8th ANNUAL FLIGHT OPERATIONS CONFERENCE
2nd & 3rd DECEMBER 2014 - Sheraton Frankfurt Airport Hotel, Germany

AIRLINES & OPERATORS DELEGATE
INFORMATION BROCHURE

“It is becoming THE event of the year, very important for us to participate in for information gathering and networking”

DEPUTY DIRECTOR FLIGHT OPERATIONS, DANISH AIR TRANSPORT

SPONSORS & EXHIBITORS:

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For further information: +44 1403 230 888
WHY ATTEND AS A DELEGATE

The 8th Annual Flight Operations Conference is the world's only event that focuses wholly on the key, strategic issues that affect the operating of commercial aircraft.

It provides airlines with a one-stop solution to streamline and increase efficiency within their aircraft operating procedures. The topics discussed and the software and related products to demo and view in the exhibition hall have the potential to reduce airline operating costs dramatically.

This conference is the world's only fully dedicated flight operations conference designed to assist an airline maximise their potential in an increasingly difficult market through implementing various operating cost saving techniques and by adopting the latest technology.

“Very informative and relevant to the challenges faced by airlines today”

Manager Aircraft Operations Systems Support, easyJet

KEY TOPICS UNDER DISCUSSION

- **Tablets in the Flight Deck**: iPad vs Windows EFBs; Aer Lingus iPad EFB case study; plus Tablet EFB connectivity including crucial security issues.
- **Aircraft Connectivity**: An overview of Flight Deck connectivity; EFB connectivity; A350 Flight Deck WiFi
- **Latest Aircraft & Engine Types**: 787 & A330neo performance analysis.
- **Fuel Efficiency**: Next Generation Fuel Management Software; airline fuel efficiency case studies.
- **Aviation Biofuel**: An industry update on the latest biofuel programs and an analysis of operations data from a real-life flight using biofuel.
- **Latest Innovations**: Taxiing without using engines; airBaltic AMBER project; Post-flight analysis solutions
- **Latest IT Solutions**: IT has become vitally important as airlines strive to cut costs operating their aircraft. The latest solutions are analysed including: iPad/tablet technology, Fuel saving systems, EFBs, Flight Planning, Operations Documentation, eTechLog, Post-flight data analysis. The event also gives you the outstanding opportunity to demo the latest solutions from the world’s leading vendors opposite who are exhibiting their solutions during the event. See over page to learn more about the IT products the vendors will be exhibiting.
LIVE SOFTWARE AND PRODUCT DEMONSTRATIONS:

Extended breaks during the presentation programme (including a two hour cocktail reception) allows airlines and aircraft operators the opportunity to browse the extensive exhibition area. It provides the ideal opportunity to:

- Try out all the major Flight Operations Solutions (including software and efficiency) from the world’s leading vendors. Learn how each product can assist you with your aircraft operating procedures.
- Try out all the latest upgrades and add-ons to complement your current systems.
- Speak with the vendors about problems you may be having with your current system and discuss the best solutions.

Operations Software available to Demo includes:

- EFB (Electronic Flight Bag)
- ETL (Electronic Technical Log)
- Flight Planning Solutions
- Operations Efficiency Optimizers
- Operations Cost Management Solutions
- Optimising Weight & Balance Software
- Fuel Savings and Fuel Management Solutions

“Great mix of exhibitors and presentations”, Jet2.com
## CONFERENCE AGENDA

The presentations are being delivered by Industry Experts, Aviation Authorities, Systems Suppliers, Consultants, OEMs, Airlines and Aircraft Operators to provide you with a unique insight into the key issues from a myriad of key perspectives.

**Speakers include:**

Aer Lingus, airBaltic, Danish Air Transport, GlobeAir, ProJet, Lufthansa CityLine, TUIfly, ETS Verification, Aircraft Commerce, plus more..

### DAY ONE - TUESDAY 2nd DECEMBER 2014

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<th>Time</th>
<th>Session</th>
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<tr>
<td>08.00</td>
<td>REGISTRATION REFRESHMENTS &amp; SOFTWARE DEMONSTRATIONS - EXHIBITION HALL</td>
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<tr>
<td>08.55 - 09.00</td>
<td>CHAIRMAN'S OPENING REMARKS</td>
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<tr>
<td>09.00 - 09.30</td>
<td>EFB Keynote Presentation: EFB Classifications and the Future: The change in EFB Classification away from Class 1, 2, &amp; 3 to classless classification - what does this involve and how will it affect the industry. We also look at the future of EFB and how it can fit into an airline's overall eEnablement strategy.</td>
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<tr>
<td>Phil Benedict, Customer Strategic Development, Closed Loop Consulting</td>
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<tr>
<td>09.30 - 10.00</td>
<td>Airline EFB Case Study: iPad vs Windows EFB: This case study looks at why more airlines currently choosing to run their EFB programme away from the iPad and to Windows-based tablets and installed units instead. Danish Air Transport explain why they have chosen to use Windows tablets and outline some of their project challenges including: software GUI change, training, mounting and more.</td>
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<td>Lasse Nyberg, EFB Administrator, Danish Air Transport</td>
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<tr>
<td>10.00 - 10.30</td>
<td>Airline iPad EFB Case Study: Aer Lingus outlines its extensive iPad EFB project, and explains the benefits and challenges of the project including: managing key company documentation, approvals and on-going support. The future plans are outlined with a focus on total aircraft connectivity.</td>
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<td>Paul Stanley, EFB Project Manager, Aer Lingus</td>
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<td>Capt. Eamon Kierans, Manager Flight Operations Control</td>
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<tr>
<td>Aer Lingus, &amp; Micheal Regan, COO, Arconics</td>
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<tr>
<td>10.30 -11.30</td>
<td>REFRESHMENT BREAK &amp; SOFTWARE DEMONSTRATIONS</td>
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<tr>
<td>11.30 - 12.00</td>
<td>Airline EFB Case Study: TUIfly outlines its EFB project and how XML content has helped it develop a next generation, dynamic system accessible by all its pilots on multiple devices, including installed EFBs and personal tablet devices.</td>
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<tr>
<td>Sebastian Franz, Referent Director Flight Operations, TUIfly</td>
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<td>Klaus Fenchel, Managing Director, Ovidus</td>
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<tr>
<td>12.00 - 12.30</td>
<td>Business Jet Operator EFB Case Study: How ProJet has developed its sophisticated EFB solution designed for the challenges of business aviation, based on the workflow optimization offered by CEO (Communication Efficiency Optimizing).</td>
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<td>Michael Weber, Accountable Manager - CEO, ProJet Europe</td>
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<td>Michael RosenKranz, Managing Director, aircore_systems GmbH</td>
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<tr>
<td>12.30 -14.00</td>
<td>LUNCH BREAK &amp; SOFTWARE DEMONSTRATIONS - EXHIBITION HALL</td>
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## 14.00 - 14.30
**Digital Operations Business Jet Case Study:** High stakes compliance management for business jet operators. How GlobeAir was able to keep up with the high rate of change in EASA regulations and increased compliance workload by digitizing their operations.

*Bernhard Fragner, CEO, GlobeAir*

## 14.30 - 15.00
**Flight Operations Mobility Strategy:** Mobility Takes Flight: Enterprise Mobility Management Strategies Revolutionising the Aviation Industry. Tablets have completely transformed the flight experience for both the flight crew and the passengers alike. This presentation provides insight on how airlines are embracing the next generation of mobility within aviation and how they are utilising mobility to solve the unique challenges of mobility within aviation. We also look toward the future of the mobility landscape and provide best practices for maximising an airline's mobile investment and increasing productivity.

*Dave Horton, Technical Sales Engineer, AirWatch by VMware*

## 15.00 - 16.00
**REFRESHMENT BREAK & SOFTWARE DEMONSTRATIONS - EXHIBITION HALL**

## 16.00 - 16.30
**Aircraft Connectivity Keynote:** A detailed overview of the current applications and limitations of Flight Deck Connectivity. We also explore future connectivity solutions.

*Charles Williams, Editor / Publisher, Aircraft Commerce*

## 16.30 - 17.00
**Latest Innovations Airline Case Study:** Chart data overlays and inFlight usage. Lufthansa explain how enabling online connectivity on the flight deck offers many opportunities and challenges. Additional data, ranging from operational flight plans, weather overlays and NOTAMs is becoming available. Weather data is used as an example in the presentation for what is currently possible and what is planned for display during flight operations in the future.

*Andreas Ritter, Director Capt A340, Lufthansa*  
*Peter Hagenluke, Product Manager Flight Deck Solutions, Lufthansa Systems*

## 17.00 - 17.30
**EFB Connectivity:** How to turn your tablet EFB from a document reader to a fully connected EFB. Crucial security issues are also discussed.

*Bill Baumgarten, Business Development Manager, UTC Aerospace Systems*

## 18.00 - 20.00
**COCKTAIL RECEPTION & SOFTWARE DEMONSTRATIONS - EXHIBITION HALL**

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"Very noticeable maturity over the years. The event has become a great market place with good participation and turnout”

*DEPUTY CHIEF PILOT B777, SINGAPORE AIRLINES*
# DAY TWO - WEDNESDAY 3rd DECEMBER 2014

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<th>Time</th>
<th>Session</th>
<th>Speaker(s)</th>
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<tr>
<td>08.00</td>
<td><strong>BREAKFAST REFRESHMENTS &amp; SOFTWARE DEMONSTRATIONS - EXHIBITION HALL</strong></td>
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<tr>
<td>09.00 - 09.30</td>
<td>Latest Aircraft Types Keynote Case Study: 787 operational performance overview. Now that the Dreamliner has been flying for almost 5 years, we analyse its operational performance, including fuel burn and big-data analytics used to increase operational efficiency</td>
<td>Steve Bogie, Director - Operations IT, Air Canada</td>
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<tr>
<td>10.00 - 10.30</td>
<td>Latest Innovations Airline Case Study: Clever IT tools for advanced post flight analysis. Lufthansa Cityline reviews the first year of using its new post-flight analysis software and the benefits it has seen</td>
<td>Capt. Joachim Scheiderer, Head of Flight Operations Support, Lufthansa CityLine Dr. Oliver Spaeth, Director Sales, PACE</td>
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<tr>
<td>10.30 - 11.15</td>
<td>REFRESHMENT BREAK &amp; SOFTWARE DEMONSTRATIONS</td>
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<tr>
<td>11.15 - 11.45</td>
<td>Latest Innovations Airline Case Study: airBaltic outline their unique AMBER project, a combined effort from the airline, the local air navigation service provider LGS, Airbus ProSky and SESAR to create the first Required Navigation Performance (RNP) arrival procedure validated on a turboprop (Dash 8 Q400) in Europe. AMBER has demonstrated operational efficiencies and the win-win characteristics of RNP for all stakeholders. The project's 2 year timeline is detailed together with non-technical challenges and reasons for its ultimate success.</td>
<td>Pauls Calitis, Senior Vice President Flight Operations, airBaltic</td>
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<td>11.45 - 12.15</td>
<td>Airline Fuel Savings Case Study: Etihad Airways explain how they manage their Fuel Efficiency Data, including OPS Control &amp; ACARS; Flight Planning Data, FDM/QAR and also look at how Fuel Management systems can pull these data sources together.</td>
<td>Sander de Moor, Senior Manager Fuel Efficiency, Etihad Airways</td>
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<td>12.15 - 12.45</td>
<td>Airline Fuel Savings Case Study: Lufthansa talks about the challenges and measures to improve fuel efficiency. This case study explains how to find new saving potentials by using a sophisticated post-flight analysis software and discuss how to choose the right fuel efficiency software.</td>
<td>Tom Scheele, Manager Fuel Efficiency, Deutsche Lufthansa AG</td>
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<tr>
<td>12.45 - 14.00</td>
<td>LUNCH BREAK &amp; SOFTWARE DEMONSTRATIONS - EXHIBITION HALL</td>
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### DAY TWO - WEDNESDAY 3rd DECEMBER 2014 Cont’d

<table>
<thead>
<tr>
<th>Time</th>
<th>Session</th>
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| 14.00 - 14.30 | **Airline Case Study**: Transavia.com and OpenAirlines explain how to optimise fuel costs using a systematic analysis of your flight data. Manage your fuel savings initiatives and identify all potential improvements. This case study presentation outlines how to take the right decision by getting the right information.  
*Transavia.com, speaker TBC, & Alexander Feray, CEO, OpenAirlines*
| 14.30 - 15.00 | **EU ETS Keynote**: A 2014 update on the EU ETS program. Where we are, and what airlines have to do.  
*Guido Harling, Lead Verifier & Managing Director, ETSverification GmbH*
| 15.00 - 16.00 | **REFRESHMENT BREAK & SOFTWARE DEMONSTRATIONS - EXHIBITION HALL**                                  |
| 16.00 - 16.30 | **Eurocontrol ETS Support Facility**: Eurocontrol outline their new service assisting airlines and aircraft operators with their EU ETS reporting including a draft annual emissions report and associated flight data information.  
*Armando Cairoli, ETS Support Facility, Eurocontrol*
| 16.30 - 17.00 | **Operational Efficiency Keynote**: Performance Optimization through Variance Analysis. During this presentation you will hear how by understanding the causes behind variances of actual vs planned flights through the analysis of operational data you can determine new opportunities for operational efficiency gains.  
*Siow Litingtung, Consultant, Controls and Data Services*
| 17.00         | **CLOSE OF CONFERENCE**                                                                           |
AIRLINE DELEGATE BOOKING FORM

There are currently two VIP Registration options available for airlines to benefit from, which you can see below. Our VIP delegate places are limited, so please reserve at your earliest convenience to secure your VIP registrations. Discounts are available if you can only attend for just one day. Contact us at the details below for more information.

VIP Option 1 includes 2 nights accommodation at the Sheraton Frankfurt Airport Hotel (Conference Venue)

I wish to register: ☐ Airline VIP Delegate Rate of EURO 315 Total EUR ☐

(Number of Places required)

Please mark which two nights accommodation you require: ☐ 1st DEC ☐ 2nd DEC ☐ 3rd DEC

Aircraft Commerce will book your selected dates & send you confirmation. This Airline rate includes 2 nights; if you require additional nights, we can book these for you @ EUR149 (room only), payable by you at checkout.

Please send your additional requirements to edwina@aircraft-commerce.com

VIP offer 2 does not include complimentary accommodation

I wish to register: ☐ Airline VIP Delegates @ Airline VIP Delegate Rate of EUR 95

TOTAL EURO ☐

*Please Complete additional registration forms to book further delegates.

DELEGATE 1
Company:.............................................................. Name:......................................................
Job Title:.......................................................... Email:..........................................................
Tel:.................................................................

DELEGATE 2
Company:.............................................................. Name:......................................................
Job Title:.......................................................... Email:..........................................................
Tel:.................................................................

DELEGATE 3
Company:.............................................................. Name:......................................................
Job Title:.......................................................... Email:..........................................................
Tel:.................................................................

*Please Complete additional registration forms to book further delegates.

Invoice me ☐ Cheque enclosed (payable to NIMROD PUBLICATIONS LTD.). Visa ☐ Master ☐

Address for invoice..........................................................
Cardholder’s name..........................................................
Card No:..................................................................
Company VAT No. (essential if applicable)..........................
Expiry Date ☐ Security Code ☐

There are currently two VIP Registration options available for airlines to benefit from, which are set out in the BOOKING FORM. Our VIP delegate places are limited, so please reserve at your earliest convenience to secure your VIP registrations. Contact us to submit your BOOKING FORM, or for more information. Stephen Keeble: stephen@aircraft-commerce.com - Tel: +441403 230 888 - Fax: +441403 230 525

For our CANCELLATION & REFUND policy, please see our Terms & Conditions at http://www.aircraft-commerce.com/conferences/FLOPS2014/Home.asp
“It is becoming THE event of the year, very important for us to participate in for information gathering and networking” - Deputy Director Flight Operations, Danish Air Transport

“I will be attending this conference next year” - Flight Operations Data Analysis Manager, Air Asia Bhd.

“Very informative and relevant to the challenges faced by airlines today” - easyJet

“Very noticeable maturity over the years. The event has become a great market place with good participation and turnout” - Deputy Chief Pilot B777, Singapore Airlines

“The event was perfect. Providing information and updates for airlines on technology that is currently being developed. Good job!” - Operation Performance Analyst, Garuda Indonesia

“I was pleased to attend, the event gave me a great idea of the future of Flight Operations” - VP Business Development, Jordan Aviation

“Excellent opportunity to see Vendors and network in one location” - IT Manager, KLM (UK) Engineering

“This is a very informative and professionally presented program with very relevant discussion topic” - Operations, US Airways

“Well organised, very relevant to today’s aviation needs. Presentations were well researched” - Manager, Planning & Records, Kenya Airways

“In general the given presentations opened my mind to improve things the way we were doing them” - IPAD & FSB Project Manager, Sky Airline

“Great mix of exhibitors and presentations” - Jet2.com

“An excellent event. It was fantastic to meet with people who are at different points in a M&E selection, implementation and online process. So much knowledge in one spot”. Transport Canada

“A great way to meet other operators as well as vendors and to hear about the latest technology”, Jazz Air

“The fact that all the major MRO IT software companies have been gathered together helped a lot of airlines and MROs that are looking for new maintenance software. The quality and the content of the presentations surpassed my expectations”, TAM Brazilian Airlines