WORLD
AIRPORT OPERATIONS
VIRTUAL SUMMIT

14-15 May 2020

CHAIRED BY

Sarah Frances Procter
Director
Copenhagen Optimization

Gillian Ormiston
Expert in Biometrics, Border Control and Traveller Facilitation Solutions
Ormiston Consulting Services

SPEAKER LINE–UP

Kim Laursen
Head of Innovation, Products and Solutions
Heathrow

Francisco Gonzalez
Head of Ops Product Owner
Vueling

Bart Seuntjens
General Manager
Brussels Airport Consulting

Daniel Muller
Director Innovation & Partnerships for Digital Aviation
THALES

Paul Hermans
Senior Planner – Airport Development
Arup

Enrique Sanchez Cuellar
Head of Electrotechnic and Airfield Ground Lighting Lab
AENA

Nikiforos Chatzopoulos
Associate Director & Client Executive
IBM

Marcelo Vasconcellos
Senior Airport Planner
GRU Airport

Fabrizio Martin
Product Line Manager, Airport Security and Smart Airport
THALES

Rasmus Waldemar
Management Consultant
Implement Consulting Group

Ulrich Stiller
Senior Expert Business Development
Airport Research Center

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WORLD
AIRPORT OPERATIONS
VIRTUAL SUMMIT

14-15 May 2020

World Airport Operations Virtual Summit that will take place on **14-15 May 2020**. The summit will emphasize the crucial importance of airport operation optimization and the adoption of new technological advances. To better serve the next generation of travellers and to deliver a seamless passenger journey, airports need to invest in new technologies and improve their infrastructure and strategy to match today's passenger expectation s. The summit will provide an ideal platform for airport operations professionals and experts in the field to discuss new advances in processes and technology to improve overall airport experiences.

KEY PRACTICAL LEARNING POINTS

- Upgrading airport digitalization and the passenger experience
- Identifying gaps, reducing leakages, and building new air links to high-potential markets
- Increasing capacity by including improved data links between aircrafts andground facilities
- Boosting the effectiveness and performance of airport operations
- Machine learning, artificial intelligence, digital twin, sensor technologies and other advances in airports
- Finding the perfect balance in reducing passenger's time in terminals and increasing monetization
- Airside, landside and terminal optimization use cases and best practices
- Connecting physical infrastructure to cloud space
- Useful tools and methods for perfecting operational excellence
- Disruptive technologies and smart security solutions

WHO SHOULD ATTEND

This summit will gather together CEOs, CTOs, CIOs, COOs, Directors, VPs, Heads, Managers and Senior Level Executives having expertise in:

- Airside, Terminal and Landside Operations
- Airport Infrastructure
- Airport Management Systems
- Digital Services/Solutions
- Emerging Technologies
- Ground Operations
- Passenger Processes & Experience
- Airport Customer Service
- Airport Baggage Systems
- Aircraft Stand and Slot Allocation
- Surface Access & Connectivity
- Support Facilities
- Transportation Planning
- Airport Technical & Emergency Services
- Security Regulations and Operations
- Safety Management Systems
- Cyber Security
- & Others!

ABOUT US

Luxatia International specialises in bringing people together through outstanding strategic business conferences & summits, professional training and b2b congresses. We maintain the highest standards of quality in research and market analysis, finding the right issues and then producing high-profile events. We accelerate growth across industries and across the globe by bringing together world leading experts who provide cutting-edge information to business authorities.

6 REASONS TO CHOOSE US

- Comprehensive Market Research
- Cutting-Edge, Market Driven, Quality Programmes
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DAY 1
14 MAY

WORLD
**AIRPORT
OPERATIONS**
VIRTUAL SUMMIT

10:00 Opening Address from the Chair

PIONEERING THE ADVANCEMENT OF AIRPORT OPERATION SOLUTIONS

10:10 Case Study:

How to Increase Maturity of an Airport Operations Centre, Our Story

The purpose is to share our lessons learned throughout the journey of creating an Operations Centre

- Change management to involve all the stakeholders
- Creating trust
- Decision taking
- Importance of data sharing
- Etc.

Bart Seuntjens
General Manager
Brussels Airport Consulting

10:50 Case Study:

Agile Project Implementation in Airport Operations – Success Cases From Baggage Handling

- How do we deliver more and faster impact in airport improvement projects?
- Which agile methodologies and tools are fit for the airport operations environment?
- How do we engage the employees and make airport and handlers work effectively together?
- How do we plan and execute improvement efforts across the year when there is such a big difference in volume e.g. peak season

Rasmus Waldemar
Management Consultant
Implement Consulting Group

11:30 Coffee Break

DIGITAL AIRPORTS: DREAM OR REALITY

11:50 Case Study:

The Future Baggage System

- Heathrow future baggage system
- Who are the real winners when the baggage system are designed with new automation?
- What to watch for on the journey towards the future baggage system?

Kim Laursen
Head of Innovation, Products and Solutions
Heathrow

12:30 Case Study:

Covid-19: Airport Challenges and Potential Mitigation Measures to Be Analyzed

- Covid-19 and related social distancing affect airports and airlines tremendously.
- Measures to ensure the health and well-being of passengers and staff at airports include:
  - addition or redesign of processes
  - variable use of airport infrastructure
  - modified deployment of personnel
- This significant deviation from previous operations challenges airports with many issues that they did not have to deal with in the past.
- This presentation summarizes measures, which the aviation industry may take in place.
- ARC is currently evaluating its impact and consequences on airport capacity in various studies.
- The task is to plan and organize a smooth recovery of operations and minimizing the risks of disruptive events.

Ulrich Stiller
Senior Expert Business Development
Airport Research Center

13:00 Lunch Break

14:00 Case Study:

Restoring Capacity While Facing Covid-19

We see physical distancing as a short-term approach. This presentation will share what we've learned so far and outline Arup's thoughts around a longer-term risk-based approach to recovery:

- Latest industry insights from Arup's Airport Demand Analyser tool
- Risk-Based Assessments and Responses: Industry & Government
- Bio-Security Zones
- Protecting Colleagues and Passengers
- The New Normal: Our thoughts on the (near) future...

Paul Hermans
Senior Planner - Airport Development
Arup

14:40 Case Study:

Enhancing Operational Efficiency Through the Implementation of Traffic Management Systems

- Challenges and opportunities in the airside due to airport configuration and multiple airport regions.
- The continuous increase in capacity with runway limitations.
- Improvement of arrival and departure flows of the runway system throughout the simultaneous approach procedures under VMC.

Marcelo Vasconcellos
Senior Airport Planner
GRU Airport

15:20 Chair's Closing Remarks and End of Day One

DAY 2

15 MAY

10:00 Day Two Opening Remarks from the Chair

OVERCOMING CURRENT AND FUTURE CHALLENGES

10:10 Case Study: 🔍

Collaborative Digital Aviation: a Smart Answer to Forthcoming Challenges

Collaborative digital solutions offer a flexible and attractive answer to the new challenges introduced by the COVID-19 sanitary crisis, such as:

- monitoring the end-to-end safety of passengers and stakeholders' operational staff
- taking advantage of a reduced traffic to drastically improve the environmental efficiency
- maintaining turn-around efficiency despite additional demanding procedures, impacting both airside and landside flows

Daniel Muller
*Director Innovation & Partnerships
for Digital Aviation*

Fabrizio Martin
*Product Line Manager,
Airport Security and Smart Airport*

THALES

THALES

10:50 Case Study: 🔍

How Vueling Is Dealing With Current and Future Situation?

- Low Cost Airline and COVID-19
- Crisis: It's time to run but to where should we go?
- Freeze: Airline prepares for short/long Winter
- Ramp-up: Nudging for the market recovery
- New Normal: Is this 2010 or the future?

Francisco Gonzalez
Head of Ops Product Owner
Vueling

vueling

11:30 Coffee Break ☕

11:50 Case Study: 🔍

Reinvent Travel through Recovery from a Pandemic: Prepare and Establish a New Norm for the Aviation Ecosystem

- Technology as an enabler
- New data sources affecting complex processes
- Navigating unchartered waters and what's next

Nikiforos Chatzopoulos
Associate Director & Client Executive
IBM

IBM

12:30 Lunch Break 🍽

SMART PATH TO A SEAMLESS JOURNEY

13:30 Case Study: 🔍

Creating the Business Case for Passenger Biometric Processing

- What does a fully automated departure process imply?
- How to approach the building of a business case for a deployment?
- How can different processes from different stakeholders be linked together?
- Who should manage the approach?
- How does the use of digital tools help the process?
- How long does it take?

Gillian Ormiston
*Expert in Biometrics, Border Control
and Traveller Facilitation Solutions*
Ormiston Consulting Services

OCS

14:10 Case Study: 🔍

Benefits of using Drones in AENA airports

Nowadays, drones are a clear hot topic. This presentation will deal with the different uses of drones in a controlled way within airports, enabling many tasks to be optimized and made more efficient. This implies operating drones inside controlled airspace, coordinated with regular air traffic, in accordance with current legislation. As an airport management company, in Aena we have used drones for calibration of visual aids and air navigation equipment, FOD detection, obstacle measurement and pavement revision – and we have planned other useful features for the airport field.

Enrique Sanchez Cuellar
*Head of Electrotechnic and
Airfield Ground Lighting Lab*
AENA

aena

15:00 Chair's Closing Remarks

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Partnering with Luxatia International means more than making the right contacts – it means being an insider, connected to the right people with the right level of influence, and being allied with a globally respected organization and leader within your industry.

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SPOTLIGHT ON OUR SPEAKERS

Sarah Frances Procter
Director
Copenhagen Optimization

Sarah holds a BA Hons. Degree in Business Economics from Kingston University, UK and an HD.2. in International Business from Copenhagen Business School. She started her career in Sales with PepsiCo in and since relocated to Denmark in 2006 joining Copenhagen Airports A/S. Having held a variety of roles including Route Development, Airport Operation Management, and Director Real Estate, Sarah has extensive Aviation experience and has since 2015 combined her skill set working in the IT and Transportation sectors. Sarah joined Copenhagen Optimization in 2017 as Director of Sales, Marketing & Communications.

Kim Laursen
Head of Innovation, Products and Solutions
Heathrow

Kim has been in the airport industry for 25 years, starting as design lead on baggage controls systems (HLC, SCADA and LLC), focused on support during on-site configuration, installation and bringing into use.

Kim has moved from the role of Baggage Design Lead at one of the world's busiest airports – London Heathrow to now leading Heathrow operational Innovation and automatization

His team are responsible for creating, delivering and updating a repository of products and solutions that can guide future projects to align with strategies and operational goals

The role will lead and guide Innovation and Automation to deliver the overall objective to deliver growth improved resiliency, save footprint in both brown and green field systems as well as supporting Heathrow Third runway which includes improved sustainability.

Nikiforos Chatzopoulos
Associate Director & Client Executive
IBM

27 years of Travel and Transportation experience leading large scale MSI programs, critical systems audit and setup, location-based solutions, and ORAT in major airport developments in Asia, the Middle East, and Europe. He has served 20+ Travel and Transportation clients which include Airlines, Ground Handlers and major International Airports such as Athens, Hamad and Doha, Delhi, Hyderabad, Dubai and Suvarnabhumi Bangkok, Singapore Changi, SIA, Aegean Airlines, Etihad Airways, Emirates Airlines, EAS (ex ADAS), Olympic Airways, SATS.

Involved in several important strategic initiatives with key Aviation Clients in the GCC region around a Smarter Digital Airport Strategy, Smarter City Transformation, AI, Cognitive, IoT and Cloud solutions, Mobile Strategy and the scoping of an Enterprise Information Integration Hub for systems and applications across the airport, airline and city ecosystems.

Employs an array of skills and know-how with a proven track record of providing profound business strategy, operations and technology expertise. The ability to effectively bridge the gap between these three main pillars and the unique blend of out-of-the-box thinking, creativity and international exposure he holds, are fundamental to allow unhindered integration of the organization's strategic drivers, business processes and digital transformation initiatives.

Marcelo Vasconcellos
Senior Airport Planner
GRU Airport

Civil Engineer and holding a Master's degree in Airport Infrastructure Engineering at Aeronautical Institute of Technology (ITA - Brazilian Air Force University), with 5 years' experience in Airport infrastructure and operations, including projects related to capacity optimization, operation planning, design and management, and Master Plan development.

Since 2017 has been working at the OCC at São Paulo Intl. Airport - GRU Airport in various operations roles in partner with strategic planning, working specifically in the conduction and development of projects comprising simulations models, including Terminal and Airside (Apron and Runway), providing solutions/recommendations and identifying opportunities to increase the airport capacity and eliminate bottlenecks.

Gillian Ormiston
Expert in Biometrics, Border Control and Traveller Facilitation Solutions
Ormiston Consulting Services

An expert in border control and traveller facilitation solutions for over 20 years, Gillian has spent most of her professional career deploying leading edge operational biometric systems, which have exceeded customer's expectations. She is also an active member of industry and governmental working groups for improving the traveller experience and facilitation.

Prior to setting up Ormiston Consulting Services to help clients purchase and deploy biometric traveller facilitation systems, she held a variety of posts focusing on Border Control and Passenger Facilitation for IDEMIA for 13 years and was Deputy Programme Manager for the deployment of three large-scale European systems at the European Commission in Brussels (EURODAC, Schengen Information System II and EU Visa Information System.

Gillian holds an Honours Degree in History from the University of Stirling and a MSc in IT from the University of Glasgow.

Enrique Sanchez Cuellar
Head of Electrotechnic and Airfield Ground Lighting Lab
AENA

Electronic and Control engineer. Working experience in paper machine manufacturing, teaching in high school and college, car sensors development and manufacturing and from 2008 in airports. From 2013 responsible for setting of PAPI systems, photometric airfield lighting serviceability audit and power lines verification in Aena airports. Leading a new procedure for PAPI setting with drones.

Rasmus Waldemar
Management Consultant
Implement Consulting Group

Rasmus Waldemar is part of the Agile Project Management team at Implement Consulting Group. Rasmus has +10 years of experience within project management, agile organization and lean process improvement. Rasmus has worked in several countries and industries, amongst other in airports in Denmark and Norway.

Bart Seuntjens
General Manager
Brussels Airport Consulting

Bart has more than 25 years of experience in consulting. Bart has worked in the transportation industry for many years. Throughout his career, he has participated in numerous airport transformation projects focused on operational excellence and change management. It includes the aviation sector and the dynamic culture of airports where the challenge remains to align commercial programs with compliance programs. Bart is a recognized and certified (ADKAR) expert in change management.

Daniel Muller
Director Innovation & Partnerships
for Digital Aviation
THALES

Daniel Muller is Director for Innovation & Partnerships, currently working for the new Digital Aviation business segment of THALES. He has over 30 years' experience in the company, focussed on innovation, conducting research activities, and bridging it into commercial products and services in various domains such as Radars, Air Traffic Management, and now Collaborative Digital Aviation services. He has been deeply involved in the SESAR European R&D programme since its inception, where he has initiated a number of collaborative projects paving the ways for future Digital Aviation in partnership with Air Navigation Service Providers, Airlines, and Airport Operators. He is also the coordinator of the "Air Transport Solutions" Segment, in the French National "Aerospace Valley" Efficiency Cluster, and has been occasional lecturer at ENAC, the French school of Civil Aviation.

Ulrich Stiller
Senior Expert Business Development
Airport Research Center

Ulrich Stiller, Senior Expert Business Development at Airport Research Center GmbH (ARC) Germany, has more than 38 years of experience in the airport business. After his studies, he worked for various airlines, including Singapore Airlines, Continental Airlines, and Eurowings, where he was Commercial Director. Furthermore, Mr Stiller worked for 17 years as Vice President Sales/Marketing/Product for Cologne Bonn Airport. One of his achievements is the awarding, for three years in a row, of the renowned "Skytrax World Airport Award" to Cologne/Bonn Airport for the best regional airport in Europe.Last year, Mr Stiller took up a new professional challenge at the Airport Research Center in Aachen. Mr Stiller has exceptional expertise in Airport Excellence, Airport Operations and Airport Product Development.

Francisco Gonzalez
Head of Ops Product Owner
Vueling

Civil engineering by education, aviation by passion. Francisco has 20 years' experience in General Aviation and low cost sector, both commercial and operations side. Currently Head of Operations Products at Vueling managing ops agile development teams solving business needs.

Paul Hermans
Senior Planner – Airport Development
Arup

Paul Hermans is the Aviation Business Leader in Arup's Amsterdam Office in Netherlands with 13 years of international experience in the aviation industry. His core skills lie in the areas of airport master planning, airfield, apron and aircraft stand planning, passenger terminal planning and airport operations as well as ancillary support facilities design, complemented by project management and design coordination in various client facing roles.

Project experience ranges from some of the largest international airports to regional airports and heliports. Paul has been the project technical manager and airfield planning lead for the 6 runway 150mppa Istanbul New Airport currently under construction. This was preceded by the lead airfield and master planning role for HKIA's 3rd Runway Scheme Design, having been based in Hong Kong for over a year. This has provided invaluable experience in developing airport planning solutions firmly grounded in sound operational principles that meet the airport's and its stakeholders needs, applicable to airports at all scales.

Paul studied aircraft systems engineering at the Amsterdam University of Applied Sciences, including the Aviation Management Honours Programme.

This was followed by a Master's Degree course in Interdisciplinary Design for the Built Environment at the University of Cambridge.

Fabrizio Martin
Product Line Manager,
Airport Security and Smart Airport
THALES

In Thales since 2016 he is now Product Line Manager for Airport Security and Smart Airport product Line, providing leadership for products' vision and digital roadmap. Before joining Thales he was former Sales Director for Defence, Air Traffic Management and Airports for an Italian SME. In the same company he was previously program manager for products and program related to Defence, Air Traffic Management and Airports.

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