

6TH ANNUAL AIRPORT OPERATIONS

SUMMIT | 28-29 MAY 2026

HOTEL EUROSTARS
BERLIN, GERMANY



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SPEAKER LINE-UP



Ross Winn
Head of Operations
Heathrow
AOC Limited



Thomas Romig
Chief Operations Officer
Brussels Airport



Tom Mockett
Director Global
Aviation Strategy
NACO



Brett Weihart
Chief Executive Officer
Stokholm
Skavsta Airport



Oktay Cetintas
Head of Passenger and
Terminal Operations,
Deputy COO
EuroAirport



Piervittorio Farabbi
Chief Operating Officer
& Accountable Manager
Tirana International
Airport



Flurin Häseler
VP Engineering
Xovis



Herbert Michael Keffel
Head of Competence Center
Operations/ORAT & IT
Munich Airport



István Szabó
Chief Operating Officer
Berlin Brandenburg
Airport



6TH ANNUAL AIRPORT OPERATIONS SUMMIT | 28-29 MAY 2026

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We are excited to announce the **6th Annual Airport Operations Summit**, that will take place on the **28-29 May 2026** in **Berlin, Germany**. This industry event will explore the latest innovations and trends in airport operations, focusing on improving efficiency, resilience, and sustainability across airside, landside, and terminal management. From autonomous baggage, cargo systems and cognitive Operations Control Centres to biometric passenger flow intelligence, hydrogen-powered ramp operations, and circular economy practices, the event will provide practical insights and solutions to help airports enhance daily performance and growth. Join us to connect with the industry, learn, network, get inspired and gain actionable strategies for shaping the airports of tomorrow.

Key Practical Learning Points

- Mastering Greenfield & Brownfield Operations to Build Flexible Capacity
- Optimizing ATC, ATM & Runway Utilization with NextGen/SESAR Systems
- Driving Operational Excellence with Airport Collaborative Decision Making (A-CDM)
- Enhancing Ground Handling Optimization with Robotics & Sensor-Driven Equipment
- Leveraging Predictive Maintenance to Improve Asset Reliability
- Modernizing Baggage Handling Systems (BHS) for End-to-End Efficiency
- Building Smart Airports with AI, Digital Twins & Data-Driven Control
- Reinventing Passenger Journeys with Self-Service Check-In, Bag Drop & Contactless Travel
- Strengthening Resilience & Emergency Management for Disruptive Events

Take a Look at a Previous Edition



Venue

HOTEL EUROSTARS



Friedrichstraße 99, 10117 Berlin, Germany
+49 30 7017360
reservierung1@eurostarsberlin.com

Who Should Attend

This summit will bring together CEOs, CTOs, CIOs, COOs, Directors, VPs, Heads, Managers and senior-level executives with expertise in:

- Airside, Terminal, & Landside Operations
- Airport Management Systems
- Design & Development
- Surface Access & Connectivity
- Airport Infrastructure
- Airport Security
- Ground Handling
- Master Planning
- Labor Management
- Flow Management
- Passenger Processes & Experience
- & Others!

Previous Attendees Include



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08:30 Check-In and Welcome Coffee ☑

09:00 Opening Address from the Event Chair

09:10 **"Breaking the Ice" Speed Networking Session**

Meet your colleagues, exchange business cards and have a maximum number of 1-on-1 talks in a short amount of time! Our Speed Networking session will help you to form those initial relationships early, find out who is facing the same challenges as you and get a nice preview of what a longer conversation could bring!

MASTERING AIRPORT OPERATIONS

09:50 AVAILABLE SPONSORSHIP SLOT



Airport Collaborative Decision Making: Coordinating Stakeholders in Real Time

- Creating a Shared Operational Picture: Integrating data from airlines, ATC, ground handlers, and terminal operations to ensure all parties work from the same real-time information.
- Enhancing Predictability and Flow Management: Using collaborative updates to reduce uncertainty, improve turnaround efficiency, and minimize delays.
- Streamlining Communications and Decision Loops: Replacing siloed processes with synchronized, time-critical communication that enables faster, more informed decisions.
- Building Trust and Accountability Across Partners: Establishing transparent KPIs, clearly defined roles, and structured coordination practices to strengthen long-term collaboration.

10:30 Case Study: 🔍

Greenfield & Brownfield: Building Operational Capacity from Design to Execution

- Translating operational demands into both long-term master planning and daily operational excellence
- Understand operational complexity and delivering effective design solutions for terminals and airfields
- Future trends in airport operations and capacity and their effects on design and execution

Tom Mockett
Director Global Aviation Strategy
NACO



11:10 Morning Coffee and Networking Break ☕

11:40 Case Study: 🔍

Resilience in Aviation: Preparing Airports for Disruption and Recovery

In an era marked by increasing disruptions - from extreme weather events and cyber threats to pandemics and geopolitical instability - resilience has become a critical imperative for airport operations. Airports are complex ecosystems that serve as vital nodes in global transportation and commerce. Ensuring their ability to anticipate, absorb, adapt to, and recover from adverse events is essential not only for passenger safety and operational continuity but also for economic stability and public confidence. This presentation explores the strategic importance of resilience in airport infrastructure, systems, and workforce, highlighting best practices and innovative approaches to building robust, responsive, and future-ready airport environments.

Ross Winn
Head of Operations
Heathrow AOC Limited



12:20 MASTERMIND SESSION 💡

Tell your peers about the problems you are struggling with and hear the honest feedback. Give a colleague the nudge in the right direction sharing your own perspectives on common problems. Our Mastermind session will give you a unique chance to brainstorm and find solutions to what you are struggling with. Get the best out of the experience!

13:00 Business Lunch 🍷

REIMAGINING AIRPORT CONTROL WITH EMERGING TECHNOLOGIES

14:00 Case Study: 🔍

Pioneering the Future of Aviation Infrastructure

- Emerging from COVID and after the Kastrati Group's acquisition in 2021, Tirana International Airport (TIA) passengers' volumes have grown YTD 255% versus 2019 with an equally substantial growth in aircraft movements, projected to exceed 70,000 ATMs in 2026.
- Such an impetuous PAX/ATM growth has requested not only substantial adjustments to TIA airport operations, both passengers and aircraft, but also the design and implementation of a comprehensive CAPAX Plan, still in progress.
- With the aim of improving customer experience while coping with peak traffic days, the CAPEX Plan has involved all key airport features, from terminal floor space to security lanes, from expanded apron to revamped maneuvering area.
- The presentation aims to illustrate how more than 90M Euro has been deployed without major operational disruptions or major safety occurrences.

Piervittorio Farabbi
Chief Operating Officer & Accountable Manager
Tirana International Airport



14:40 Case Study: 🔍

Advancing Sustainability at BRU: Carbon Reduction, Noise Mitigation, and Environmental Management

This presentation explores Brussels Airport's comprehensive approach to sustainability, focusing on key initiatives to reduce carbon emissions, implement innovative noise mitigation strategies, and manage the natural habitat in and around the airport. Highlighting actionable projects, measurable outcomes, and stakeholder collaboration, it demonstrates how BRU is setting a benchmark for sustainable airport operations while addressing environmental and community concerns.

Thomas Romig
Chief operating officer
Brussels Airport



15:20 Afternoon Tea and Networking Break ☕

15:40 Case Study: 🔍

Designing Seamless Journeys: Operational Excellence at the Heart of Passenger Experience *

- End-to-End Flow Optimization: Streamlining touchpoints—from curb to gate—through coordinated terminal operations and proactive issue resolution.
- Human-Centered Service Delivery: Empowering frontline teams and enhancing service culture to ensure passengers feel guided, supported, and valued.
- Operational Integration Across Stakeholders: Strengthening collaboration between airlines, security, ground handlers, and retail partners to remove friction and maintain consistency.
- Using Real-Time Insights for Rapid Response: Leveraging live operational data to anticipate disruptions, managing queues dynamically, and upholding a smooth passenger journey.

Oktay Cetintas
Head of Passenger and Terminal Operations, Deputy COO
EuroAirport



16:20 PANEL DISCUSSION 🗣️

Harnessing Technology for Safer, Smarter & More Reliable Airports

This panel explores how digital innovation is strengthening airport safety, efficiency, and reliability. Experts will discuss the practical impact of AI, automation, and real-time operational data, sharing examples of how technology is streamlining workflows, reducing disruptions, and improving the passenger experience. Attendees will gain a clear view of the tools and strategies shaping the next generation of smarter, more connected airports.

17:00 Chair's Closing Remarks and End of Day One

18:00 Networking Dinner 🍷

* TBC

08:30 Check-In and Welcome Coffee ☕

09:00 Day Two Opening Remarks from the Chair

CREATING FLAWLESS PASSENGER EXPERIENCE

09:10 AVAILABLE SPONSORSHIP SLOT



Retail & Concessions: Unlocking Commercial Potential and Non-Aero Revenue Growth

- Designing Passenger-Centric Retail Journeys: Using behavioral insights and terminal flow patterns to position offerings where they naturally attract attention and impulse purchases.
- Dynamic, Data-Informed Commercial Mix: Leveraging spending analytics, flight profiles, and demographic trends to curate the right blend of retail, F&B, and services.
- Experiential and Localized Concepts: Introducing sense-of-place retail, pop-ups, and interactive experiences that differentiate the airport and increase dwell-time value.
- Flexible Commercial Models for Rapid Adaptation: Implementing modular leasing, revenue-sharing structures, and digital storefronts to stay resilient amid shifting passenger behaviors.

09:50 Case Study: 🔍

Designing Passenger Experience for a New European Hub: How BER Is Redefining Flow, Autonomy & Operational Efficiency

As one of Europe's newest major airports, Berlin Brandenburg (BER) offers a unique opportunity to shape operations, passenger services and digital infrastructure without the legacy constraints facing older hubs. This session explores how BER is optimizing its terminal ecosystem, accelerating digitalisation, and deploying real-time passenger flow intelligence to reduce bottlenecks and elevate autonomy. From smart wayfinding, queue analytics and contactless processes to integrated operations control and multimodal landside connectivity, attendees will gain insight into how BER is positioning itself as a modern, resilient, and customer-centric European gateway.

István Szabó
Chief Operating Officer
Berlin Brandenburg Airport



10:30 Case Study: 🔍

Enhancing Airport Connectivity Through Multi-Modal Transport Integration

Seamless airport connectivity is key to efficient travel and regional development. This session will explore how large-scale infrastructure projects—such as the development of new rail connections to airports—can transform accessibility, reduce congestion, and drive sustainable growth. Drawing on insights from major Swedish projects, including the ongoing construction of the new train line to Stockholm Skavsta Airport (the largest infrastructure investment in Sweden's history), we'll discuss practical lessons in planning, execution, and collaboration. The session will highlight how integrating rail, road, and other transport modes can enhance passenger experience, operational efficiency, and regional competitiveness.

Brett Weihart
Chief Executive Officer
Stockholm Skavsta Airport



11:10 Morning Coffee and Networking Break ☕

11:40 Case Study: 🔍

Integrating ORAT & Smart Technologies to Deliver a Consistently Excellent Passenger Journey *

- ORAT as a Foundation for Passenger-Centric Operations: Ensuring new infrastructure, processes, and technologies are operationally sound before go-live to protect service quality.
- Holistic Process Mapping for Terminal Efficiency: Aligning operational workflows with digital systems to eliminate hidden bottlenecks across check-in, security, and boarding.
- Smart IT Ecosystems for Real-Time Transparency: Implementing interconnected platforms that give all stakeholders a unified view of passenger flow, facility status, and resource needs.
- Change Management for Sustainable Improvement: Embedding training, communication, and cross-functional readiness to ensure innovations translate into lasting passenger experience gains.

Herbert Michael Keffel
Head of Competence Center
Operations/ORAT & IT
Munich Airport



12:20 FIRESIDE CHAT 🔥

Bridging Technology and Operations: How Airports Can Deliver Truly Seamless Passenger Journeys

Join this two-person discussion exploring how airports can unify operational expertise with emerging technologies to create dependable, stress-free passenger experiences. The participants will compare perspectives from both sides—operational leadership and technological innovation—highlighting where gaps still exist, how to close them, and what practical steps airports can take to improve flow management, service reliability, and real-time decision-making. This session will emphasize collaboration, actionable insights, and the future readiness of airport operations.

13:00 Business Lunch 🍽️

14:00 Case Study: 🔍

Reinventing Airport Operations for a Smarter, Leaner, and More Adaptive Future *

- **Modular and Flexible Operational Design:** How airports can build systems and processes that scale up or down quickly in response to shifting demand and global disruptions.
- **Integrating Automation With Human Expertise:** Leveraging robotics, AI, and autonomous systems while redefining the role and value of the human workforce.
- **Resilient Infrastructure for an Uncertain Decade:** Preparing terminals, airside operations, and digital platforms for climate risks, supply-chain challenges, and operational shocks.
- **Interconnected Operations Ecosystems:** Creating seamless data-sharing and coordinated decision-making across airlines, border agencies, security, ground handlers, and vendors.

Speaker TBC

14:40 Case Study: 🔍

Measuring People Flow in Airports: Realistic KPIs, Accuracy Limits & Service Quality Expectations

Airports rely on precise people-flow insights to manage queues, allocate staff, and maintain service quality—yet achieving high-accuracy measurement in dynamic terminal environments remains a major challenge. This session examines the core KPIs used in airport queue analysis (including queue length, waiting times, and capacity) and the practical constraints that impact data precision, regardless of the sensor technologies deployed. Attendees will gain a clear view of what levels of measurement accuracy and service performance are realistically achievable, and how to use these insights to enhance operational decision-making across the terminal.

Flurin Hänseler
VP Engineering
Xovis



15:20 Chair's Closing Remarks and End of Summit

* TBC

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6TH WORLD AIRPORT OPERATIONS SUMMIT | 28-29 MAY 2026 | BERLIN, GERMANY

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- 2-Days Summit + Workshop
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