

AIRCRAFT COMMERCE

13th Annual Flight Operations Conference

3rd & 4th December 2019 – Park Inn by Radisson Hotel, Heathrow, UK



AIRLINES & OPERATORS DELEGATE INFORMATION BROCHURE



“Very impressed by the variety of vendors, their products and very high level of organization. The experience gained here is priceless”

EFB Administrator, Rossiya Airlines

Sponsors & Exhibitors:

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International Flight Support

SAFETY LINE
Big Data applied to Aviation

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PASSION FOR TECHNOLOGIES

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WHY ATTEND AS A DELEGATE

The 13th 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 IT solutions showcased in the exhibition hall have the potential to reduce airline operating costs dramatically.

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

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

Manager Aircraft Operations Systems Support, easyJet



KEY TOPICS UNDER DISCUSSION

- EFB and ETL Case Studies
- The Digital / Paperless Flight Deck (Manuals & Docs)
- Latest Aircraft & Engine Types Fuel Burn / Performance Analysis
- Digital IOC and Disruption Forecast
- On-Ground and Flight Deck Connectivity Solutions
- Big-Data Analytics for Flight Operations
- Next-Generation Flight Planning
- The Latest ATC Developments
- CORSIA and Fuel Efficiency Case Studies
- Heathrow Airport Expansion – Airline Impact Short and Long Term

AIRCRAFT 2019

COMMERCE

www.aircraft-commerce.com

13th Annual Flight Operations Conference

3rd & 4th December 2019
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London Heathrow, UK

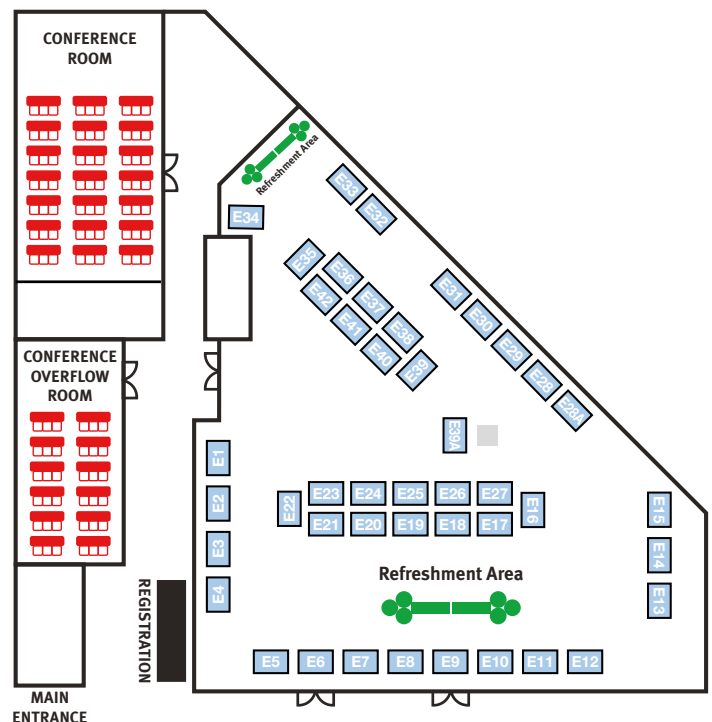
LIVE SOFTWARE AND PRODUCT DEMONSTRATIONS:

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

- Try out all the major Flight Operations Solutions 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 INCLUDE :

- 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
- Live Flight Tracking Solutions
- Connectivity Solutions



"Great mix of exhibitors and presentations."

Jet2.com

CONFERENCE AGENDA

DAY ONE – Tuesday, 3rd December 2019

08:00	REGISTRATION, REFRESHMENTS & PRODUCT DEMOS – EXHIBITION HALL
08:55 – 09:00	CHAIRMAN'S OPENING REMARKS
09:00 – 09:30	Airline Case Study: Air Nostrum – Airport Map Project In this case study, Air Nostrum and Jeppesen describe third party human factor tests made on a new airport map with smart EFB technology. Evidence suggests that the solution improves pilot situational awareness during ground movements through the depiction of contextual data based on the pilot's operation or aircraft flown with own-ship symbol. Capt. Francisco Dalmau Font, Deputy Flight Operations Manager, Air Nostrum Spyros Sakkas, Human Factors Focal, Boeing Global Services Digital Solutions & Analytics Lab Frankfurt
09:30 – 10:00	Airline Case Study: flybe – EFB Digital Manuals and Documentation Project Case Study In this case study FlyBe, outlines its transition to a cost-effective and scalable platform to manage Flight Operations manuals and EFB documents and information. You will learn about the challenges faced when managing multiple document formats and how a partnered solution has resulted in bettered transparency and efficiency across the airline. Phil Camm, Flight Support Specialist – EFB and Weight & Balance, flybe
10:00 – 10:30	Airline Case Study – Volotea: Implementation and Leveraging a Next-Generation Flight Planning System In the case study Volotea outlines its use of a next generation 5D flight planning system. The presentation outlines the solution along with how the airline is leveraging new features such as: ATM system integration, in-flight trajectory management, network and traffic awareness, and more. You will learn how the solution is assisting the airline to digitise and optimise efficiency in the flight deck. Juha Kulmala, Head of Standards and Procedures, Volotea Georg Schiefer, Managing Director, FLIGHTKEYS
10:30 – 11:15	REFRESHMENT BREAK & PRODUCT DEMOS – EXHIBITION HALL
11:15 – 11:45	Airline Case Study: Norwegian - Leveraging a Flight Cruise Profile Optimizer Solution This case study outlines Norwegian's use of the new Cruise Profile Optimizer from AVTECH which provides pilots with vertical flight path optimization in-flight, resulting in significant fuel and time savings per flight. The solution has been developed to utilize existing aircraft hardware and data communications, requiring no new aircraft hardware or software investments, and delivers the key profile data to the pilots in the flight deck via an EFB device, a cockpit printer or display. During the presentation Norwegian will outline the solution's key features and benefits and it will be explain how the Cruise Profile Optimizer retrieves real-time flight plan and aircraft performance data (cost index, weight, etc), and the most accurate and advanced wind and temperature data from the Met Office 10k global weather forecast solution to provide pilots with real-time in-flight decision support to select a cost-optimal flight path. Stig Patey, Captain B737 / Manager Fuel Savings, Norwegian
11.45 – 12.15	Airline Case Study: LOT Polish Airlines - Using advanced aircraft performance monitoring to track data and uncover efficiency gains In this case study LOT outlines its implementation and use of an advanced performance monitoring solution. The case study follows the challenges of integrating the required data feed into the solution including: ACARS, QAR, FDR, OCC data, LDS, EHM and more. Analyzing the results have allowed the airline to adopt a number of performance improving initiatives such as thrust reduction, identifying negative fuel flow and boosting crew confidence in fuel planning. Leszek Danielski, Flight Operations Engineer, LOT Polish Airlines
12.15 – 12.45	Airline Case Study: Lufthansa CityLine – Documentation to the next level – supporting pilots in time critical situations with intelligent information Today's documentation consists of millions units of information. During emergency situations, pilots must be able to quickly respond and make safety-critical decisions based on all information provided. These decisions can only be as good as the base of the information. The aim: Display relevant information before the pilot even is aware that the information is needed. In addition to the safety aspects, however, the time and thus the cost savings in everyday life plays a role. In these cases, intelligent information can play an important role in the future. But what is intelligent information? What approaches are there to bring these to the pilots? And what are the requirements? Lufthansa CityLine outlines its approach to these questions. Domink Weber, Manager Flight Operations Support, Lufthansa CityLine Felix Behrendt, Lufthansa Industry Solutions

12.45 – 14.00	LUNCH BREAK & PRODUCT DEMOS – EXHIBITION HALL
14.00 – 14.30	EFB Analysis Keynote: A Digital Future – How to Enhance Processes and Procedures. EFB technology and processes are evolving. In the past airlines used their EFB technology to move data from paper to tablets, but the procedures remained the same. Now advanced technology such as connectivity, automated data checks and data transfer are providing airlines with the opportunity to take advantage of a digital future, such as no more manual inputs. However, processes and procedures are required to change. <i>Janne Kulmala, Managing Director, Lift Airline Support</i>
14.30 – 15.00	ATM Developments Keynote: A Global Overview of Data-Link Technologies and what is required from airlines to comply with Data-Link requirements in Europe, North Atlantic and North Americas This presentation outlines the latest developments to Data-Link technologies around the world including CPDLC and ADSB and how airlines can gain the most benefits from these updates. It also highlights what airlines should be doing to remain compliant with regulations in the Europe, North Atlantic and North American regions and the implications for non-compliance. <i>Ian Gilbert, Avionics Consultant, IG Avionics</i>
15.00 – 15.30	Airline Case Study: Wizz Air – Driving Growth with an Automated Approach: Technology that Transforms Content and Compliance Processes In this case study, Wizz Air shows how their view of managing flight operations manuals and regulatory compliance is propelling them toward their goal to grow to 300 aircraft. Their end-to-end document management and distribution software simplifies and automates processes for revising manuals, preparing for audits, distributing content, and maintaining compliance. See for yourself how empowering all stakeholders to work in one system, enabling the airline to always be audit-ready, and equipping pilots and flight attendants with smart content is improving efficiency, safety, and compliance. <i>Gabor Tiba, Senior Manager Flight Operations, Wizz Air</i> <i>Gerben Bondt, Flight Policy & Standards Coordinator, Wizz Air</i>
15:30 – 16:15	REFRESHMENT BREAK & PRODUCT DEMOS – EXHIBITION HALL
16.15 – 16.45	How can an IOC use operational data to better forecast disruption and deliver a more reliable schedule? In this presentation ICF outline the challenges airlines are faced when optimizing schedules and how IOC can better leverage operational data to: build a more resilient schedule to begin with; optimize block buffer; optimize turn-times and use CDM correctly; be able to anticipate rather than react to disruption; understand EU361 costs. <i>Martin Harrison, Global Managing Director - Airlines, Aerospace and MRO, ICF</i>
16.45 – 17.15	Big-Data Analytics: What are the main benefits for Flight Operations Big-Data has been an industry buzz word ever since the introduction of modern aircraft types such as 787 and A350. In recent years a lot has been documented regarding applications for maintenance using big-data, such as predictive analytics. But how have Flight Operations benefitted from these data streams and what can airlines do to leverage the information to drive efficiencies? In the presentation Lufthansa Technik outline how its digital analytics platform AVIATAR assists airlines and how Flight Operations can leverage maintenance data to improve efficiency. <i>Peter Isendahl, Senior Manager - Digital Fleet Solutions, Lufthansa Technik</i>
17.15 – 17.45	How to use real-world operational data to benchmark performance, such as payload-range and fuel burn In early 2020, Aircraft Commerce will launch a new digital resource platform for the industry: Aircraft Analytics. This presentation highlights the performance tools available which allow users to leverage real-world operational data to benchmark and compare aircraft performance such as payload-range and fuel burn. <i>Andy Coupland, CEO, Aircraft Analytics</i> <i>Sander de Moor, Director Aircraft Operations Performance and Efficiency</i>
18:00 – 20:00	COCKTAIL RECEPTION & PRODUCT DEMOS – EXHIBITION HALL

DAY TWO – Wednesday, 4th December 2019

08:00 – 09:00	BREAKFAST, REFRESHMENTS & PRODUCT DEMOS – EXHIBITION HALL
09:00 – 09:30	<p>Regulator Keynote: Eurocontrol – TBO, FF-ICE, SWIM, From concept to implementation</p> <p>The (TBO) Trajectory Based Operations Concept is a transformational concept that will enable collaborative decision making between all actors involved in the planning and execution of a flight. The information is shared and maintained using (FF-ICE) Flight and Flow Information for a Collaborative Environment over a SWIM (System Wide Information Management) infrastructure. This presentation will provide an overview and explain how the first steps towards implementation will be taken.</p> <p>Henk Hof, Head of ICAO and Concept Unit, Eurocontrol</p>
09:30 – 10:00	<p>Best Practices for Connected eOperations - The A-Z of eOp</p> <p>The Inmarsat & Cobham SBS system provides a high bandwidth connectivity system for the flightdeck. Not only is this approved for safety-related transmissions, but it also makes possible a large number of applications on the flightdeck for the first time. These include various applications for ATM, safety services, operational applications, cabin crew benefits and uses, and handling passenger data. This presentation provides an overview of the system and how airlines can and are benefiting.</p> <p>Mark ter Hove, Director Global Air Transport, Cobham Anthony Spouncer, Senior Director Global Operational Support, Inmarsat</p>
10:00 – 10:30	<p>The Promise and Challenge of Achieving Hybrid and Electric Flight</p> <p>The initiative to realise electric propulsion and electrify flight continues to advance. Roland Berger is tracking 190 different programs – of all shapes and sizes, different missions and flight profiles, hybrid and all electric – and during this presentation will provide an outline of the different solutions under development, the challenges they are facing, as well as predicting a potential time-scale for the first revenue-earning electric flight.</p> <p>Nikhil Sachdeva, Project Manager, Roland Berger</p>
10:30 – 11:15	REFRESHMENT BREAK & PRODUCT DEMOS – EXHIBITION HALL
11:15 – 11:45	<p>ICAO's CORSIA – Are you cleared for Takeoff? The CORSIA Readiness Checklist for emissions reporting, helping operators so that complying with the monitoring, reporting and verification will cause the least disruption.</p> <p>This keynote includes an overview of the complexities of monitoring emissions for CORSIA during 2019 and how airlines and business jet operators must deal with them right now. The presentation also lays out the path forward and explain the necessary preparations for verification and reporting of emissions in early 2020 to ensure CORSIA compliance. Use the presence of a CORSIA verification body to bring forward individual questions (during and after the session) that will help you to make sense of the many complexities of the new regulation.</p> <p>Guido Harling, ETSVerification GmbH, Managing Director</p>
11:45 – 12:15	<p>Airline Case Study: Norwegian – Big Data Driving Fuel Efficiency</p> <p>In this case study Norwegian outline how it uses Big Data technology to improve Flight Operations and especially its Fuel Efficiency performance, plus some internal actions set up to develop a fuel efficiency program throughout the company.</p> <p>Stig Patey, Captain B737 / Manager Fuel Savings , Norwegian</p>
12:15 – 12:45	<p>Latest Innovations to Reduce Emissions at Airports and Save Fuel: APU Off during Turnaround and Engine Off while taxiing</p> <p>This presentation outlines two unique and innovative sustainable solutions: APU OFF and ENG OFF. As you will see the Taxibot and APU substitution equipment bring operational benefits and generate major fuel savings to Airlines whilst significantly reducing emissions at Airports. TaxiBot, a unique certified towbarless dispatch towing hybrid tractor, allows taxiing to the runway at high speed with main engines off, while the APU OFF Service allows the APU to be shut down when the aircraft is in transit. Both solutions provide Airlines with fuel savings while reducing polluting emissions and noise.</p> <p>Maxime Mahieu, Smart Airport Systems, CEO</p>
12:45 – 14:00	LUNCH BREAK & PRODUCT DEMOS – EXHIBITION HALL

14:00 – 14:30	Heathrow Airport Expansion Project: Future Airfield Layout and Operations Heathrow Airport outlines its extensive plans for expansion focusing on the building of a third runway. The project complications are discussed as well as the likely impact on airlines flying into and out of the airport during construction, and the many benefits to airlines once the project is completed. David Amer, Future Heathrow Airfield Planning and Operations Lead, Heathrow Gary Hudson, Airfield Transformation Manager, Heathrow
14:30 – 15:00	Aircraft Acceptance Check Flights – How airlines can gain full value from analysing key data Airlines are missing out on significant long term savings by not analysing closely enough key data during aircraft acceptance check flights when they receive new aircraft or post heavy maintenance check. This presentation will outline the key areas airlines need to focus on and how to ensure adequate compensation from the OEM / Lessor if the aircraft is not performing as expected. Graeme Ogilvy, CEO, SUM Aviation Group
15:00 – 15:30	The Pilot Common Project (EU Regulation 716/2014): What is it and how can airlines benefit? The Pilot Common Project (PCP) (EU Regulation 716/2014) is underway, but many airlines seem to be unaware of the opportunities it provides. This presentation outlines the project and explains how airlines can prepare OCCs as a key stakeholder in ATM developments to leverage the improved operational performance PCP offers. Davide Bardelli, Director Consultant, Lufthansa Systems
15:30 – 16:00	REFRESHMENT BREAK & PRODUCT DEMOS – EXHIBITION HALL
16:00 – 16:30	Industry Survey Results: Trends in Pilot Recruitment and Engagement, Gender Diversity, and Crew Costs Oliver Wyman is conducting its second Flight Operations Survey, asking industry leaders about trends in pilot recruitment and engagement, gender diversity, and crew costs. Respondents include Flight Operations leaders from around the world, including airline flight operations departments, OEMs, and 3rd party training & service companies. This survey follows on from Oliver Wyman's inaugural Flight Operations Survey, titled The Pilot of the Future (https://www.oliverwyman.com/our-expertise/insights/2018/nov/the-pilot-of-the-future.html). The initial results are discussed and analysed here. Daniel Rye, Principal, Oliver Wyman Jeff Green, Consulting Engagement Manager, Oliver Wyman
16:30 – 17:00	A Fuel Efficiency Masterclass - Optimizing your Fuel Efficiency Program This Masterclass session will show you how to build a successful fuel savings program or further enhance an existing program. The economic impact of fuel efficiency management is huge, since fuel costs typically represent 30% - 40% of the total costs for an airline. You will be presented with practical examples on how to lower your fuel consumption by several percentage points and substantially improve the profitability. Sander de Moor, Director Aircraft Operations Performance and Efficiency, Aircraft Commerce Consulting
17.00	CLOSE OF CONFERENCE

Testimonials

"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**

"Very informative and relevant to the challenges faced by airlines today"

**Aircraft Operations Support
Systems Manager, 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

"Great. I hope to attend next year. Very useful for my business"

**Reliability Manager,
Airbus Transport International**

"In general the given presentations opened my mind to improve things the way we were doing them"

IPAD & FSB Project Manager, Sky Airline

"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

"Excellent! Very useful information and case studies to help with our big transformations. Included issues very relevant to our job"

**Flight Operations Engineering Specialist,
Emirates**

"Very impressed by the variety of vendors, their products and very high level of organization. The experience gained here is priceless"

EFB Administrator, Rossiya Airlines

"Real world experiences by operators implementing the technology"

**Director of Technical Services,
Lynden Air Cargo**

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.

OFFER 1	VIP Option 1 includes 2 nights of accommodation at the Park Inn by Radisson Hotel, London Heathrow, UK (<i>Conference Venue</i>)			
	I wish to register: <input type="text"/> at Airline VIP Delegate Rate of Euro €315		TOTAL Euro€ <input type="text"/>	
	(Number of Places required)			
	Please mark which two nights accommodation you require: <input type="checkbox"/> 2nd Dec <input type="checkbox"/> 3rd Dec <input type="checkbox"/> 4th Dec			
<p>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 @ GBP£120 per night (or EUR €136.00), payable by you at checkout. Please send your additional requirements to claire@aircraft-commerce.com or susie@aircraft-commerce.com</p>				

OFFER 2	I wish to register: <input type="text"/> at Airline VIP Delegates @ Airline VIP Delegate Rate of Euro €95	
	(Number of Places required)	
	TOTAL Euro € <input type="text"/>	
VIP offer 2 does NOT include complimentary accommodation		
For Park Inn by Radisson Hotel booking information, please click on the following link: http://www.aircraft-commerce.com/conferences/FLOPS2019/Venue.asp		

***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.**

<input type="checkbox"/> Invoice me	<input type="checkbox"/> Cheque enclosed (payable to NIMROD PUBLICATIONS LTD.).	<input type="checkbox"/> Visa	<input type="checkbox"/> Master
Address for invoice.....		Cardholder's name	
.....		Card No: <input type="text"/>	
Company VAT No. (essential if applicable)		Expiry Date <input type="text"/>	Security Code <input type="text"/>

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

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For our **CANCELLATION & REFUND** policy, please see our Terms & Conditions at
http://www.aircraft-commerce.com/conferences/FLOPS2019/Terms_Conditions.asp