



# AIRPORT EXCHANGE '07



10-12 DECEMBER 2007 / MADRID, SPAIN  
PALACIO MUNICIPAL DE CONGRESOS

SHOW **PREVIEW**  
THE LEADING AIRPORT EVENT OF 2007  
REGISTER YOUR PLACE TODAY



In partnership with



Show Preview sponsored by



MOVE BETWEEN THESE 5 LEADING CONFERENCES TO CREATE YOUR OWN UNIQUE AGENDA...

AIRPORT SECURITY

GROUND HANDLING &  
AIRPORT CHARGES

AIRPORT OPERATIONS

AIRPORT IT

AIRPORT DEVELOPMENT &  
SUPPLIER RELATIONS



## WHO WILL BE ATTENDING **AIRPORT EXCHANGE 2007?**

**Airport Exchange will welcome over 1,000 delegates from an outstanding range of airports and airlines. This is a must-attend event for senior and middle management with responsibilities in any of the following areas and more...**

- **Ground Handling**
- **Security**
- **Operations**
- **IT**
- **Procurement**
- **Facilitation**
- **Planning**
- **Project Delivery**

*"As somebody responsible for many areas of airport activity, Airport Exchange was a fantastic opportunity to find out the latest updates and innovations across all aspects of the business. I very much look forward to attending the event again in December this year."*

**Ivan Bassato**

Director of Airport Operations,  
SAGAT Turin Airport

**Airport Exchange 2006 brought together over 900 attendees from more than 50 countries, Airport Exchange 2007 promises to be even bigger.**

**AIRPORT EXCHANGE IS WITHOUT QUESTION, THE SINGLE MOST IMPORTANT OPPORTUNITY OF THE YEAR TO EXCHANGE EXPERIENCES WITH ALL OF THE KEY PLAYERS IN THE AVIATION INDUSTRY.**

# TOPICS AT A GLANCE

**FIVE OUTSTANDING CONFERENCE PROGRAMMES** have been individually tailored to offer delegates insight and solutions to the key issues facing each sector. With critical input from the ACI EUROPE committee members and industry experts, as well as careful onsite management, these conferences will offer delegates the very best forum to exchange ideas and experiences with all the key players in the aviation industry.

**DELEGATES CAN CHOOSE TO ATTEND ONE CONFERENCE PROGRAMME – OR PICK AND CHOOSE DIFFERENT WORKING SESSIONS TO CREATE YOUR OWN UNIQUE AGENDA...**

## **THE 6TH ANNUAL ACI EUROPE SECURITY SUMMIT** **'Minimising the Impact of Security Measures'**

This conference is essential for developing and implementing effective security tools and strategies while minimising their impact. Key issues to be critically analysed by industry experts include: regulatory update – the implications of the new European Commission framework agreement on aviation security, solving industry challenges, advancements in technology – liquid screening equipment, biometrics, real time video analysis, enhancing training methods and optimising security with human factors, the evolution of terminal design and security zones, minimising the threat to departure areas and more...

## **THE 9TH ANNUAL GROUND HANDLING AND AIRPORT CHARGES CONFERENCE** **'Handling the Business'**

This programme will discuss the critical challenges confronting those concerned with the handling of passengers, baggage or aircraft. Conference themes to be addressed include: Implementing the European Commission's regulation on persons with reduced mobility, tackling industry trends and challenges and meeting quality and service requirements in a price sensitive business, eliminating ground damage and improving airside safety, consolidation, customer service and increasing efficiency. With a new edition to this conference for 2007, we are pleased to announce a session dedicated to addressing the European Commission's airport charges directive and its role in improving relationships between airports and airlines.

## **THE 8TH ANNUAL ACI EUROPE AIRPORT OPERATIONS CONFERENCE** **'Optimising Safety and Performance'**

What are the main criteria for delivering improved airport operations? This conference is designed to address all issues driving airport safety and efficiency. Tailored working sessions will analyse risk based safety

management systems and airport closures, dealing with extreme weather operations and disasters, maintaining effective operations during exceptional incidents and circumstances, effective strategies to deliver more efficient use of existing runways, innovative operational initiatives and more...

## **THE 2ND ANNUAL ACI EUROPE IT CONFERENCE** **'IT: Creating Efficiencies and Driving Revenues'**

Following on from the success of the inaugural event last year, this dedicated IT conference will again bring together industry experts to provide a forum for airport executives globally to share experiences and solutions on existing and future IT and telecommunication services.

Key issues to be addressed by leading industry experts include: effectively managing complex IT projects and lessons learnt from installations, implementing operations solutions to improve efficiency and lower costs, new security and baggage tracking solutions; RFID systems, IP CCTV and biometrics, improving passenger handling and customer services through technology, the future of check-in; remote baggage drop off, self tagging, mobile phone check-in and more...

## **THE 2ND ANNUAL ACI EUROPE AIRPORT DEVELOPMENT AND SUPPLIER RELATIONS CONFERENCE** **'Sustainable Development and Innovative Procurement'**

This conference is dedicated to addressing strategies for successfully developing new airport facilities in the 21st century and will critically assess the current working relations between suppliers and airports around the world.

This conference will critically address key procurement and development topics such as purchasing in an era of e-commerce, buyer groups, procurement challenges and innovative supplier relations, successfully delivering new facilities while considering the differing demands of all parties, enhancing terminal design and interior experiences, environmental impacts, master planning and airfield development.

Sponsored by:



**6TH ANNUAL ACI EUROPE SECURITY SUMMIT**

'MINIMISING THE IMPACT OF SECURITY MEASURES'

**09:00 WELCOME ADDRESS**

**Olivier Jankovec**, Director General, ACI EUROPE

**KEYNOTE ADDRESS**

The new European Commission framework agreement on aviation security is intended to 'simplify, clarify and harmonise' security measures. What is contained within this new framework agreement and what are the implications for airports with regards to the implementation of these revised security regulations?

**Robert Missen**, Deputy Head of Unit, Aviation Security, Directorate General for Transport and Energy, European Commission

**10:00 - 10:45 COFFEE BREAK**

**10:45 FIRST WORKING SESSION**

SOLVING NEW REGULATORY AND INDUSTRY CHALLENGES

This round table debate will bring together a panel representing airports, airlines, regulators and stakeholders to debate their hands on experiences of tackling the latest regulations and new terrorist threats.

**PANEL DISCUSSION:**

Chairman: **Ernst Schlecht**, Head of Safety and Security, Zurich Airport and former Chairman, ACI EUROPE, AVSEC Committee

**PANELLISTS:**

**Robert Missen**, Deputy Head of Unit, Aviation Security, Directorate General for Transport and Energy, European Commission

**Peter Andres**, Vice President Corporate Security, Lufthansa Airlines, Chairman of Security Committee, AEA

**Janis Kramins**, Senior Specialist in Aviation Security, Riga International Airport

**Bart Otten**, President, GE Security EMEA

**12:15 - 13:45 NETWORKING LUNCH**

**9TH ACI EUROPE GROUND HANDLING AND AIRPORT CHARGES CONFERENCE**

'HANDLING THE BUSINESS'

**09:00 WELCOME ADDRESS**

**Gérard Borel**, General Counsel, ACI EUROPE

**KEYNOTE ADDRESSES**

To what lengths must the ground handling industry go to satisfy their licensing obligations in terms of managing performance, safety, environmental impact and contractual compliance. The BAA case study.

**Tim Hardy**, Deputy Airside Operations Director, BAA Ltd

All European airports must meet the EC 1107/2006 regulation on Persons with Reduced Mobility in Air Transport by 26 July 2008. What are the objectives and principles of the regulation, and how will it be enforced?

**Peter Faross**, Head of Unit, Service of Economic Interests, User Rights and Infringements, European Commission

**10:00 - 10:45 COFFEE BREAK**

**10:45 FIRST WORKING SESSION**

MEETING QUALITY AND SERVICE REQUIREMENTS IN A PRICE SENSITIVE BUSINESS

**Chairman's Introduction:**

Are airport licensing obligations unreasonable?

**Luc Meurrens**, Secretary General and Treasurer, IAHA

Is quality crumbling under cost pressure at airports across Europe?

**Pierre Regis**, Director General, Aéroport de Marseille

Brussels Airport was the first in Europe to meet the EU legislation on persons of reduced mobility. What lessons can BAC pass on from its experiences and how can airports increase the levels of pre-notification for PRM passengers.

**Jean-Luc Proveniers**, Passenger Process and Service Manager, The Brussels Airport Company (BAC)

The Aena approach to meeting the EU legislation on persons of reduced mobility at small, medium and large airports across the Aena network

**Rafael Fernández**, Head of Airport Services Division, AENA

**12:15 - 13:45 NETWORKING LUNCH**

Sponsored by:



**8TH ACI EUROPE AIRPORT OPERATIONS SEMINAR**

'OPTIMISING SAFETY AND PERFORMANCE'

**09:00 WELCOME ADDRESS**

**Etienne van Zuijlen**, Policy Manager, ACI EUROPE

**KEYNOTE ADDRESSES**

Following the EASA opinion on harmonised aerodrome safety regulation at EU level, what can we expect from the detailing of its recommendations by the development of Implementing Rules and Acceptable Means of Compliance?

**Claude Probst**, Rulemaking Director, EASA

The communication on Airport Capacity by the European Commission proposed an action plan with strategies to deliver more efficient use of existing runways and improved collaboration and information sharing between stakeholders. How will these recommendations be further developed and implemented and what proactive steps would the Commission recommend airports take to be prepared for these rules?

**Daniel Calleja**, Director for Air Transport, European Commission

**10:00 - 10:45 COFFEE BREAK**

**10:45 FIRST WORKING SESSION**

RISK BASED SAFETY MANAGEMENT SYSTEMS AND AIRPORT CLOSURES

Chairman: **Goran Svensson**, Area Manager, AGA&DG, Sweden Civil Aviation Authority Foundation 8 October 2001

Are your safety management systems understood, appropriate and properly utilised?

**David Gleave**, Chief Safety Investigator, Aviation Safety Investigations

How to cope with non-compliance issues in an airport safety management system?

Risk based approaches as acceptable means of compliance with ICAO provisions for airport design and operation

**Daniel Bircher**, Operations Safety Officer, Zurich Airport

Minimising the risk of the human factor in your Safety Management System

**Dr. Chen-Chung Hsin**, Director, MITRE Aviation Institute

From Airport Expansion to Airport Closure - keeping your SMS on track

**Peter Hampson**, Managing Director, Airport Solutions Ltd

**12:15 - 13:45 NETWORKING LUNCH**

Sponsored by:



**2ND ANNUAL ACI EUROPE IT CONFERENCE AT AIRPORT EXCHANGE**

'IT: CREATING EFFICIENCIES AND DRIVING REVENUES'

**09:00 WELCOME ADDRESS**

**Daniel Coleman**, Event Director & Publisher, PPS Publications

**KEYNOTE ADDRESSES**

Plan Barojas was a 10-year project to remodel Madrid's airport that was completed last year with the opening of T4. With the knowledge Aena now has of IT progression and airline development, would Aena have set up the IT infrastructure for the airport differently?

**Iñaki Ascaibar**, Director of Information Systems Division, Aena

How will CUPPS and RFID revolutionise the airport industry over the next 10 years?

**Samuel Ingalls**, Assistant Director of Aviation, Information Systems, Las Vegas McCarran International Airport

**10:00 - 10:45 COFFEE BREAK**

**10:45 FIRST WORKING SESSION**

IMPROVING PASSENGER AND BAGGAGE EFFICIENCIES

As the industry prepares for more passengers, aircraft movements and congestion in 2008, this session will bring together expert speakers representing airports, airlines, regulators and stakeholders to focus on how business partners can work together to improve passenger and baggage efficiencies.

**PANEL DISCUSSION:**

Chairman: **Catherine Mayer**, Vice President, Airport Services, SITA

**PANELLISTS:**

**Samuel Ingalls**, Assistant Director of Aviation, Information Systems, Las Vegas McCarran International Airport

**Paul Behan**, Project Manager, Common Use Self Service, IATA

**Simon Lamkin**, Airport Systems Manager, easyJet

**Ernest Eisner**, Director of IT, Vienna International Airport (invited)

More speakers to be announced.

**QUESTIONS TO BE CONSIDERED:**

Commitment: what are airports, airlines, industry organisations and partners doing to successfully improve passenger and baggage efficiencies?

Beyond the airport: does moving passenger and baggage operations away from the terminal help to improve efficiencies or add complexity, risk?

Self Service: CUS, web and mobile check-in are being widely deployed but what about disruption management and common bag drop?

New technologies: what is on the horizon to improve passenger and baggage processing efficiencies?

**12:15 - 13:45 NETWORKING LUNCH**

**2ND ACI EUROPE AIRPORT DEVELOPMENT AND SUPPLIER RELATIONS CONFERENCE**

'SUSTAINABLE DEVELOPMENT AND INNOVATIVE PROCUREMENT'

**09:00 WELCOME ADDRESS**

**Ross Falconer**, Editor, ACI EUROPE Communiqué Airport Business

**KEYNOTE ADDRESS**

CASE STUDY: How is Frankfurt approaching the development of Terminal 3?

**Marcel Plaum**, Senior Manager, Fraport

**10:00 - 10:45 COFFEE BREAK**

**10:45 FIRST WORKING SESSION**

DEVELOPING NEW AIRPORT FACILITIES FOR THE 21ST CENTURY

The construction of Heathrow's Terminal 5 saw BAA taking a novel approach to risk by removing responsibility from the individual suppliers. What were the goals behind the unique T5 Agreement and will the landmark project be brought in on time and on budget?

**Rob Stewart**, Commercial Director for T5, BAA (invited)

What is the timeline for a new Lisbon airport and how will ANA approach the development of a new airport site?

**Carlos Madeira**, Vice President of the Board, ANA

The Vienna International Skylink terminal expansion will double the capacity of the airport and is currently one of the biggest construction sites in Europe. Set to open in 2009, how did the airport approach the design, management and procurement for the facility, as well as manage the demands of its airline tenants?

**Romana Hasler**, Projectteam Skylink, Vienna International Airport

What are the major considerations of smaller airports when developing new facilities and how can these goals be achieved when the demands of airline customers, service providers and passengers vary so greatly?

**Paul Whelan**, Chairman, The Low Cost Airport Group, and Chairman, ACI EUROPE Small and Medium Size Airports Action Group

**12:15 - 13:45 NETWORKING LUNCH**

**09:00 WELCOME ADDRESS**

**10:45 FIRST WORKING SESSION**

**6TH ANNUAL ACI EUROPE SECURITY SUMMIT**

'MINIMISING THE IMPACT OF SECURITY MEASURES'

**13:45 SECOND WORKING SESSION**  
ADVANCEMENTS IN TECHNOLOGIES

Chairman's Introduction: **Bart Mos**, Corporate Security Advisor, Schiphol Group and Chairman of ACI WORLD Security Standing Committee

What new technologies can ease the burden of security and what lessons has Frankfurt learnt from its biometric installations?  
**Dagmar Naumann**, Vice President, Head of Security Compliance, Fraport AG

The UK, France and The Netherlands have embarked on a joint trial of liquid screening equipment, what developments have been made and how long do we anticipate it will be until the necessary liquid screening equipment is available?  
**Dr Paul Durrant**, Head of Science, Technology and Research, Transport Security and Contingencies Directorate Department for Transport (invited)

Millimetre wave body screening: Advanced user-friendly checkpoint screening of people, emphasizing throughput and privacy concerns. The challenges and operational experiences of airports shared.  
**Tom Grudkowski**, SVP and General Manager, L3 Safeview

**15:15 - 16:00 NETWORKING LUNCH**

**16:00 THIRD WORKING SESSION:**  
THE IMPORTANCE OF THE HUMAN FACTOR TO OPTIMISE SECURITY

Chairman: **Antony Bridges**, Principal Consultant, Security and Surveillance, Qinetiq

The consumer faith in the travel experience has been significantly damaged and the security experience is undoubtedly a key contributing factor. How can improvements in customer service and cultural handlings play a major role in restoring passenger perceptions?  
**Jean-Louis Blanchou**, Director of Security, Aéroports de Paris

Behavioural profiling of passengers: The Transportation Security Administration (TSA) passenger profiling system known as 'Screening of Passengers by Observation Techniques', or SPOT, is now operating in twelve U.S. airports. What are the advantages of implementing this system and to what extent can we rely on behavioural profiling as an effective strategy to identify potential threats?  
**Charlotte Peed**, Transportation Security Administration (invited)

What are the main advantages of outsourced security as opposed to in-house security personnel?  
**Gaynor McLaughlin**, Commercial Director, Airlock Aviation

The threat from within: What new methods can be explored to further reduce the risk of terrorism from within the airport from recruitment stages through to proactively monitoring the airport workforce?  
**Marc Pissens**, President of European Association of Security Agents and President of Securitas Transport Aviation Security

**9TH ACI EUROPE GROUND HANDLING AND AIRPORT CHARGES CONFERENCE**

'HANDLING THE BUSINESS'

**13:45 SECOND WORKING SESSION**  
ELIMINATING GROUND DAMAGE AND IMPROVING AIRSIDE SAFETY

Chairman: **Michael Feldman**, Director, IDFS - Passenger Services, IATA

This panel discussion will bring together experts from across the industry to deal in detail with improving airside safety.

PANELLISTS:  
**Neale Millett**, Head of Global Airside & Standards, DHL Aviation  
**Wolfgang Fasching**, Manager Ramp Handling, Vienna International Airport  
**Steve Enright**, Member of IAHA Ground Handling Working Group and Director for Health and Safety - Europe, Servisair UK Ltd  
**Graeme Macleod**, Head of Airport Operations, easyJet (invited)

More panellists to be announced.

**15:15 - 16:00 COFFEE BREAK**

**16:00 THIRD WORKING SESSION**  
CONSOLIDATION, CUSTOMER SERVICE AND INCREASING EFFICIENCY

Chairman: **Peter Bluth**, Aviation Services Consultant

What is the rationale for and likelihood of consolidation in the Ground Handling sector, and how might airport operators behave in such an environment?  
**Chris Smith**, Managing Director, SH&E Limited

How can the use of technology further increase staff and equipment productivity?  
**Dirk Schmitt**, Senior Executive Manager, Fraport Ground Services

How can the efficiency of handlers be improved during unproductive times and could co-operation among handlers be the answer?  
**Natale Chieppa**, CEO, GH Italia

**8TH ACI EUROPE AIRPORT OPERATIONS SEMINAR**

'OPTIMISING SAFETY AND PERFORMANCE'

**13:45 SECOND WORKING SESSION**  
EUROCONTROL - MANAGING FLIGHT LEVEL 0! (HARMONISED AIRSPACE ON THE GROUND)

Chairman: **Philippe Joppart**, Airport Operations Domain Manager, Eurocontrol

The Evidence of Added-Value from CDM  
**Alexander Hoffmann**, Vice President Traffic Services, Business Division Aviation, Munich Airport International

The Right 'Boom': Traffic Growth & Maximum Safety, not Increased Hazards  
**Mauro Iannucci**, Head of Air Traffic Services, Milan Malpensa Airport

The Right Link: A-SMGCS talks to CDM - an overview of the benefits of the link between A-SMGCS & CDM  
**Jean-Pierre Cochet**, Engineer, Aéroports de Paris (invited)

**15:15 - 16:00 COFFEE BREAK**

**16:00 THIRD WORKING SESSION**  
EXTREME WEATHER OPERATIONS

Chairman: **Carlos San Martin**, Managing Director, A Coruña Airport

On Thursday June 21, squalls and lightning led to 123 arrivals and 119 departures being cancelled at Frankfurt Airport, affecting 30,000 passengers. What lessons did Fraport learn from this experience and does it believe in future it could keep the airport open throughout such conditions?  
**Klaus Dieter Stanke**, Head of Airside Operation, Fraport

Philadelphia International Airport is known to have large accumulations of snow mixed with ice pellets. What systems does it have in place to deal with such snowfalls and in such instances what track record does it have in keeping the airport operational?  
**Keith Brune**, Airport Operations Manager, Philadelphia International Airport

Low visibility procedures and operations: How can the development of visual aids, for example the Runway Status Lights (RWSL) improve operations in low visibility conditions?  
**Patrick Vossenbergh**, Marketing Manager Airside Systems, ADB - A Siemens Company  
Foundation 8 October 2001

**2ND ANNUAL ACI EUROPE IT CONFERENCE AT AIRPORT EXCHANGE**

'IT: CREATING EFFICIENCIES AND DRIVING REVENUES'

**13:45 SECOND WORKING SESSION**  
IMPLEMENTING OPERATIONS SOLUTIONS TO IMPROVE EFFICIENCY AND LOWER COSTS

Chairman's Introduction:  
How to bring down IT costs and increase quality standards by introducing ISO 20.000 (ITIL)  
**Marc Lindike**, Senior Director IT Operations, Munich Airport

How Zurich Airport increased visuals and functionality of its business monitoring system to reduce traveller wait time by 10%.  
**Jurgen Weder**, Chief Executive Officer, Neupopie Solutions AG

The operational benefit of implementing an integrated IT architecture  
**Tony Chapman**, Product Management and Development Director, ARINC Ernea

**15:15 - 16:00 COFFEE BREAK**

**16:00 THIRD WORKING SESSION**  
IMPLEMENTING NEW SECURITY AND BAGGAGE TRACKING SOLUTIONS

Chairman's introduction: **Andrew O'Connor**, Head of Products, Ultra Electronics

How Large Scale IP CCTV Transformed Airport Operations at London Luton Airport  
**Kamal Patel**, IT Manager, London Luton Airport

Lessons learned from implementing biometrics across an airport  
**Marcel van Beek**, Program Manager, Schiphol (invited)

The Summer of 2007 saw many airports struggle with high levels of lost baggage and extensive waiting times at the baggage carousel. How can this challenge be overcome and is RFID the answer?  
**Gijsbert Karens**, Lead Systems Architect, Baggage Handling Solutions, IBM Global Business Services

RFID on Baggage - from proof of concept to commercial use  
**Jan Poulsen**, Business Development Manager Lyngsoe Systems A/S

**2ND ACI EUROPE AIRPORT DEVELOPMENT AND SUPPLIER RELATIONS CONFERENCE**

'SUSTAINABLE DEVELOPMENT AND INNOVATIVE PROCUREMENT'

**13:45 SECOND WORKING SESSION**  
ENHANCING TERMINAL DESIGN AND INTERIOR EXPERIENCES

With airports providing the gateway to a nation, how important is it to regionalise the airport terminal design to reflect the local flavour of the region and distinguish it from other airport terminals?  
**Thomas Immelmann**, General Manager Commercial, Hamburg Airport

Unique examples of how interior fittings can successfully complement and enhance a terminal design aesthetic.  
**Nille Juul-Sorensen**, Associate Director, Arup

CASE STUDY: T4 Madrid - Barajas. How to experience a space through colour, light and transparency.  
**Birgit Schlosser**, Architect & Associate Director, Lamela

**15:15 - 16:00 COFFEE BREAK**

**16:00 THIRD WORKING SESSION**  
ENVIRONMENTAL IMPACTS, MASTERPLANNING AND AIRFIELD DEVELOPMENT

Chairman: **Chris Cain**, Project Director, Newquay Cornwall Airport

Is the trade off for growth in aviation a carbon neutral airport, and if so how can it be achieved?  
**Peter Sharratt**, Managing Director, WSP Energy

Masterplanning with environmental responsibility high on the agenda  
**Daan van Vroonhoven**, Senior Advisor Airport Development, Schiphol Group

Strategies for Masterplanning at Capacity Constrained Airports  
**Alan Campbell**, Director, Scott Wilson Ltd

Further to new EU rules on the length of the safety zone at each end of the landing strip, Isle Of Man airport is underway on a £37.44 million project to extend its runway 200m out to sea, using half a million tonnes of rock. Was this option a last resort, how was community agreement reached, and how will such a complex project be completed?  
**Ann Reynolds**, Airport Director, Isle of Man Airport

**13:45**  
SECOND WORKING SESSION

**16:00**  
THIRD WORKING SESSION

**6TH ANNUAL ACI EUROPE SECURITY SUMMIT**

'MINIMISING THE IMPACT OF SECURITY MEASURES'

**09:00 FOURTH WORKING SESSION**

EVOLUTION OF TERMINAL AREAS AND FACILITATION

CASE STUDY: Manchester Airport is investing more than £35 million in a radical redevelopment of the most popular terminal, following an in depth study into passengers' state of mind. With research findings suggesting that passengers are not able to fully relax until after they have cleared security, Manchester Airport is the first in the UK to respond to changes in passenger buying patterns with such a comprehensive redevelopment. To what extent must airports consider modifying existing structures to cope with the challenges of new security requirements?  
**Andrew Cornish**, Managing Director, Operations & Services, Manchester Airport

In the last 12 months Copenhagen Airport has invested DKK 200 million in a new central security checkpoint. Located in the middle of the airport and designed to better meet the new security regulations, the central security point is intended to increase capacity and flexibility, translating into a better security experience for passengers and shorter waits. To what extent has the terminal re-structuring improved security procedures and what further developments does Copenhagen foresee making in the future?  
**Johnnie Müller**, Head of Security, Copenhagen Airport A/S

To what extent is landside drop-off likely to evolve as a result of recent terrorist attacks? Can we expect future terminal facilities to allow access to travelling passengers only?  
**Stuart Walsh**, Director Aviation, TPS Consult

Experiences from Spain  
**Mariano Domingo-Calvo**, Security Manager, AENA

**10:30 - 11:15 COFFEE BREAK**

**11:15 FIFTH WORKING SESSION**

HOW CAN AIRPORTS STOP TERRORISTS DESTROYING DEPARTURE AREAS OF AIRPORT TERMINALS?

This round table debate, to be chaired by **Philipp Kriegaum**, Senior Security Coordinator, Fraport AG, will bring together a senior panel of representatives from airports, airlines, regulators and parliamentary representatives to debate the key issues on this current industry concern. Tactics such as surveillance, spotters, collaboration with law enforcement etc will be discussed at length.

**12:45 - 14:00 NETWORKING LUNCH**

**9TH ACI EUROPE GROUND HANDLING AND AIRPORT CHARGES CONFERENCE**

'HANDLING THE BUSINESS'

**ACI EUROPE AIRPORT CHARGES CONFERENCE**

**09:00 WELCOME ADDRESS**  
**Morgan Foulkes**, Director of Policy, ACI EUROPE

**KEYNOTE ADDRESSES**

Why an EU Directive on airport charges?  
**Rodrigo Vila de Benavent**, Head of Unit, Infrastructures and Airports Unit, DG-TREN, European Commission

Will the European Commission's Airport Charges Directive extend economic regulation on airports to an unwarranted level?

**Harry Bush**, Group Director, Economic Regulation, UK Civil Aviation Authority

**10:30 - 11:15 COFFEE BREAK**

**11:15 FIRST WORKING SESSION**

WILL THE PROPOSED AIRPORT CHARGES DIRECTIVE CONTRIBUTE TO IMPROVING THE RELATIONSHIPS BETWEEN AIRPORTS AND AIRLINES?

PANEL DISCUSSION:  
Chairman: **Chris Smith**, Managing Director, SH&E Limited

PANELLISTS:  
**Declan Collier**, CEO, Dublin Airport Authority  
**Harry Bush**, Group Director, Economic Regulation, UK Civil Aviation Authority  
**Neil Pakey**, COO, Peel Airports Ltd  
**Jeff Poole**, Director Industry Charges, Fuel and Taxation, IATA  
**Ad Rutten**, Executive Vice President, COO, Schiphol Group  
**Michael Bata**, Deputy COO, Vueling (invited)

**12:45 - 14:00 NETWORKING LUNCH**

**8TH ACI EUROPE AIRPORT OPERATIONS SEMINAR**

'OPTIMISING SAFETY AND PERFORMANCE'

**09:00 FOURTH WORKING SESSION**

MAINTAINING EFFECTIVE OPERATIONS DURING EXCEPTIONAL INCIDENTS AND CIRCUMSTANCES

Chairman: **Ivan Bassato**, Director of Airport Operations, SAGAT Turin Airport

CASE STUDY: Evacuating an airport in a security crisis and the challenges of resuming operations. Lessons learned from the Heathrow and Glasgow airport evacuations.

**Terry Morgan**, Airport Services Director, BAA Ltd

What were AdP's experiences from its recent A380 trials? What advice could it offer to possible reliever airports for the new aircraft?  
**Gerard Batistella**, Airside Operation Manager, Charles de Gaulle International Airport

How Lisbon airport used temporary terminals and other initiatives to deal with exceptional traffic throughput during Euro 2004?  
**Joa Ivo da Silva**, Technical Services Director, ANA - Aeroportos de Portugal S.A.

**10:30 - 11:15 Coffee Break**

**11:15 FIFTH WORKING SESSION**

INNOVATIVE OPERATIONAL INITIATIVES

In 2005, LFV Group committed to becoming carbon neutral. The scheme applies to all of the company's own CO2 emissions from sources including electricity, heating, vehicles, fire drills and business travel. How successful has this extensive scheme been and has there been a downside to this green approach?  
**Anders Ledin**, Manager Airside Operations, LFV Group

CASE STUDY: Successfully implementing airside ground safety strategies.  
**Anders Saeter**, Head of Operations Support, Quality and Safety, Avinor

The benefits of utilising dynamic computer based record keeping for Airfield Bird Control  
**Tom Diamond Bsc(hons)**, Group Commercial Manager, Scarecrow Bio-Acoustic Systems Ltd

**12:45 - 14:00 NETWORKING LUNCH**

**2ND ANNUAL ACI EUROPE IT CONFERENCE AT AIRPORT EXCHANGE**

'IT: CREATING EFFICIENCIES AND DRIVING REVENUES'

**09:00 FOURTH WORKING SESSION**

WHAT IS THE FUTURE OF CHECK-IN?

Chairman: **Hans Radier**, Deputy Director, KLM Systems Services

What will be the dominant checkin technology of the future?  
**Aman Khan**, Vice President IT, Star Alliance

How extensive will mobile phone check-in be in the future and which airports are utilising the technology?  
**Alaistair Deacon**, Technical Director, Real Time Engineering Ltd

Aéroports de Montréal, a common baggage drop off and self tagging case study  
**Antoine Rostworowski**, Director, Product and Service Development, Aéroports de Montréal

Is there a market for remote baggage drop off in Europe? If so how do you implement it?  
**David Wilding**, Airports, Cargo and Overseas IT Business Partner, Virgin Atlantic Airways Ltd

**10:30 - 11:15 Coffee Break**

**11:15 FIFTH WORKING SESSION**

IMPROVING PASSENGER HANDLING AND CUSTOMER SERVICES THROUGH TECHNOLOGY

How are IATA's Simplifying Passenger Travel initiatives progressing and what new technologies are on the horizon?  
**Paul Behan**, Project Manager, Common Use Self Service, IATA

How do you successfully manage the transition from mag stripe to bar coded boarding passes?  
**Paul Reen**, Marketing Manager, IER

Utilising technology and proximity marketing to better serve customer service and revenue generating goals.  
**Martin Smith**, Director of Group Technology & Innovation, Manchester Airports Group

**12:45 - 14:00 NETWORKING LUNCH**

**2ND ACI EUROPE AIRPORT DEVELOPMENT AND SUPPLIER RELATIONS CONFERENCE**

'SUSTAINABLE DEVELOPMENT AND INNOVATIVE PROCUREMENT'

**09:00 FOURTH WORKING SESSION**

BUYER GROUPS AND GROUP PROCUREMENT STRATEGIES

Chairman's Introduction: **David Bricknell**, Chief Operating Officer, AirportSmart Ltd

CASE STUDY: The most comprehensive airport collaborative purchasing project ever is set to take place between Dublin, Birmingham and Manchester airports in the coming months. What is the scope of the project and was it difficult to agree common specifications for the purchase?  
**Noel Phillips**, Group Head of Corporate Procurement, Dublin Airport Authority

Examples of innovative collaborative purchasing from outside the airport industry.  
**Luis Olivie**, Chief Operating Officer, Achilles Group Ltd

What effective strategies has Abertis Airports implemented to minimise ordering costs? Do airports need to join buyer groups to benefit from online-purchasing reductions and efficiencies?  
**Gabriel Lopez**, Director of Economic Planning & Control, Abertis Airports / TBI Group

**10:30 - 11:15 Coffee Break**

**11:15 FIFTH WORKING SESSION**

PROCUREMENT CHALLENGES AND INNOVATIVE SUPPLIER RELATIONS

Chairman: **Ross Falconer**, Editor, ACI EUROPE Communiqué Airport Business

PANELLISTS:  
**Noel Phillips**, Group Head of Corporate Procurement, Dublin Airport Authority  
**Santiago Fornaguera**, Purchasing Director, Aéroports de Paris  
**Olivier Berni**, Director, H Reinier, CDG  
**William Janssen**, Ambassador N.A.T. Group (Netherlands Airport Technology Group) / Area Sales Director NKI Group B.V., Dongen /

More panellists to be announced.

**12:45 - 14:00 NETWORKING LUNCH**

**09:00**  
**FOURTH WORKING SESSION**

**11:15**  
**FIFTH WORKING SESSION**