

Airport Cluster Finland 2nd Annual Seminar 12th April 2011



Check the excellent programme with current hot-topics in aviation!

Future requirements for airports

How airports and aviation business should be developed in the future? A heavy-user frequent flyer will share his views and a wish list together with Mr. Taskila from airBaltic and Mr. Wågner from SAS.

Airport concepts & development

How to manage airports successfully and cost-efficiently? Mr. Nanke will present how Fraport has conceptualized and multiplied airport management and how they see this business area development in the future. You will also hear what kind of analysis is required for conceptual airport planning and how surrounding regions are able to support and cope with airport area development.

Passenger flows & fast travel

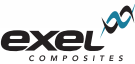
How to enhance passenger experience with personalized services and with new technologies? E.g. check-in kiosks, service concepts, people and information flow management, RFID-solutions, desing... *Keynote speaker Stephen Copart from IATA* will tell how fast travel improves passenger experience while processes are simplified and costs reduced.

Who should attend? We welcome everyone from airports, airlines, aviation authorities and governments, plus architects, consultants, engineers and suppliers who are interested in future airport development and innovative technologies and design!

Register to an efficient 1 day seminar NOW! Special offer -25%!
www.airportcluster.fi/register

Networking at exhibition area with 20+ companies!

The exhibition area presents wide range of aviation and airport related product and service providers. You can also meet all the Airport Cluster Finland member companies at the exhibition area! You'll get a full package of updated information from aviation expertise companies!



Hilton Helsinki-Vantaa Airport Hotel
 Lentäjäntukuja 1, 01530 Vantaa, Finland

Host Airport:

More information:
www.airportcluster.fi



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HILTON HELSINKI-VANTAA AIRPORT HOTEL
LENTÄJÄNKUJA 1, 01530 VANTAA, FINLAND

Next to Helsinki
Airport terminal 2!



8:30 **Registration & morning coffee**

9:00 **Welcome and Opening**
Finavia Oyj, Chief Executive Officer, Mr. Samuli Haapasalo

FUTURE REQUIREMENTS FOR AIRPORTS

9:10 **Frequent flyer experiences**
Uponor Oyj, Chief Executive Officer and President, Mr. Jyri Luomakoski

9:25 **Airline wish list for future airports**
airBaltic, Chief Commercial Officer, Mr. Tero Taskila

9:45 **Airline experiences - Battle in the air is won on the ground**
SAS, Director Product Strategy and Development, Mr. Philip Wågner

10:15 **Coffee break & visiting exhibition area**

AIRPORT CONCEPTS & DEVELOPMENT

10:45 **Aviapolis - aviation-oriented city**
City of Vantaa, Deputy Mayor, Mr. Martti Lipponen

10:55 **Investing in airports worldwide – a subjective view**
Fraport AG, Senior Executive Manager Global Investments & Management,
Mr. Christoph H. Nanke

11:20 **Airport case study**
Pöyry Group, Architect, Mr. Stefan Ochsner

11:40 **Airport regions and cities supporting mobility**
Airport Regions Conference (ARC), Secretary General, Ms. Léa Bodossian

12:00 **Lunch & visiting exhibition area**

PASSENGER FLOW & FAST TRAVEL IN AIRPORTS

13:15 **Fast Travel Programme**
IATA, Fast Travel Project Manager, Mr. Stephan Copart

13:45 **Blue1 & Star Alliance co-operation with airport operators**
Blue1, Director Product Concepts, CRM & Service Delivery,
Ms Johanna Jäkälä

14:10 **Common Use Self Service check-in kiosks (CUSS)**
Finavia Oyj, Ground handling specialist, Mr. Pekka Salo

14:30 **Coffee break & visiting exhibition area**

15:00 **Innovative RFID-concepts for passenger flows in Helsinki Airport**
Airport Cluster Finland, Ubiquitous Helsinki-Vantaa Project Manager
Mr. Risto Artola

15:25 **New technology and design solutions enhancing information,
passenger and luggage flows at airports**
CPH Design, CEO and founder, Mr. Lars Thögersen

15:50 **Closing session with sparkling hosted by Helsinki Airport,
Mr. Juha-Pekka Pystynen, Airport Director**
Possibility to visit Airport Cluster Finland Showroom

SEMINAR PRICES

Normal price	400 € (+ VAT 23%)
Special offer	300 € (+ VAT 23%)
Airport Cluster Finland members	100 € (+ VAT 23%)

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