



PASSENGER EXPERIENCE EUROPEAN REGIONAL WORKSHOP

Brussels

Wednesday 27th & Thursday 28th May, 2015



Fast Travel



Passenger Facilitation



Smart Security



AGENDA

Brussels

LOCATION / VENUE

World Customs Organization
Rue du Marché, 30 - 1210
Brussels, Belgium



Registration deadline
Friday 22nd May, 2015



World Customs Organization
Organisation Mondiale des Douanes



What is it?

During the IATA's European Passenger Experience Workshop, which is being organized in collaboration with WCO (World Customs Organization), IATA experts, guest industry speakers and regulators will cover all aspects of the program with a special focus on how to implement these initiatives while addressing any local constraints.

Case studies from industry stakeholders (airlines, airports, industry experts and regulators) will be presented during the event in dialogue with the impacted regulators.

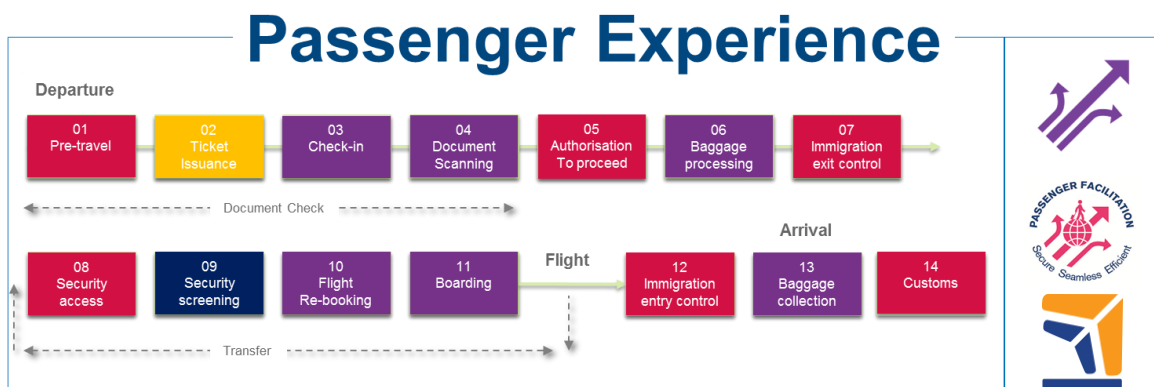
IATA's Strategic Partners involved in the respective initiatives will participate in the workshop and be available to the audience to discuss their experience and best practices

Who should attend?

The workshop is dedicated to both regulators and representatives of the industry from the region.

10 reasons to attend the

1. European Passenger Experience Workshop is free of charge for IATA member Airlines, Airports, Government Agencies and WCO Member Administrations.
2. Engage and interact with IATA, industry experts and regulators on passenger processes of the future at airports focusing on Passenger Experience.
3. Learn how self-service processes throughout the airport are improving the passenger experience while reducing costs for airlines whilst maximizing airport infrastructure
4. Learn how improved security checkpoint access and egress can maximize passenger flow at this sensitive process point
5. Learn how to streamline immigration processes with better data transmission and automated boarder control systems
6. Network with fellow industry colleagues from the region. This is a unique opportunity to interact with industry partners AND on passenger processes
7. Meet with industry suppliers and discover the latest technology available to support the various Fast Travel initiatives.
8. Interact with local regulators to influence process changes
9. Convey and discuss any local constraints with industry stakeholders and IATA subject matter experts.
10. Influence the industry's agenda over the coming years



EUROPEAN PASSENGER EXPERIENCE WORKSHOP

Day one – 27th May

Time	Agenda Item	Speaker
9.00 – 9.30	Registration	All
9:30 – 9:45	Key note Speaker and Introduction	Lars Redeligx (SN)
9:45 – 10:00	IATA Opening	IATA
10.00 – 10.15	WCO Opening and Overview on Facilitation  Coordinated Border Management (CBM). An inclusive approach for connecting stakeholders	WCO
10:15 – 11:00	Coffee Break & Networking	
11:00 – 11:15	Overall Passenger Journey	Nuria Feroso (IATA)
Pre Travel		
11:15 – 11:45	Passenger Data – Pre Travel  API/PNR	Marie Caroline Laurent (IATA) WCO
Check In		
11:45 – 12:15	Fast Travel - Check In  Giving Control to the Passenger  Airline Case Study on Automated CKI	IATA Airline
Documentation Check		
12:15 – 13:00	Fast Travel- Documentation Check  Automatic Data verification  Sharing regulators views  eIDAS	IATA European Commission
13:00 – 14:30	Lunch Break	
Baggage - Self Tagging & Bag Drop		
14:30 – 15:30	Fast Travel - Bags Ready to Go  Enhancing Bag Drop operations not to lose the self-service experience  Home printed bag tag (HPBT)  Permanent tag	IATA Airline
15:30 – 16:00	Baggage technologies: advancements and trends	SITA
16:00 – 16:30	Coffee Break & Networking	
16:30 – 17:00	Bag Drop: advancements and trends	Materna
Flight Rebooking		
17:00 – 17:30	 Interactive passenger communication  Benefits of pro-active operational notifications  Industry standards	IATA
Day 1 Comments and Q&A		

EUROPEAN PASSENGER EXPERIENCE WORKSHOP

Day two – 28th May

Time	Agenda Item	Speakers
9:00 – 9:15	Opening and summary of Day 1	Nuria Feroso (IATA)
Passenger Facilitation and Security		
9:15 – 10:30	The future of passenger screening <ul style="list-style-type: none"> ➤ How the current security process can be improved ➤ Smart Security latest developments ➤ Amsterdam Schiphol new passenger screening experience ➤ European update on latest passenger screening requirements 	IATA AMS European Commission
10:30 – 11:00	Coffee Break	
11:00 – 11:30	Automated Border Control <ul style="list-style-type: none"> ➤ Enabling passenger while keeping boarder control ➤ Mobile Passport Control 	IATA FRONTEX
11:30 – 12:00	Pre Security Gates	Gunnebo
The Passenger Journey at Airport		
12:00 – 12:45	Simplifying the Passenger Flow: a successful Airline & Airport story	Stephen Tarbuck (SN, VP Ground Operations and Airport Services) Piet Demunter (Brussels Airport Company, Director Strategic Development)
12:45 – 13:15	Passenger at the Heart of Airport Business	Federico Bonaudi (ACI)
13:15 – 13:45	Passenger Automation at LHR: a successful joint effort	LHR AOC
13:45 – 15:00	Lunch Break	
15:00 – 15:30	Airports Reimagined: how airports will transition from today, tomorrow to future	SABRE
Self Boarding		
15:30 – 15:45	Fast Travel - Self Boarding <ul style="list-style-type: none"> ➤ Self-Boarding ➤ Enhance Boarding Efficiency ➤ Biometrics 	IATA
15:45 – 16:15	Self-Boarding – Automated Boarding Gates	KABA
Baggage Collection		
16:15 – 16:30	Fast Travel – Baggage Recovery <ul style="list-style-type: none"> ➤ Self-Registration of mishandled Bags ➤ Tracking through to recovery 	IATA
16.30 – 17.00	Wrap up and Closing	Mike Higgins (IATA)



To attend this workshop, please:

[Click HERE
to REGISTER](#)

or go to: <https://vovici.com/wsb.dll/s/2e6cg57f70>

Registration deadline: **Friday 22nd May 2015**

We look forward to welcoming you to the Workshop which is being organized in collaboration with



World Customs Organization
Organisation Mondiale des Douanes

Thanks again to our sponsors

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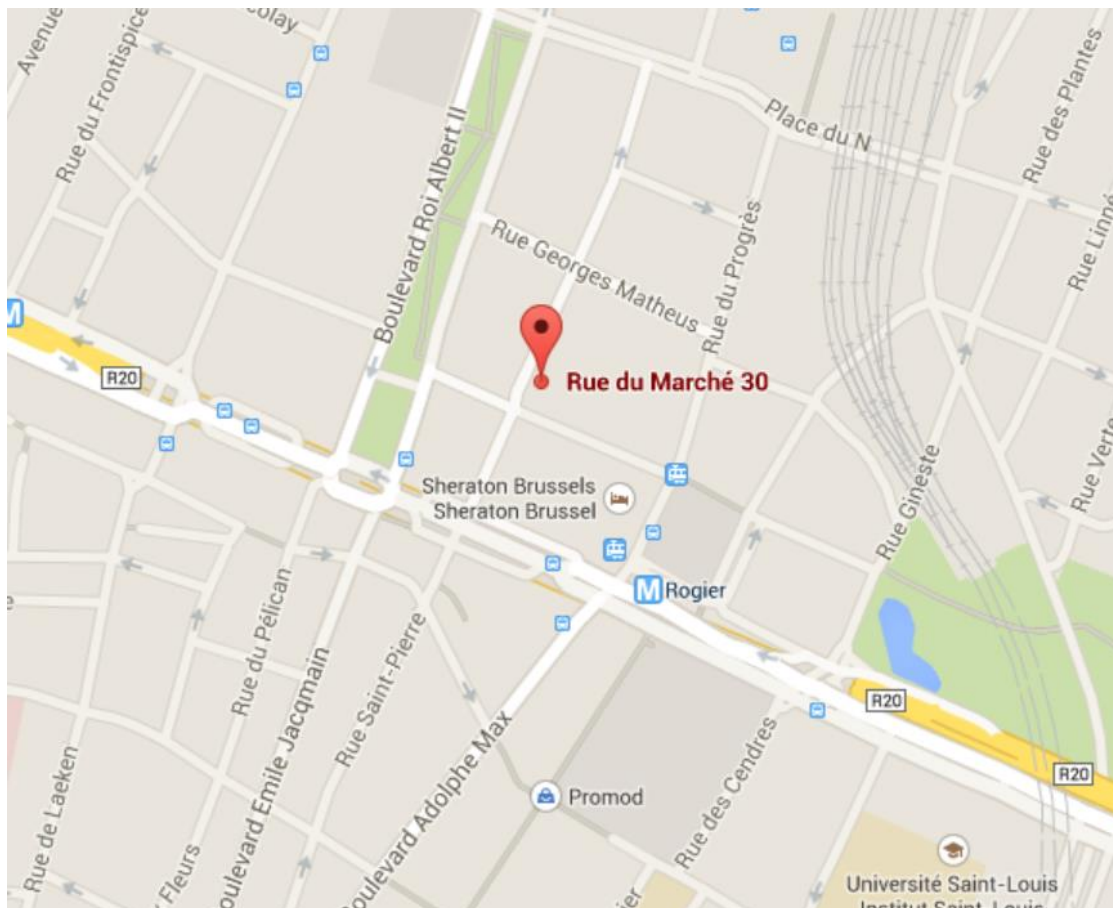
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integrated passenger services

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Venue Information

The European Passenger Experience workshop will be held at:

World Customs Organization
Rue du Marché, 30 - 1210 Brussels, Belgium



Hotel Information

You can find the hotels close to the WCO premises (where the workshop is taking place) [here](#), for your convenience to choose from (IATA is not responsible for hotel bookings)