

**ONLINE
EVENT**

IATA GLOBAL ACCESSIBILITY SYMPOSIUM

27 – 28 October 2020

Agenda



Tuesday 27 October

- 14h00 – 14h10** **Welcome Address**
Alexandre de Juniac, Director General and CEO, IATA
- 14h10 – 14h20** **#FlyInclusive – A Glimpse from the Symposium of 2019**
What happened in Dubai in 2019? Has the industry kept its promises? Let's have a chat together.
Lorne McKenzie, Senior Regulatory Affairs Manager, WestJet
Geraldine Lundy, Director, Accessible Travel Consultancy Ltd
- 14h20 – 14h40** **Interview:**
Cory Lee, Accessible Travel Blogger, interviewed by **Andrew Stevens**, Assistant Director and Head of Communications, Environment, IATA
- 14h40 – 15h10** **Overview of Accessibility Regulation and Policy**
Fireside Chats with State Regulators
This section will provide an overview of initiatives taken and expected by State Regulators, towards the implementation of universal accessibility in aviation.

Moderator: Douglas Lavin, Vice President, Member & External Relations North America, IATA
Speakers:
Elisabeth Kotthaus, Head of Unit for Social Affairs, Passenger Rights & Equal Opportunities in the Directorate – General for Mobility and Transport, EU Commission
Blane Workie, Assistant General Counsel, Office of Aviation Enforcement and Proceedings, U.S. Department of Transportation
- 15h10 – 15h20** **Virtual Coffee Break**
- 15h20 – 15h40** **Global Sharing of Accessibility and Inclusion during COVID-19 crisis**
Every crisis can also be an opportunity. The COVID-19 pandemic is giving us the opportunity for "building back better" societies and industries that are accessible, sustainable, and more inclusive for all persons so that no one is left behind. We will investigate how on-going dialogue followed by informed actions can ensure that the world emerging from this pandemic is a more equitable and humanistic place with a special emphasis on persons with disabilities.
Scott Streiner, Chair and CEO, Canadian Transportation Agency

Tuesday 27 October

15h40 – 16h10 **Panel 1: Aviation Accessibility in Time of COVID-19 Challenges and Opportunities**

To support passengers enjoying safe and dignified air travels in the time of COVID-19, the aviation industry has developed guidance in collaboration with international, national, and local partners as well as the disability community. We will discuss the challenges and opportunities ahead of us.

Moderator: Jonathan Jasper, Manager SFO, IATA

Speakers:

Jean-Sebastien Pard, Director, Facilitation and Passenger Services, ACI World

Joshua Wintersgill, Founder & Director, Able Move Ltd

Laurel Van Horn, Director, Open Doors Organization

Mac Miyamoto, Manager, Universal Accessibility Planning, CS Promotion, Customer Experience Management, ANA

16h10 – 16h50 **Panel 2: Promoting Accessible Tourism for all: more than ever in 2020**

We will discuss the measures developed with relevant international, national and local partners to help craft an accessible tourism for all response to COVID-19 in the travel and tourism sector.

Moderator: Martin Heng, Chairman of Board of Directors, IDEAS

Speakers:

Igor Stefanovic, Technical Coordinator at Ethics, Culture and Social Responsibility, UNWTO

Paudie Healy, CEO, Universal Access

Habib Turki, Director Tourism Services, FIA

16h50 – 17h00 **Closing Remarks**

Lorne McKenzie, Senior Regulatory Affairs Manager, WestJet

Wednesday 28 October

- 14h00 – 14h10** **Opening Day 2**
Lorne McKenzie, Senior Regulatory Affairs Manager, WestJet
- 14h10 – 14h20** **Welcome to Day 2: Keynote Address**
Sebastian Mikosz, Senior Vice President, Member & External Relations, IATA
- 14h20 – 14h45** **IATA Hard Talk: Conversation with Giulia Lamarca**
Hard talk with a frequent traveler who made of flying a reason for life.
Giulia Lamarca, Corporate trainer, Popularizer and Blogger
- 14h45 – 15h00** **Virtual Coffee Break**
- 15h00 – 15h40** **Panel 3: Equal Service, Global Standards and Role of Communication**
We will discuss how the world of air travel assistance is changing and what can cooperatively be done to support passengers according to their needs. Why will globally consistent standards and best practices will become even more critical in aviation?
- Moderator: Geraldine Lundy**, Director, Accessible Travel Consultancy Ltd
Speakers:
Katharine Hunter-Zaworski, President, K.M. Hunter-Zaworski, LLC
Kurush Minocher, Director, Passenger Programs and Marketing Communications, Greater Toronto Airports Authority
Gina Emrick, Director, Open Doors Organization
- 15h40 – 16h10** **Panel 4: Three Facets of Collaboration: Cooperation, Coordination and Technology to Succeed in Aviation Accessibility**
In aviation, inter-organizational cooperation and collaboration are ingredients to success when having technology as their partner. We will review a business case with the airport, the airline, the technology experts, and the passengers.
- Moderator: Roberto Castiglioni**, Director, Reduced Mobility Rights Limited
Speakers:
Sara Marchant, Services Manager, Passengers Requiring Support, Heathrow Airport
Alison Dalton, Accessibility Manager, British Airways
William Neece, Director Airport Solutions, Ozion

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VIRTUAL EVENT (ALL TIMES CET)

Wednesday 28 October

16h10 – 16h50

Innovation Session

In February 2020, just before the pandemic forced aviation to a standstill, the IATA Hackathon investigated how technology innovation creates independence. We will review the results of the Hackathon with the innovators and the disability community.

16h50 – 17h00

Take Away from this Event & what will happen next

