



2011

AIRPORT EVOLUTION: EUROPE

24 – 25 May 2011 • City Hilton Hotel • Munich, Germany

Development, modernisation and expansion strategies for airport operators, regulators and suppliers

UPDATED

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INNOVATIVE STRATEGIES FOR DEVELOPING AND MANAGING AIRPORT SYSTEMS ACROSS EUROPE

KEY SPEAKERS INCLUDE:



Prof. Ulrich Weinberg
Head of "School of Design Thinking"
Hasso-Plattner-Institute



Julian Jaeger
Chief Executive Officer
Malta International Airport



Dr Rainer Schwarz
Chief Executive Officer
Berlin Airport



Carlos Madeira
Vice President
ANA - Aeroportos de Portugal



Giulio De Metro
Chief Operating Officer & Deputy CEO
Milan Airports SEA Group



Vincent Harrison
Director Strategy Regulation & B2B
Dublin Airport Authority



Kyran Hanks
Strategy and Regulation Director
Gatwick Airport



Waleed Youssef
Chief Strategy Officer
TAV Airports Holding



Andrew McMillan
Strategy Director
BAA



Andrea Pal
Deputy General Manager
Pulkovo Airport



Joop Krul
Airport Development Director
Schiphol Group



Giovanni Russo
Head Planning & Engineering
Zurich Airport



Allan Young
Head of Airport Authorities
Virgin Atlantic



Dimitris Miguel Bountolos
Madrid/Barajas Coordination & Hub Director
Iberia

- Addressing how processes and plans can be approached in an innovative way in order to deliver
- Effectively involving and managing stakeholder relationships for enhanced airport operations
- The vision of European airports on improving the passenger process of the future
- The financial and legal implications of differentiated services and charges on airports
- Creating a common strategy for achieving a competitive advantage and creating value for passengers, airports and airlines

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CREATED FOR THE INDUSTRY BY THE INDUSTRY

HEAR FROM SENIOR FIGURES OF AIRPORTS AND INNOVATION STRATEGISTS ACROSS EUROPE



Prof. Ulrich Weinberg, Head of “School of Design Thinking”, **Hasso-Plattner-Institute**

Studied fine arts and design at the Academies of Fine Arts in Munich and Berlin. 1980 to 1986 freelance work as TV graphics designer at public and private production houses. Since 1986 specialized on 3D computer animation (mental images, ART+COM, etc.) on scientific, industrial and art projects for companies like ARD, BMW, Daimler Benz, Siemens, Schering, Telekom, ZDF. Since 1994, Mr. Weinberg is working as a professor for computer animation at the Film & Television Academy Babelsberg (HFF). Since June 2007 head of “School of Design Thinking” at HPI Hasso Plattner Institute in Potsdam.



Giulio De Metro, Chief Operating Officer & Deputy CEO, **Milan Airports SEA Group**

Giulio De Metro joined S.E.A. S.p.A. in May 2007, as COO and he is now COO & Deputy CEO. His career started in 1985 in Alitalia, in Corporate Planning. Giulio held several senior management roles in Alitalia, VP Network (1996), Senior VP Marketing, Network and Revenue Management within the Italian-Dutch JV (1998) and Senior VP Commercial and Sales Worldwide. From 2001 to 2004 he was appointed Chairman of Alitalia Express, CEO of Alitalia Team (2001-2002), Managing Director of Alitalia Air Transport Division (2002-2003) and CEO of Alitalia Airport (2003-2004).



Carlos Madeira, Vice President **Ana – Aeroportos De Portugal**

Carlos Madeira is the Vice President of ANA - Aeroportos de Portugal, President of Portway – Handling and Chief Executive Officer of NAER, a vehicle company set up to design and implement the New Lisbon Airport project. A 50-year old native of Coimbra, he holds a Civil Engineering degree from the Instituto Superior Técnico, Universidade Técnica de Lisboa (1983) a Master degree (MBA) from the Faculdade de Economia, Universidade Nova de Lisboa (1991) and a SEP degree from the Stanford Graduate Business School, Stanford University, Palo Alto, California (1996).



Andrea Pal, Deputy General Manager, **Pulkovo Airport**

Since April 29 2010 Andrea Pal is Deputy General Director in charge of Finance and IT of Northern Capital Gateway, the company operating Pulkovo Airport in St. Petersburg, Russia. As COO of Dorsch Holding and Managing Director of Dorsch Gruppe she was before responsible for the divisions Water and Environment, Transport and Infrastructure, Airports, Structural Engineering and Industrial Plants of the Dorsch Gruppe, one of the largest German independent engineering consultant. Ms. Pal has acquired extensive experience in the infrastructure development as the Senior Vice President of Fraport AG. In this position she was for a period of eight years responsible for the acquisition and management of airport participations and shareholdings in companies providing airport related services.



Waleed Youssef, Chief Strategy Officer, **TAV Airports Holding**

Prior to joining TAV Airports, Dr. Youssef served as Strategy and Development Director at Abu Dhabi Airports Company and as Aviation Specialist at the International Finance Corporation (IFC). Dr. Youssef has vast experience in airport privatisation, including successful transactions in JFK Terminal 4 (USA), Brisbane International Airport and Bangalore International Airport. Dr. Youssef is the Chairman of the World Economics Standing Committee at Airports Council International (ACI) and a member of the Committee on Airfield and Airspace Capacity and Delay at the US National Academy of Sciences' Transportation Research Board.



Joop Krul, Airport Development Director, **Schiphol Group**

Joop Krul is director Airport Development of Schiphol Group. Within the Schiphol Group the department Airport Development is responsible for the strategy and development of the of the airport city, including master planning, license to grow, the environmental matters and the account with local and national government with regard to the future of Schiphol development are his responsibility. Joop Krul joined Schiphol Group in 1987 and has worked in different managerial positions on aviation and airport development. In 1974 he obtained his Masters degree in Urban Planning at the University of Amsterdam.

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Head of Airport Authorities
Virgin Atlantic

AIRPORT EVOLUTION 2011: EUROPE

CONFERENCE HIGHLIGHTS



1. SETTING THE STAGE FOR SUCCESSFUL INNOVATION

Hear from leading innovation strategists on how to identify the barriers to innovation challenging your airports. The conference will also provide the only chance to learn from different industries and apply the lessons learnt to the development of new service offerings, business models, pricing plans and new management practices.



4. DIFFERENTIATED SERVICES AND CHARGES

Benchmarking experts will be discussing the importance of aeronautical charges and how central they are to the competitiveness of an airport and the promotion of efficient use of facilities. Plus, you will discover how Berlin airports are responding to the financial and legal implications of these charges.



2. THE STRATEGIC IMPORTANCE OF MANAGING MULTIPLE STAKEHOLDERS

Because of an airport's dynamic environment, multiple stakeholder management is constantly changing in response. A new feature of this year's conference is a session on how to effectively manage, measure and communicate for enhanced relationships and improved performance.



5. ECONOMIC REGULATION

This year's conference will also discuss the role of regulation to ensure the safe and efficient operation of an airport. Hear the latest from the European Commission and Aeroportos de Portugal and on effective economic regulations of airports.



3. THE PASSENGER PROCESS OF THE FUTURE

Airport Evolution will give you an insight into how airport experts are responding to the challenges of competition, capacity and culture to continually improve the passenger experience. Hear from Joop Krool, Airport Development Director for Schiphol Group on their vision to improve the passenger process for the future.



6. VISION, CREATIVITY AND PASSION

Could product and service offerings in the airport industry be equally as good or better than the automobile industry? Global Transport Forum has teamed up with BMW group to deliver a technical visit to their research and innovation centre. This visit will provide you with an insight into the current thinking and ground breaking methodologies that can be used as the driving force for the success of your airport.

Established in 2010, Airport Evolution has attracted speakers and delegates from the most senior levels of industry, commerce and government in Europe and emerging markets such as the Middle East and Latin America. All conference programmes are devised by an Advisory Board consisting of industry experts in collaboration with the Global Transport Forum editorial team, to ensure the highest quality of content, whilst protecting the integrity of the event.

In an industry facing tremendous challenges, it can often be difficult to take a forward-looking perspective on the trends and developments that will have a meaningful impact in the years ahead. With Airport Evolution, Global Transport Forum is proud to be at the forefront of the aviation business, and we look forward to supporting the industry through our world class, industry leading events.



Alex Williamson
Managing Director
Global Transport Forum



BOOK BEFORE 21ST OF APRIL AND SAVE €150



Meeting the long-term need for increased capacity

Whilst the global recession has had a huge impact on the aviation industry, the majority of the world's major airports are still operating at close to maximum capacity. It is inevitable that in the long term air traffic will continue to grow, fuel prices will continue to rise and security will remain strict. Airport capacity will be stretched to the limit driving the need for airport modernisation and expansion programmes.

SENIOR DECISION MAKERS OF THE INDUSTRY CONVENE TO MEET THE CHALLENGE

Minister | CEO | COO | CIO | CTO | MD

Head of Capital Projects

Head of Strategy

Head of Development

Head of Engineering

Head of Airside Operations

Head of Landside Operations

Head of Baggage

Head of Passenger

Head of Security

Head of IT and Telecommunications

Head of Commercial and Retail

The European airport market may be more experienced than airports in other parts of the world, however it is still under huge pressure to develop through modernisation and become more financially and operationally efficient to cope with increasing passenger traffic. Smaller regional airports continue to expand to accommodate low cost carriers and at the root of all these developments is the expectation passengers continue to place on their airports.

Airlines have to offer more for less and service becomes the defining factor amidst so much competition. Greater emphasis is therefore placed on airports to run efficiently for both the airline and passenger. Security standards continue to rise and technology must assist with reducing the time these add. Data management and analysis is key to streamlining processes.

The passenger experience is more important than ever as expectations demand a balance between safety, efficiency, reliability, competitive prices and lifestyle experiences.

“Cutting costs by eliminating no and low-value work is a good thing. Competition is a good thing. Collaboration is a good thing but collaboration doesn’t mean cohabitation. When you blur the distinction between the participants in a team performing capital work, you have a chaos. [...] What it is important for us to do is find our requirements [...] and make it very clear what we want the supply chain to provide.”

Steven Morgan, Capital Programmes Director, BAA

AIRPORT EVOLUTION 2011: EUROPE

Airports must address processes and plans in an innovative way in order to deliver. Effective stakeholder management is essential to running airports in this climate. However, new and old regulations place additional financial and legal restrictions on airports. What is the way forward to deliver in this increasingly competitive market?

TOPICS TO ADDRESS THE INDUSTRY CONCERN

- Learn from other industries on the development of new service offerings, business models, pricing plans and management practices
- Discuss and shape the future recognition of airports as market leaders of creative thinking
- Benefit from thorough updates of recent developments on EU airport charges directives
- Hear from leading strategist on improving the passenger process of the future
- Understand the effective economic regulations of airports and what lessons can be learned from other regulatory systems
- Attend specialist technical visits hosted by BMW Group and Munich International Airport

FORMATTED TO FACILITATE INTERACTION



SPECIALISED TECHNICAL CONTENT

Hear the latest developments in the region and interact with senior figures from government bodies, airport operators and airlines.



NETWORKING

Reinforce relationships with existing customers and build a profitable network with business prospects.



THOUGHT-PROVOKING DELIVERY

Compare and confront your opinion with industry peers on airport passenger experience and value creation.

“I learned a lot, shared new ideas and met interesting business partners”

Sergio Miranda, Baggage Handling System Manager,
ANA Aeroporto de Lisboa

“Good to hear that other airports are having similar problems. Good to get some contacts. I learnt quite a lot”

Christina Morgan, Development Manager,
BAA Edinburgh Airport

“Informative. Great idea. We need more of these cross-industry working forums”



Martin Parris, Director of Airports,
Firstco Ltd

“Airport Evolution had some strong speakers and provided a more intimate, interactive atmosphere than many other conferences”

Andy Carlisle, Vice President,
SH&E



BOOK BEFORE 21ST OF APRIL AND SAVE €150

CONFERENCE DAY ONE TUESDAY 24 MAY 2011

- | | | |
|-------|---|---|
| 08:00 | Networking breakfast and registration |   |
| 09:00 | Global Transport Forum welcome address and introductory remarks
Logadassen Curoopen , Project Manager, Global Transport Forum | |
| 09:15 | Chairperson's introductory remarks
Christian Marius Wegner , Vice President Infrastructure Logistics, Siemens | |

1. A CONCEPT FOR THE FUTURE OF INNOVATION: LEARNING FROM OTHER INDUSTRIES

The capability to innovate and to bring innovation successfully to market will be a crucial determinant of the competitiveness of airports over the coming decade. Over the past few years, many airports tended to equate innovation to technology. However, innovation can occur in many avenues such as service models, customer satisfaction, processes and business models. Airports can no longer afford to rely on their own in-house mentality, but need to learn from other industries to add further value to their market offering. In this session, we will look at how airports can learn from other industries to create, develop new ideas and reinvent themselves.

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|-------|---|---|
| 09:25 | Keynote address: Harnessing the power of innovation to drive customer satisfaction, processes and growth
Thomas Penner , Vice President - Terminal and Passenger Services, Munich Airport | |
| 09:40 | Case study: Looking beyond the obvious and crafting a vision for the future
Prof. Ulrich Weinberg , Head of School of Design Thinking, Hasso-Plattner-Institut | |
| 10:10 | Case study: Innovative capacity solutions for terminal operations
Christian Marius Wegner , Vice President Infrastructure Logistics, Siemens | |
| 10:30 | Innovation debate: Identifying and discussing factors to sourcing, building and maintaining an innovation culture at your airport
In this session, leading innovators from other industries will present their views on the concept of innovation. Airport operators and airlines will then put forward their challenges and the entire panel will discuss and present a unified vision towards creating innovative airports and rapidly stay one step ahead of the competition.
Prof. Ulrich Weinberg , Head of School of Design Thinking Hasso-Plattner-Institut
Thomas Penner , Vice President - Terminal and Passenger Services, Munich Airport | |
| 10:55 | Chairperson's summary of the session | |
| 11:00 | Morning coffee and networking |   |

2. MULTIPLE STAKEHOLDERS: MANAGE, MEASURE AND COMMUNICATE

Stakeholders maintain a wide range of roles at an airport. However, regardless of their roles and responsibilities, all stakeholders carry a significant amount of weight in the management of an airport. In this session, we will discuss, compare and understand how to give stakeholders a competitive advantage and make your airport distinct against others.

- | | | |
|-------|--|---|
| 11:40 | Chairperson's introductory remarks
Alan Lamont , Vice President, Building, Bentley Systems | |
| 11:45 | The challenges of managing multiple stakeholders and benchmarking to maximise efficiency
Julian Jaeger , Chief Executive Officer, Malta International Airport | |
| 12:00 | Case study: Building better partnerships whilst minimising constraints and cost implications
Andrew McMillan , Strategy Director, BAA | |
| 12:15 | Case study: Multi stakeholder management at Zurich airport
Giovanni Russo , Head of Planning and Engineering Operations, Zurich Airport | |
| 12:30 | Case study: Effectively involving and managing stakeholder relationships for enhanced airport operations
Giulio De Metrio , Chief Operating Officer & Deputy CEO, Milan Airports SEA Group | |
| 12:45 | Panel debate: What is the best formula for managing multiple stakeholders at an airport?
Airport operators and airlines will have 5-minutes to present their requirements. A panel of solution providers' will then have 5-minutes to address these requirements. The entire panel will then have 10-minutes to discuss and present their vision for managing multiple stakeholders efficiently. The audience will then have 10-minutes to discuss, challenge the panel and to present their own views.
Julian Jaeger , Chief Executive Officer, Malta International Airport
Giulio De Metrio , Chief Operating Officer & Deputy CEO, Milan Airports SEA Group
Andrew McMillan , Strategy Director, BAA
Giovanni Russo , Head of Planning and Engineering Operations, Zurich Airport | |
| 13:15 | Lunch |   |

3. PASSENGER EXPERIENCE – MAINTAIN, IMPROVE AND TRANSFORM

Congested airports with limited capacity mean that the experience of travelling through airports is not always as good as we would like it to be. Improving passenger experience depends on achieving a better understanding of passengers' needs. In this session, we will analyse the key factors that affect airport experience in terms of the end-to-end journey and discuss what should be done to provide passenger focused service that allows for personal control whilst ensuring fairness.

- 14:15** **Chairperson's introductory remarks**
Alan Lamond, Chairman, **British Aviation Group**
- 14:20** **Case study: How competition between London airports is improving the passenger experience**
Kyran Hanks, Strategy and Regulation Director, **Gatwick Airport**
- 14:35** **Case study: The passenger journey: the Schiphol vision on improving the passenger process of the future**
Joop Krul, Airport Development Director, **Schiphol Group**
- 14:50** **Case study: The passenger experience through next generation airport management**
Jeremy Springall, Global Head of Aviation, **Logica**
- 15:05** **Case study: Can airport service quality measures really contribute towards on improved passenger experience?**
Richard Gammon, Divisional Director - Aviation, **Aedas**
- 15:20** **Interactive questions and answers with session speakers**
 Airport operators and airlines will have 5-minutes to present their requirements. A panel of solution providers' will then have 5-minutes to address these requirements. The entire panel will then have 10-minutes to discuss and present their vision for transforming the end-to-end journey of the passenger experience. The audience will have the chance to discuss, challenge the panel and to present their own views.
Kyran Hanks, Strategy and Regulation Director, **Gatwick Airport**
Joop Krul, Airport Development Director, **Schiphol Group**
Thomas Penner, VP Terminal and Passenger Services, **Munich Airport**
Richard Gammon, Divisional Director - Aviation, **Aedas**
Jeremy Springall, Global Head of Aviation, **Logica**
- 16:00** **Afternoon coffee and networking**



4. AIRPORT PASSENGER EXPERIENCE FOCUS SESSION

This session will offer the ideal platform to engage, examine and exchange views on key industry challenges. Moderated by subject matter experts, these interactive sessions allow participants an opportunity for in-depth, honest discussion and learning in a small, informal setting.



- 16:30** Congested airports, with limited capacity, mean that the experience of travelling through an airport is not always as good as we would like it to be. Roma airport is refurbishing and building new terminals to improve passengers' experience. Their aim is to continually improve passengers' experience by providing modern, clean, efficient terminals and great customer service.
- Case Study: Transforming passenger Experience along their end-to-end journey**
1. Queueing performance
 2. Maintaining and improving on performance against regulated service quality regime measures
 3. Assessing the performance of airlines, handling agents, state entities agencies
- Speaker: Paolo Cambula**, Head of Development, Planning Infrastructures and Territorial Impact, **Aeroporti di Roma**
- 17:10** **Key learnings:**
 The participants will identify the key points to come out of this focused session on passenger experience. This will provide a framework, which will then be summarised for the benefit of the audience and this framework will form the basis for transforming passenger experience from their end-to-end journey.
- 17:20** **Global Transport Forum closing remarks**
Logadassen Curoopen, Project Manager, **Global Transport Forum**
- 17:25** **Close of Day One**
- 17:30** **Airport Evolution 2011: Europe evening reception**



“With data collated from airlines, we have been able to reduce delays even though traffic grew ... if you really dig into the subject you will find the real causes of delays and the significant cost to airlines”



Giovanni Russo, Zurich Airport

CONFERENCE DAY TWO WEDNESDAY 25 MAY 2011

- 08:00 **Networking breakfast and registration**  
- 09:00 **Global Transport Forum welcome address and introductory remarks**
[Logadassen Curoopen](#), Project Manager, [Global Transport Forum](#)
- 09:15 **Chairperson's introductory remarks**

5. DIFFERENTIATED SERVICES & CHARGES

With the new EU Directive providing a framework for setting airport charges and reflecting on current commercial practices, all airports will have to consult with airline customers in demonstrating a greater level of transparency in airport pricing. In this session, you will understand product differentiation between airlines, the financial and legal implications and how far airlines and airports should go in pricing for these product differentiations.

- 09:25 **Keynote address: The financial and legal implications of differentiated services and charges on airports**
[Rainer Schwarz](#), Chief Executive Officer, [Berlin Airports](#)
- 09:40 **Keynote address: Assessing closeness of competition between airlines: What impact does it have on European Airports?**
[Allan Young](#), Head of Airport Authorities, [Virgin Atlantic](#)
- 09:55 **Regulatory insight: Presentation by Dublin Airport Authority**
[Vincent Harrison](#), Director Strategy, Regulation & B2B, [Dublin Airport Authority](#)
- 10:10 **Innovation debate: Identifying strategies to you keep an airport as a viable business when offering lower charges to airlines offering different facilities.**
In this session, leading innovators from other industries will present their views on the concept of innovation. Airport operators and airlines will then put forward their challenges and the entire panel will discuss and present their views how the new EU directive will impact their business and how they are planning to meet this challenge.
[Rainer Schwarz](#), Chief Executive Officer, [Berlin Airports](#)
[Vincent Harrison](#), Director Strategy, Regulation & B2B, [Dublin Airport Authority](#)
[Allan Young](#), Head of Airport Authorities, [Virgin Atlantic](#)
- 10:40 **Interactive questions and answers with session speakers**
- 10:55 **Chairperson's summary of the session**
- 11:00 **Morning coffee and networking**  


6. THE NEED FOR INDEPENDENT ECONOMIC REGULATION

A good airport regulatory structure which provides better rather than just increased regulation can benefit both airports and airlines in terms of greater efficiency and low costs. In this session, you will gain an understanding on why economic regulation is necessary and desirable to restrain market power and deliver continuous improvement in cost efficiency and service quality.

- 11:45 **Chairperson's introductory remarks**
[Harry Bush](#), Former Group Director Economic Regulation, [UK CAA](#)
- 11:50 **Regulatory insight: An update on the EU Directive and what impact does it have on European airports**
[Emmanuelle Maire](#), Directorate General Air Transport, [EU Commission](#)
- 12:10 **Minimising the risk of regulatory failure through cost efficiency incentives, and service quality**
[Carlos Madeira](#), Vice President, [ANA Aeroportos de Portugal](#)
- 12:30 **Panel debate: Effective economic regulations of airports – what should be changed and what lessons can be learned from other regulatory systems?**
A panel of airport operators and airlines will have 10-minutes to present their requirements. A panel of airport regulators will then have 10-minutes to address these requirements. The entire panel will then have 10-minutes to discuss and present a regulatory framework for European regulations reform. The audience will then have 15-minutes to discuss, challenge the panel and present their own views.
[Emmanuelle Maire](#), Directorate General Air Transport, [EU Commission](#)
[Carlos Madeira](#), Vice President, [ANA Aeroportos de Portugal](#)
[Allan Young](#), Head of Airport Authorities, [Virgin Atlantic](#)
- 13:15 **Lunch**  

7. VALUE CREATION AND PARTNERSHIPS

Value creation in any industry is vital for survival and the aviation sector are no exception. Creative and innovation solutions to capturing value can develop from an airports ability to focus on its key infrastructure resources, whilst capitalising on its core competencies to sustain a competitive advantage. In this session, we will set the stage for visionary thinking for creating a common strategy, achieving a competitive advantage and creating value for passengers, airports and airlines.

- 14:30** Chairperson's introductory remarks
- 14:35** Case study: **Creating value through partnership with airlines**
Dr. Waleed Youssef, Chief Strategy Officer, **TAV Airports Holding**
- 14:50** Case study: **Meeting International standards through public-private partnership**
Andrea Pal, Deputy General Manager, **Pulkovo Airport**
- 15:10** Case study: **Running efficient and effective commercial operations in true partnership with airline partners – understanding the way forward for airports**
Guido Vitali, Commercial Director, **Aeroporti di Firenze**
- 15:25** Case study: **Facilitating airline customers' travel to a service orientated approach by offering value to all partners**
Dimitris Bountolos, Madrid/Barajas Coordination & Hub Director, **Iberia**
- 15:35** Panel discussion: **Discussing and shaping the future recognition of airports as market leaders of creative thinking – what should be done and how?**
 Airport operators and airlines will present their requirements on value creation and partnerships. The entire panel will then discuss and present a new vision in creating value for all stakeholders. The audience will then have 10-minutes to discuss, challenge the panel and to present their own views.
Dr. Waleed Youssef, Chief Strategy Officer, **TAV Airports Holding**
Guido Vitali, Commercial Director, **Aeroporti di Firenze**
Dimitris Miguel Bountolos, Coordination Hub and Deputy Director, **Iberia**
Andrea Pal, Deputy General Manager, **Pulkovo Airport**
- 16:00** Afternoon coffee and networking 

8. VALUE CREATION FOCUS GROUP

This session will offer the ideal platform to engage, examine and exchange views on key industry challenges. Moderated by subject matter experts, these interactive sessions allow participants an opportunity for in-depth, honest discussion and learning in a small, informal setting within the conference room.

- 16:30** Chairperson's introductory remarks
- 16:35** Interactive discussion with audience members
 Participants will deliberate on:
- The value of alliances in the airline industry – meeting the needs of passengers in new and expanding markets
 - Coping with the extensive wscheduling of a hub
 - Revenue maximisation in joint ventures and airport commercialisation
- 17:15** Key learnings:
 The facilitators who have been leading the groups will take a seat on the stage. One by one they will identify the key points to come out of the discussions for which they were responsible. This will provide a framework, which will then be summarised for the benefit of the audience and this framework will form the basis for creating value and crafting a vision for the future of airports and airlines.
- 17:30** Official close of Airport Evolution 2011: Europe
Logadassen Curoopen, Project Manager, **Global Transport Forum**



TECHNICAL VISITS

SEPARATE BOOKINGS FOR SITE VISITS MUST BE MADE AT TIME OF REGISTRATION. SPACES ARE VERY LIMITED SO BE SURE TO RESERVE YOUR PLACE.

SPECIALIST TECHNICAL VISIT TO BMW RESEARCH AND INNOVATION CENTRE*

There is now a greater recognition that novel ideas can transform the airport industry and in particular there are many parallels with the automotive industry. Visiting BMW Group's Research and Innovation Centre will provide attendees with an insight on how to develop a broader capacity for innovation for service offerings, business models, as well as management practices and to successfully adapt these for the airport industry.

- 13:00** A group of 20 people will depart from Hilton City Munich Hotel to BMW research and innovation centre on Knorrstrasse147
- 14:00** **Part 1: Introduction to the Innovation Culture**
Attendees will learn how the future of the automobile is established by the BMW Group through a deeply rooted culture of innovation lived out every day in all areas of development.
- 14:30** **Part 2: A tour of research laboratories**
BMW even offers you an exclusive look behind the scenes of their R & D Centre. To give delegates an impression of their development activities, they will have the chance to look at 3 or 4 laboratories, such as light laboratory, the EMC Center (electromagnetic compatibility), the lab for operating strength and perhaps as well for virtual crash.
- 16:00** **Tour ends**

SPECIALIST TECHNICAL VISIT TO MUNICH INTERNATIONAL AIRPORT*

In 2010, Munich International Airport was voted Europe's best airport based on the votes of almost 10 million customers in more than 100 countries. Visiting Munich International Airport will allow delegates to see first hand the size and complexities of current projects and how Munich airport incorporates a more comprehensive infrastructure than most European airports.

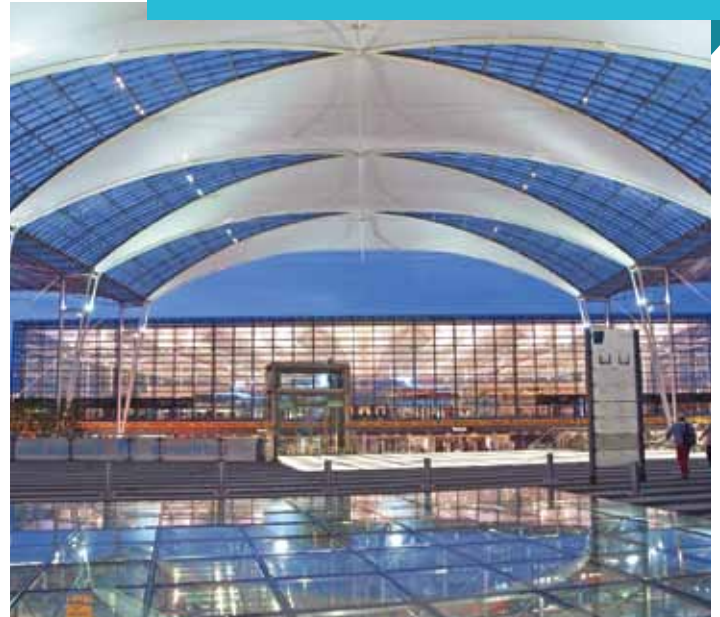
- 13:00** A group of 20 people will depart from Hilton City Munich Hotel to Munich International Airport
- 14:00** **Part 1: A full briefing on how Munich Airport was redeveloped to form Europe's best airport for 2010**
Delegates will be taken to Munich Airport terminals where they will have the opportunity to understand the challenges of building, integrating and managing a brand new concept for baggage handling, security and responding to a greatly increased passenger numbers and freight tonnage.
- 14:30** **Part 2: Aircraft parking aprons**
- 16:00** **Tour ends**

Please note that tour spaces are limited and are available to conference delegates only. Photographic identification will be required by all attending – failure to produce requested identification prior to the visit will result in you being denied entry to the site.

BMW Research and Innovation Centre - Munich



Munich Airport



CONFERENCE VENUE

The City Hilton Hotel

Rosenheimer Straße 15
81667 Munich, Germany
T: +49 89 3845 2525

The 4* hotel is located in Munich's art district and next to the Gasteig Cultural Centre. The main shopping area in the city centre is only a 10 minute walk away. International dishes and Bavarian specialities are served in the Löwenschänke and Zum Gasteig restaurants. Guests are welcome to relax and sample local beers in the Caffé Cino or the Metropolis Bar.

Location: There is a direct train from the airport which takes 35 minutes and the stop is under the hotel.

Accommodation: The hotel has 480 bedrooms. The discounted rate for this conference is €129.00 per night inc VAT. Breakfast is charged at €28.00. The City Hilton Hotel would hold a block of rooms for Airport Evolution 2011: Europe conference on 23rd and 24th May at a special rate. These rooms are assigned on a first-come, first-serve basis and will be available until **24th April 2011**. To claim your discount book directly with the hotel and mention the code **GGLOA**. Make your reservation as soon as possible to avoid disappointment.

All accommodation payments will be dealt with by the hotel and Global Transport Forum will not be held responsible should you need to cancel your reservation and are charged cancellation fees. The hotel will be able to store luggage should you arrive before the specified check-in time.

The deadline for booking accommodation is 24th April 2011.



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SPONSORS & PARTNERS

HOSTED BY

Within just a few years of opening in 1992, Munich Airport's outstanding growth performance elevated it to join the ranks of Europe's busiest passenger airports. With a total of 32.7 million passengers in 2009, Munich ranked number seven among Europe's top ten airports. The number of flights was approximately 400,000. Last year the FMG Group, with its 14 subsidiaries, had total revenues of about one billion euros.



As a major hub for the global Star Alliance, Munich Airport is a high-performance distribution node for international and intercontinental air traffic. For connecting passengers, which already account for 37 percent of total traffic, Munich Airport not only offers an almost unrivalled European route network, but also an increasingly attractive range of long-haul destinations. Travelers from all over the world value the excellent service and high quality of the passenger experience as well as the ease of making connections in Munich. This has been confirmed again and again in the annual surveys by Skytrax, the London-based international aviation research institute, in which passengers regularly vote Munich one of the world's top five passenger airports. At the European level, Munich Airport has been chosen number one on five different occasions, including 2010.

Munich Airport also sets new standards in the non-aviation sector, which accounts for almost half of total revenues: With more than 200 businesses and a total of 35,000 square meters of space, the airport has an excellent range of shops and hospitality offerings, both in terms of quality and quantity. Typical Bavarian attractions include the airport's own brewery with a large, covered outdoor beer garden.

Annual traffic at Munich Airport is projected to reach 58 million passengers by 2025. This volume cannot be handled without additional capacity in the runway system. Consequently, FMG is planning a third runway to increase its capacity in terms of schedulable take-offs and landings to 120 an hour from the current level of 90.



LEAD SPONSORS

Whether it is baggage handling, air cargo, or systems' services, operators can rely on **Siemens** Infrastructure Logistics as their main partner. We offer turnkey fully integrated solutions from a single source. Right from the outset, we focus our attention on achieving optimum life cycle return for our customers. Our comprehensive service modules ensure that your airport systems reach the highest level of availability, reliability, and efficiency.



Logica is a business and technology service company, employing 39,000 people. We provide business consulting, systems integration and outsourcing to clients around the world, including many of Europe's largest businesses.

Logica is in its fifth decade supporting the aviation industry. We combine specialist knowledge of the systems which are vital to the operation of airlines, airports, regulators and aviation services, with a deep understanding of the way in which each member of the aviation community works and can benefit from working together.

Airports

Logica supports many of the largest airport groups within Europe. Our latest innovation focuses on making the "Airport as a Service" concept a reality. Other important projects for airport operators include: applications management for hundreds of applications, including airport operation systems, asset management and ERP; biometric border control and other security solutions; RFID based asset management; advanced baggage handling; vehicle tracking, and business intelligence solutions.

Airlines

Logica supports many of Europe's leading carriers with a particular focus on booking and ticketing including self service sales and check-in.

Air Traffic Control

Logica has a long track record with Air Traffic control systems in Europe. We understand the safety and regulatory environment, having delivered solutions which help to control European airspace, and support the main regulators.

Aviation Service Providers

Logica works with many loyalty and CRM providers to the Aviation industry. We have implemented a world leading iris-recognition system, undertaken a complex data migration programme for a large loyalty programme, and created a complete retailing solution that manages logistics and on-board retailing of duty free products.

Aviation Manufacturing

Logica works with the leading manufacturing companies in the aviation and space sector. We have delivered innovative projects around Aircraft MRO, and been a pioneer in the use of RFID technology across the industry.

Logica creates value for clients by successfully integrating people, business and technology. We are committed to long term collaboration, applying insight to create innovative answers to clients' business needs.



ASSOCIATE SPONSORS

Bentley is the global leader dedicated to providing architects, engineers, constructors, and owner-operators with comprehensive software solutions for sustaining infrastructure. Founded in 1984, Bentley has nearly 3,000 colleagues in more than 45 countries, \$500 million in annual revenues, and, since 1999, has invested more than \$1 billion in research, development, and acquisitions.



As one of the world's largest design practices, **Aedas** is uniquely positioned to deliver international expertise through strong local presence with over 2000 experienced professionals collaborating across 39 offices in 20 countries. The practice is continually recognised as a leader in the industry and in 2010 Aedas was named the Architect's Journal's 'International Practice of the Year', named by the Middle East Awards as the 'Middle East Architect of the Year' and listed as the highest ranking architectural practice to be ranked in The Sunday Times 'International Fast Track 100'. Aedas has successfully emerged as one of the leading architectural practices within the transport sector and has recently been ranked as the world's third largest in BD World Architecture's 2011 survey. Our experience with airport operators and airlines across the globe and aviation gives us a unique vantage point of the elements needed to facilitate successful solutions for all stakeholders.



MEDIA PARTNERS

Momberger Airport Information is the independent source of information for airport professionals around the world, published biweekly since 1973. It provides unbiased news free of advertising. The newsletter is published in a modular format that allows subscribers to put together their own newsletter package that matches their professional interest in the airport industry.



Airport International is an airport information and suppliers platform delivering the latest aviation news and information to users around the world. The portal forms an invaluable business resource for industry professionals, providing complete supplier profiles searchable by their products and services. Airport International is an airport information and suppliers platform delivering the latest aviation news and information to users around the world. The portal forms an invaluable business resource for industry professionals, providing complete supplier profiles searchable by their products and services.



Airport-Suppliers.com is the global airport industry's number one meeting place for buyers, vendors, specifiers, decision makers, architects, consultants and system integrators. The portal encompasses all aspects of airport equipment, technology, design and services. We provide a comprehensive breakdown of products and services from leading industry contractors, with up-to-date news and press releases when exciting developments occur.



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SPONSORSHIP AND EXHIBITION OPPORTUNITIES

Civil aviation authorities, airport infrastructure owners and operators must develop, modernise and expand their airports to enhance capacity. The pressure is on to ensure that large-scale CAPEX investments deliver maximum ROI and minimum ongoing OPEX costs. This has created an extremely competitive market place. How well is your organisation positioned to capitalise?

DEMONSTRATE THOUGHT LEADERSHIP

You understand the numerous developments across all facets of airport development, modernization and expansion, but do your customers?

Maximise your presence by being one of only a few advisors to the airports sitting on the panels showcasing your expertise.

RAISE BRAND AWARENESS AND INCREASE YOUR PROFILE

European airports will always be under pressure to modernise under financial constraints, and develop to manage increasing passenger numbers and greater demand on efficiency.

Promote your brand to senior airport and airlines professionals from European major airport, civil aviation authority and airlines.

MEET AND NETWORK WITH DECISION MAKERS

Thought leadership and branding are converted into contracts through extensive face-to-face interaction with senior managers, technical specialists and project leaders.

Maximise your presence and meet your current clients as well as your potential clients all in one place, in a more intimate setting, giving yourself the best possible chance of influencing key decision makers.

WHO SHOULD SPONSOR?

Airport operation suppliers

Airport retail operators

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Consultancy firms

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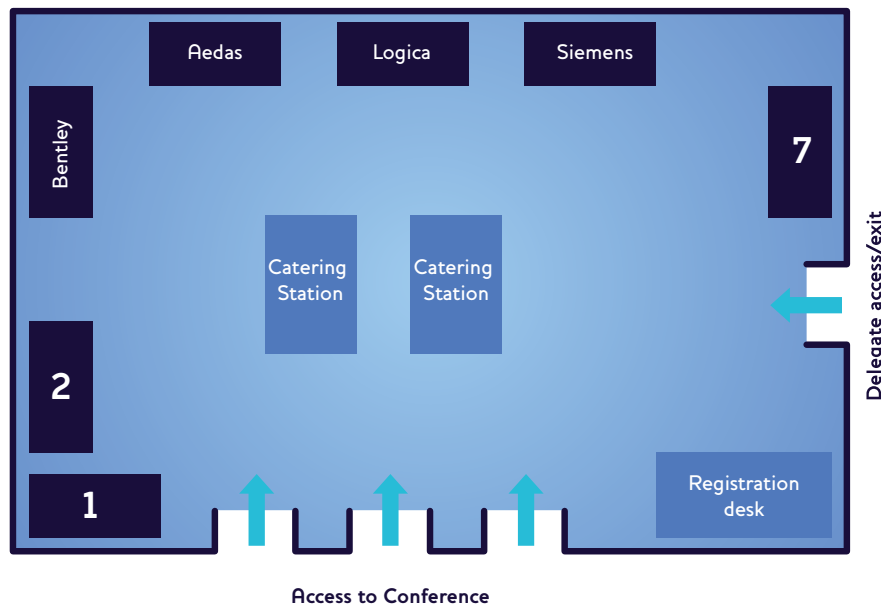
Design firms

Engineering firms

Equipment suppliers

IT firms

AIRPORT EVOLUTION 2011: EUROPE EXHIBITION FLOORPLAN – ONLY 3 STANDS REMAINING



Airport Evolution 2011: Europe offers a unique platform for you to deliver your message, raise awareness and network with industry leaders. Position yourself as the supplier of choice and demonstrate how your organisation can assist in the time and cost efficient delivery of major airport modernisation and expansion programmes.



To discuss availability and secure your sponsorship, please contact:

Logadassen Curoopen | Project Manager | Global Transport Forum

T: +44 (0) 20 7045 0905

E: l.curoopen@globaltransportforum.com

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AIRPORT EVOLUTION SERIES



AIRPORT EVOLUTION: LATIN AMERICA

2011 11 - 12 May 2011 • São Paulo, Brazil

Development, modernisation and expansion strategies for airport operators, regulators and suppliers

Airport Evolution 2011: Latin America is where airport operators, regulators and suppliers will meet to discuss the unique challenges of delivering the region's growing number of airport development, modernisation and expansion projects. They will define the solutions to the key questions surrounding capacity, regulation, funding and innovation.



AIRPORT EVOLUTION: ASIA

2011 20 – 21 September 2011 • Singapore

Development, modernisation and expansion strategies for airport operators, regulators and suppliers

Airport Evolution 2011: Asia, is where leading experts from the aviation industry will meet to learn, discuss and formulate new ideas and strategies concerning the challenges and opportunities in delivering airports expansion and modernization projects across China, Vietnam, Cambodia, India, and Malaysia. You will also gain an appreciation of best practices through a series of breakout sessions, technical visits and workshops on planning, design, construction and operations from renowned airport operators.



AIRPORT EVOLUTION: MIDDLE EAST

2011 25 – 26 October 2011 • Abu Dhabi

Development, modernisation and expansion strategies for airport operators, regulators and suppliers

Airport Evolution 2011: Middle East 2nd edition will bring together airport owners, operators, design, engineering and construction companies, consultancies and technology providers. Industry leaders will address the specific technical and operational challenges of planning, designing and delivering airport modernization and expansion projects in order to increase capacity and cope with future demands.

WE LOOK FORWARD TO SEEING YOU AT THE CITY HILTON HOTEL, MUNICH, GERMANY



AIRPORT EVOLUTION: EUROPE

2011 24 – 25 May 2011 • City Hilton Hotel • Munich, Germany

Development, modernisation and expansion strategies for airport operators, regulators and suppliers

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For more details of the event, please visit the event website:

www.airport-evolution-europe.com

For information on the organiser and other events of Global Transport Forum, please visit:

www.globaltransportforum.com

For any other enquiries, please feel free to contact a member of the team at Global Transport Forum.

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AIRPORT EVOLUTION: EUROPE
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 Development, modernisation and expansion strategies for airport operators, regulators and suppliers

REGISTRATION FEES

	BEFORE 21ST APRIL 2011	AFTER 21ST APRIL 2011
GOVERNMENT AGENCY/ AIRPORT/ AIRLINE	€650 + 19% VAT	€800 + 19% VAT
Other	€1400 + 19% VAT	€1550 + 19% VAT

HOW TO REGISTER

Tel: +44 (0)20 7045 0914
 Fax: +44 (0)20 7045 0901
 Email: marketing@globaltransportforum.com
 Online: www.airport-evolution-europe.com
 Post: Global Transport Forum Ltd
 3rd Floor, Petersham House,
 57A Hatton Garden,
 London EC1N 8JD,
 United Kingdom

REGISTRATION SELECTION

	GOVERNMENT AGENCY/AIRPORT/ AIRLINE	Other
Delegate 1		
Delegate 2		
Delegate 3		
Delegate 4		

DELEGATE INFORMATION

Delegate 1 (Please complete in block capitals)

Title _____ First name _____
 Last name _____
 Job title _____
 Company _____
 Address _____

 Postcode _____
 Tel _____ Fax _____
 Email _____

Delegate 2

Title _____ First name _____
 Last name _____
 Job title _____
 Company _____
 Address _____

 Postcode _____
 Tel _____ Fax _____
 Email _____

Delegate 3

Title _____ First name _____
 Last name _____
 Job title _____
 Company _____
 Address _____

 Postcode _____
 Tel _____ Fax _____
 Email _____

Delegate 4

Title _____ First name _____
 Last name _____
 Job title _____
 Company _____
 Address _____

 Postcode _____
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FOURTH DELEGATE FREE

Special requirements (dietary, disabled access) _____

PAYMENT Please tick payment option

- OPTION 1: I WOULD LIKE TO PAY BY CARD**
 Paying by credit card is the best way to guarantee your place, and the only option after dd/mm 2011. To pay by card, book online at www.airport-evolution-europe.com. Alternatively, please call +44 (0) 20 7045 0914 to book over the phone.
- OPTION 2: I ENCLOSE A CHEQUE PAYMENT**
 Cheques should be drawn on a UK bank and made payable to: Global Transport Forum Ltd
- OPTION 3: I AM PAYING BY BANK TRANSFER**
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Account number: 69710862
Account name: Global Transport Forum Ltd
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TERMS AND CONDITIONS

Payment
 Payment must be received no later than 14 days from the date of invoice. Registrations received within 42 days of the event must be prepaid immediately by credit card or bank transfer. Delegates who have not paid their fees in advance may be refused admission.

Substitutions / Cancellations

Any cancellations must be received in writing at least 42 days prior to the event. A cancellation fee of £250 will be payable on all cancellations received by this date. After this date, we regret that no cancellations can be accepted, and registering companies will be liable for 100% of the registration fee. A substitute delegate may be named at no extra charge.

Data protection

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