IATA WINGS OF CHANGE EUROPE

Amsterdam, the Netherlands
14-15 November 2023

PROGRAM
Roadmap at glance

This WoCE23 edition will primarily focus on what is required for aviation to improve its environmental and financial sustainability and navigate through current challenges. This includes the environment, infrastructure and capacity, as well as passenger experience. Europe’s flagship aero political event will once more shine the spotlight on industry leaders and policy-makers and include lively debates to shape the air transport of the future.

<table>
<thead>
<tr>
<th>14 NOV</th>
<th>15 NOV</th>
</tr>
</thead>
<tbody>
<tr>
<td>AM</td>
<td></td>
</tr>
<tr>
<td>Opening Plenary</td>
<td>The Future of Aviation</td>
</tr>
<tr>
<td>Environmental Sustainability</td>
<td></td>
</tr>
<tr>
<td>PM</td>
<td></td>
</tr>
<tr>
<td>Infrastructure &amp; Capacity</td>
<td></td>
</tr>
<tr>
<td>Passenger Experience</td>
<td></td>
</tr>
<tr>
<td>Networking Dinner</td>
<td></td>
</tr>
</tbody>
</table>
Setting the Scene – State of the Industry

09h00 – 09h10  KLM – reinventing aviation for the next 100 years
A welcome address by the host airline.

09h10 – 09h20  The Netherlands – aviation hub and pioneer
A keynote by a Dutch Minister.

09h20 – 10h00  The role of Europe in global aviation
A debate among political and industry leaders on Europe’s leadership in the industry.

10h00 – 10h45  Shaping European policies for Sustainable growth
Government officials and industry leaders will discuss current measures and expectations, as well as share their views on how to best address sustainability.

10h45 – 11h30  NETWORKING COFFEE BREAK

Environmental Sustainability

11h30 – 13h00  Air transport sustainability: Vision, Strategies, and Roadmaps
A series of fire-side chats followed by a panel discussion to deep-dive into the critical elements of the industry’s plan to deliver its ’environmental ambitions, including the Fly Net Zero 2050’ engagement.

13h00 – 14h00  NETWORKING LUNCH BREAK

Please note that the IATA WoCE program is regularly updated and is subject to change. For more information on this event, please contact woce@iata.org

#IATAWOCE
Infrastructure & Capacity

14h00 – 14h45
**Efficient Air & Ground infrastructure – what are the bottlenecks?**
Industry leaders will discuss air and ground infrastructure bottlenecks, reflect on the 2023 summer’s lessons learned and explore practical strategies for enhanced efficiency and a seamless travel experience.

14h45 – 15h15
**Addressing the bottlenecks through collaboration and efficient policy**
What policy changes and developments are needed to ensure the Industry can meet the capacity challenges in Europe?

15h15 – 16h00
**NETWORKING COFFEE BREAK**

Passenger Experience

16h00 – 16h30
**Inclusive Aviation – the way forward**
This session will address travelers’ perception and rising compliance challenges for airlines.

16h30 – 17h00
**Making right Passenger Rights**
The session will focus on solutions to strike a fair and equitable balance between consumers and airlines. It will explore innovative and feasible strategies that not only meet regulatory requirements but also guarantee a positive consumer travel experience.

18h00 – 22h00
**NETWORKING EMISSIONS-FREE CANAL CRUISE AND GALA DINNER AT THE NATIONAL MARITIME MUSEUM** hosted by KLM

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#IATAWOCE
The Future of Aviation

09h00 – 09h45  
**Futureproofing the value of aviation**  
How do we ensure that the Industry continues delivering benefits to economies and societies?

09h45 – 10h30  
**Future aviation professionals**  
This session will tackle the critical challenge and explore innovative strategies for attracting and retaining diverse talent and building an inclusive workforce. What role for Artificial Intelligence?

10h30 – 11h00  
**NETWORKING COFFEE BREAK**

11h00 – 11h30  
**What’s in the pipeline for Digitalization and Retail?**  
A look into the latest technological solutions and opportunities to increase profitability.

11h30 – 12h15  
**Shaping the airline of the future: CEO reflection session**  
A highlight session reflecting on the topics discussed throughout the event. A thought-provoking debate with industry leaders as they discuss the profound impacts of evolving policies on their organizations, including regulatory dynamics and emerging trends that will shape the business landscape.

12h15 – 12h20  
**Closing**