Leader, Aviation - Mott MacDonald
- **Esben Kolind**, Head of Operational and Business Analysis, Copenhagen Airport
- **Antoinette Nassopoulos-Erikson**, Senior Partner, Foster + Partners



Pathway 3 – The World of Interactive Data

09:15-10:30 Putting the Regular into the Irregular Operations

The most memorable customer experiences of airlines are not when things go right, but when things go wrong. Hear how airlines, airports and technology partners are using new data sources, data science and predictive analytics to bring customer-choice into disruption management, reduce cost and re-invent the customer experience.

- Moderator: **Guido Peetermans**, Head, Passenger Security, IATA
 - **Wayne Phaup**, Senior Manager, Customer Solutions and Recovery, United Airlines
 - **Vicky Scherber**, Senior Director Passenger and Baggage Processes, Lufthansa
 - **Al Tredinnick**, Head of Business Development, 15 Below
 - **Simon Wilcox**, Head of Transformation, Automation and Innovation, Heathrow Airport

10:30-11:15 Networking Coffee Break

11:15-12:30 Baggage: Get your Share of 3 Billion Dollars

RFID is the big thing in baggage technology since the IATA AGM issued the resolution for airlines to adopt the technology for baggage tracking. The business case for the industry is compelling. Once the technology is in place and the savings are rolling in, how can you use the data for further competitive advantage? Airlines, Airports and Ground Handlers, there is something in it for all of you!

- Moderator: **Andrew Price**, Head, Global Baggage Operations, IATA
 - **Kim Abildgaard**, Sales Director, Lyngsoe Systems
 - **Peter Drummond**, Director, Baggage Portfolio, SITA
 - **Mahdi Mekic**, Marketing Director, RAIN RFID, NXP

12:30-14:00 Networking Lunch

14:00-15:15 Turning the Day of Travel into Magic Again - Using Connectivity to Revolutionize the Customer Experience and Creating a Seamless Inflight and Airport Experience

Learn from top industry leaders about latest trends and expectations related to the day of travel, inflight entertainment and experience and how to create a seamless experience. Connectivity and data available all throughout the cabin and seamlessly with the ground have a direct impact on today's passenger experience and can become a true differentiator. Expect thought provoking discussions and innovative ideas to inform your business strategy and make the day of travel a true differentiator.

Short and sharp: All around connectivity – latest trends, **Bernard Hensey**, Vice President of Business Development, Boeing Global Services

- Moderator: **Ursula Silling**, Chief Commercial Officer, Kenya Airways
 - **Sebastien Aponte**, Aircraft Interiors Marketing Manager, Airbus
 - **Don Buchman**, Vice President, ViaSat
 - **Michael Eggenschwiler**, Chief Executive Officer, Hamburg Airport
 - **Bernard Hensey**, Vice President of Business Development, Boeing Global Services
 - **Sebastian Mikosz**, Chief Executive Officer, Kenya Airways
 - **Michal Nowak**, Marketing Director, Embraer

15:15-16:00 Networking Coffee Break

16:00-17:15 Airlines and Airports Working Together in the Digital World

When it comes to optimizing business performance, every modern enterprise needs complete, timely and relevant data to support decision making. Every modern enterprise also understands that data has to be shared securely, accurately, in a timely way and with a common understanding of its meaning. It goes without saying that airlines, airports and other stakeholders need to share a great deal data to ensure smooth delivery of services to passengers and smooth operations. Working with actual use cases, we will explore both the airline and airport perspectives on data sharing and discuss the impact on individual players as well as the industry overall.

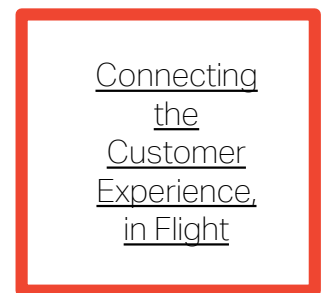
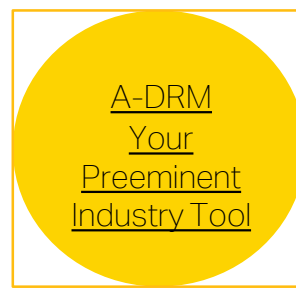
- Moderators: **Marie Masserey**, Head, Industry Architecture, IATA
Serge Yonke, Senior Manager, Airport IT, ACI
 - **Christian Baillet**, Director Airline Account Management, Amadeus
 - **Rolf Felkel**, Senior Vice President Application Development, Fraport
 - **Eelco Folkertsma**, Business Architect, KLM

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GAPS XCHANGE > New!

GAPS XChange are 75 minute deep-dive sessions into hot topics impacting the passenger end-to-end journey. Click on each session to learn more.

09:30 - 10:45



10:45 - 11:15

Networking Coffee Break

11:15 - 12:30



12:30-13:45 Networking Lunch**13:50-14:10 Keynote Address – Emotional and Behavioral Biometrics: The Next Frontier**

What can neuroscience tell us about emotions and behaviors throughout the passenger's journey? Some agree that passengers buy with their heart. We will review examples from neuroscience techniques that reveal psychometric information used to assess the passenger sensory experience. Applications include, but are not limited to: aircraft interior design, buy-on-board, safety videos, product and services concepts, food and beverage, and onboard (live) testing. Discover what your passengers feel about you!

□ **Dr. Stathis Kefallonitis**, Brand Experience Strategist, branding.aero

14:10-14:40 The Delegate's Den - Warsaw Edition

Vote for your Bootcamp! Bootcamp teams will pitch their ideas/solutions. Vote for the one you would invest in!

□ **Anne Carnall**, Program Manager, NEXTT, IATA

□ **Xander Evangelidis**, Design Strategist, ICF Next

□ **Joshua Vedder**, Senior Service Designer, ICF Next

14:40-14:55 The Power of AI

□ **Jacek Bisiński**, Analytical Consultant, Google Poland

14:55-15:30 Panel: When the Robots are at the Board Table. Discuss!

Balancing Technology and the Human Factor

We ask our panelists the questions on everyone's mind: How far away are we from the idea that robots may be able to replace humans at senior levels in the organization? What do we think the areas are where we can expect to see more integration between humans and robots, particularly in aviation? What do we think needs to change in the fabric of our or organizations to be responsive to the increase in robots, and the changing needs of employees in terms of learning and development? What are the ethical dilemmas faces for boards with the increasing automation? How do we make sure biases are not perpetuated in building so much automation?

○ Moderator: **Jane Hoskisson**, Director of Learning and Development, IATA

□ **Dimitris Chatziparaschis**, School of Electrical Computer and Computer Engineering, Technical University of Crete

□ **Magdalena Kotlarczyk**, Head of Sales, Google Poland

□ **Dr. Eyden Samunderu**, Program Director Master International Business, International School of Management

□ **Nick Shackleton-Jones**, PA Consulting

15:30-15:45 GAPS 2019 Closing

Key Take-Aways, Wrap up and Where to in 2020

□ **Pierre Charbonneau**, Director of Passenger Experience and Facilitation, IATA

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