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

SUMMIT | 28-29 MAY 2026

HOTEL EUROSTARS
BERLIN, GERMANY

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SPEAKER LINE-UP

Ross Winn
Head of Operations
Heathrow
AOC Limited

AOC — Supporting the Airline Community

István Szabó
Chief Operating Officer
Berlin Brandenburg Airport

BER

Thomas Romig
Chief Operations Officer
Brussels Airport

brussels airport

Tom Mockett
Director Global Aviation Strategy
NACO

NACO — a company of Haskoning

Brett Weihart
Chief Executive Officer
Stokholm Skavsta Airport

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

EuroAirport. BASEL MULHOUSE FREIBURG

Piervittorio Farabbi
Chief Operating Officer & Accountable Manager
Tirana International Airport

TIA

Flurin Hänseler
VP Engineering
Xovis

XOVIS

Matthew Selvey
Head of Operational Planning
MAG (Airports Group)

MAG

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

MUNICH AIRPORT

Alpros Mohammad Hamzouq
Quality, Safety and Risk
MD Airport International Group

AIRPORT INTERNATIONAL GROUP — A Groupe ADP company

Patrick Cuschieri
Vice President Aviation Security
Bahrain Airport Company

BAC — BAHRAIN AIRPORT COMPANY

Theodoros Sbiliris
Aviareps Greece Group Strategic Development Director\Skyexpress Airlines, Chief of Airports
Heraklion International Airport

Heraklion International Airport, Crete

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

HOTEL EUROSTARS
BERLIN, GERMANY

Register Now & Save € 300

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

Venue
HOTEL EUROSTARS

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

Take a Look at a Previous Edition

0:51 / 2:21

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

SOFIA AIRPORT · BOEING · AIRFRANCE · transavia · toulouse blagnac AÉROPORT · DublinAirport · ICELANDAIR

VINCI AIRPORTS · Heathrow · LONDON GATWICK · STUTTGART AIRPORT · Prague Airport · RIX Riga Airport · مطارات الرياض riyadh airports · aena

Aeroporto di Bologna · MALTA INTERNATIONAL AIRPORT · Schiphol Group · CANADIAN AIRPORTS COUNCIL · BER · Fraport Slovenije · CAAS Civil Aviation Authority of Singapore · egis · modlin airport

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DAY 1
28 MAY 2026

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**

SPONSORED 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

NACO
a company of Haskoning

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

AOC
Supporting the Airline Community

12:20 **Case Study:**

Strengthening Airport Security Culture: Next-Generation Strategies for a Resilient Aviation Ecosystem
- Bridging Regulation and Operations: How to align national requirements with international standards while keeping airport processes efficient and passenger-focused.
- Security Culture in Action: Practical lessons learned from 30+ years in aviation security—building empowered teams, improving decision-making, and embedding accountability.
- Intelligence-Driven Risk Management: Using modern risk-assessment frameworks, quality control, and continuous auditing to anticipate and mitigate emerging threats.
- Future-Ready Aviation Security: Innovations, training approaches, and cross-stakeholder collaboration that will shape secure and seamless airport operations over the next decade.

Patrick Cuschieri
Vice President Aviation Security
Bahrain Airport Company

BAC
BAHRAIN AIRPORT COMPANY

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 copying 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 90Meuro has been deployed without major operational disruptions or major safety occurrences.

Piervittorio Farabbi
Chief Operating Officer & Accountable Manager
Tirana International Airport

TIA

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

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

EuroAirport
BASEL MULHOUSE FREIBURG

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

DAY 2
29 MAY 2026

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**

SPONSORED SLOT

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.

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

BER

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
Stokholm 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

M MUNICH AIRPORT

12:20 Case Study: 🔍

Self-Service Check-In & Bag Drop: Redefining Passenger Autonomy
- Empowering passengers through automation: How self-service check-in and bag-drop give travelers more control, reduce stress points, and support a seamless digital-to-physical journey.
- Operational gains for airports: The impact of automation on queue reduction, staffing optimization, and improved throughput during both peak and irregular operations.
- Designing systems that scale: Lessons from MAG on implementing flexible, modular self-service infrastructure that adapts to fluctuating demand and diverse airline requirements.
- Future-focused transformation: How data, biometrics, and integrated platforms will further elevate autonomy, resilience, and the overall passenger experience.

Matthew Selvey
Head of Operational Planning
MAG (Airports Group)

MAG

13:00 Business Lunch 🍴

14:00 Case Study: 🔍

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.

Theodoros Sbiliris
Aviareps Greece Group Strategic Development Director\Skyexpress Airlines, Chief of Airports
Heraklion International Airport

Heraklion International Airport, Crete

14:30 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

XOVIS

15:00 Case Study: 🔍

Managing Risk at the Speed of Aviation: Elevating Safety and Quality in Complex Airport Operations *
- Addressing emerging operational risks in high-traffic, multi-stakeholder airport environments
- Embedding safety and quality into operational decision-making, not just compliance
- Lessons learned from incident prevention, assurance, and continuous improvement
- Strengthening collaboration between operators, regulators, and service providers

Alpros Mohammad Hamzouq
Quality, Safety and Risk
MD Airport International Group

AIRPORT INTERNATIONAL GROUP

15:30 Chair's Closing Remarks and End of Summit

* TBC

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1

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CONTACT DETAILS

Victoria Weber
Marketing Director
victoria.weber@luxatiainternational.com
00 (420) 775 717 730
www.luxatiainternational.com