

IATA WINGS OF CHANGE EUROPE

Amsterdam, the Netherlands
14-15 November 2023

PROGRAM



IATA WINGS OF CHANGE EUROPE

Roadmap at glance

This WoCE23 edition will primarily focus on what is required for aviation to improve its environmental and financial sustainability and navigate through current challenges. This includes the environment, infrastructure and capacity, as well as passenger experience. Europe's flagship aero political event will once more shine the spotlight on industry leaders as well as policy-makers, and include lively debates to shape the air transport of the future.

	Tuesday, 14 November	Wednesday, 15 November
AM	Opening Plenary	The Future of Aviation
	Environmental Sustainability	
PM	Accessibility & Consumer Rights	
	Infrastructure & Capacity	
	Networking Canal Cruise & Dinner	

IATA
WINGS
OF CHANGE
EUROPE

**Tuesday, 14
November 2023**

08h00 – 09h00 **REGISTRATION**
08h00 – 09h00 **WELCOME COFFEE BREAK**

Setting the Scene – State of the Industry

Master of Ceremony: **Jane Hoskisson**, Director, Talent, Learning, Engagement and Diversity, IATA

- 09h00 – 09h10** **KLM – reinventing aviation for the next 100 years**
A welcome address by the host airline.
• **Marjan Rintel**, CEO, KLM
- 09h10 – 09h25** **The Netherlands – aviation hub and pioneer**
• **Brigit Gijbbers**, Deputy Director-General of Aviation and Maritime Affairs, Ministry of Infrastructure and Water Management, The Netherlands
- 09h25 – 09h40** **The European Union’s aviation agenda**
Insights of what the industry can expect from the EU in the coming years.
• **Magda Kopczynska**, Director General, DG MOVE, European Commission
- 09h40 – 10h45** **Europe’s role in global aviation - shaping policies for sustainable growth**
A series of fireside chats followed by a panel discussion in which Government officials and industry leaders will share their views on Europe’s leading role in global aviation, with a special focus on sustainability policy.
Moderated by Charlotte Ryan, Aviation reporter, Bloomberg
• **Kaspars Briškens**, Minister of Transport, Latvia
• **Magda Kopczynska**, Director General, DG MOVE, European Commission
• **Yvonne Manzi Makolo**, CEO, RwandAir & Chair, Board of Governors, IATA
• **Marjan Rintel**, CEO, KLM
• **Willie Walsh**, Director General, IATA
- 10h45 – 11h30** **NETWORKING COFFEE BREAK**

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Please note that the IATA WoCE program is regularly updated and is subject to change. For more information on this event, please contact woce@iata.org



Environmental Sustainability

11h30 – 12h45

Air transport sustainability: Vision, Strategies, and Roadmaps

A panel discussion followed by a series of fireside chats to deep-dive into the critical elements of the industry's plan to deliver its environmental ambitions, including the 'Fly Net Zero 2050' engagement.

Moderated by Geoffrey Weston, Global leader of Airlines, Logistics & Transport Practice, Bain & Company

11h30 – 12h15

Part 1 – Panel

- **Hülya Cebeci**, Professor, Istanbul Technical University
- **Caroline Drischel**, Head of Corporate Responsibility, LHG
- **Minh Favila**, Senior Representative to the European Union, FAA
- **Andrea Marotta**, Director Environment & Sustainable Mobility, ENAC

12h15 – 12h45

Part 2 – Fireside Chats

- **Andreas Aks**, CEO, Widerøe Zero
- **Marie-Louise Philippe**, VP Europe & CIS, Embraer
- **Jonathan Wood**, VP Commercial Management & Business Development, Neste

12h45 – 13h00

Environmental footprint – focus on recent research results

Why do cement, steel and copper matter? Our guest speaker will share a holistic view on various transportation systems.

- **Dr. Klaus Radermacher**, CEO, KRBE

13h00 – 14h00

NETWORKING LUNCH BREAK

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Accessibility & Consumer Rights

14h00 – 14h40

Inclusive Aviation – the way forward

This session will address travelers' perception and rising compliance challenges for airlines.

Moderated by Linda Ristagno, Assistant Director External Affairs, IATA

- **Alberto Casamatti**, Director General Operations & Accountable Manager, Air Dolomiti
- **Paudie Healy**, CEO, Universal Access
- **Diantha Raadgers**, Senior Policy Advisor, Ministry of Infrastructure and Water Management Directorate General for Transport and Aviation, The Netherlands

14h40 – 15h20

Making right Passenger Rights

The session will focus on solutions to strike a fair and equitable balance between consumers and airlines. It will explore innovative and feasible strategies that not only meet regulatory requirements but also guarantee a positive consumer travel experience.

Moderated by James Wiltshire, Assistant Director External Affairs, IATA

- **Ourania Georgoutsakou**, Managing Director, A4E
- **Elisabeth Kotthaus**, Head of Unit Social Affairs, Passenger Rights & Equal Opportunities, DG MOVE, EC
- **Charlotte Thijssen**, Head of Consumer & Legal Affairs, KLM

15h20 – 16h05

NETWORKING COFFEE BREAK

Infrastructure & Capacity

16h05 – 16h45

Efficient Air & Ground infrastructure – what are the bottlenecks?

Industry leaders will discuss air and ground infrastructure bottlenecks but also successes, reflect on the 2023 summer's lessons learned and explore practical strategies for enhanced efficiency and a seamless travel experience.

Moderated by Rob Rushmer, Principal, Aviation, ICF

- **Ivan Bassato**, Chief Aviation Officer, Aeroporti di Roma
- **Tanja Grobotek**, Director European Affairs, CANSO
- **Iacopo Prissinotti**, Director Network Management, Eurocontrol
- **Arndt Schoenemann**, Chairman & CEO, DFS
- **Vincent van Hooff**, Executive Vice President Flight Operations, KLM

16h45 – 17h20

Addressing the bottlenecks through collaboration and efficient policy

What policy changes and developments are needed to ensure the Industry can meet the capacity challenges in Europe?

Moderated by Rob Rushmer, Principal, Aviation, ICF

- **Filip Cornelis**, Director for Aviation (DG MOVE Directorate E), EC
- **Maria Rueda**, Director of Strategy and Safety, EASA
- **Rafael Schwartzman**, RVP Europe, IATA
- **Jorn Van De Plas**, SVP Air Network & GTS Europe, FedEx

17h20 – 17h30

Safety Charter Ceremony

Presented by Willie Walsh, Director General, IATA

18h00 – 22h30

**NETWORKING EMISSIONS-FREE CANAL CRUISE AND DINNER*
AT THE NATIONAL MARITIME MUSEUM**

Sponsored by:



* Business attire required. The canal cruise boats will depart from the Okura Hotel from 17:45 to 18:00.

The Future of Aviation

09h00 – 09h10

What future landscape for alliances?

How will technology, innovation, and sustainability impact alliances?

- **Patrick Roux**, CEO, SkyTeam

09h10 – 09h25

Artificial Intelligence (AI) and Aviation

The dynamic landscape of AI is reshaping the aviation industry. This keynote will explore the role AI plays in revolutionizing aviation. What value does it offer to the industry, and what are the far-reaching implications for the future?

- **Hemant Singhal**, Senior Director and Data & analytics Solutioning Head, Europe, Cognizant

09h25 – 10h05

Linking Diversity, Equity & Inclusion with Sustainability

While DE&I initiatives are commonly seen as social endeavors, the reality goes beyond mere perception. We will unveil how DE&I is a pivotal driver for achieving sustainability goals, transforming it from a perceived social initiative into a tangible and integral force for positive change.

Moderated by Jane Hoskisson, Director, Talent, Learning, Engagement and Diversity, IATA

- **Vasiliki Christidi**, Group General Manager, Sky express
- **Espen Høiby**, Founder and CEO, AAP Aviation Group
- **Johannes Smits**, Partner, PwC

10h05 – 10h40

Digitalization and Retailing

Moderated by David Rutnam, Senior Manager Industry Distribution Programs Adoption, IATA

10h05 – 10h20

Part 1 – Creating future proof airline & travel IT solutions

Find out how the customer experience will improve and how airlines will progress from 'selling tickets' to become modern retailers in a rapidly changing environment.

- **Aras Kubilay**, Global Head, Business Development & Industry Engagement, Hitit

10h20 – 10h40

Part 2 – Unlocking the power of digital transformation

This 2nd part will focus on sharing expertise in building specialized digital organizations tailored for airlines, understanding how success and profitability are driven through innovative strategies for customer experiences and shed some light on how airlines should operate to excel in the digital age.

- **Boris Padovan**, Partner, Travel in Motion
- **Alvaro Romero**, Managing Director, Globant

Session sponsored by:

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10h40 – 11h10

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**Wednesday, 15
November 2023**

The Future of Aviation

11h10 – 12h00

Shaping the airline of the future: C-Suite reflection session

A highlight session reflecting on the topics discussed throughout the event. A thought-provoking debate with industry leaders as they discuss the profound impacts of evolving policies on their organizations, including regulatory dynamics and emerging trends that will shape the business landscape.

Moderated by Tony Concil, VP Corporate Communications, IATA

- **Gilles Feith**, CEO, Luxair
- **Mehmet T. Nane**, Chairperson of the Board, Pegasus Airlines & Past Board Chair of IATA
- **Marie Owens Thomsen**, SVP Sustainability & Chief Economist, IATA
- **Dorothea von Boxberg**, CEO, Brussels Airlines

12h00 – 12h05

Closing & Announcement of the 2024 Wings of Change Europe

12h05 – 13h00

FAREWELL LUNCH