WELCOME

We are delighted to welcome you back to the 16th Annual Flight Operations Conference. The past year has seen its fair share of challenges; but the clear focus of this event is the future and the exciting opportunities it offers.

In the past year we have seen that digital processes in Flight Ops are now a priority. The safety and efficiency benefits to be gained as well as the collection of data with integrated and enhanced IT platforms are clear for airlines and operators: the challenge is in unlocking those benefits. Meanwhile, the ongoing drive to make aviation carbon neutral dominates most governments’ thinking which also puts it high on the agenda for Flight Operations; plus the war in Ukraine continues to close airspace and fuel costs remain challengingly high. Add the cost-of-living crisis and continuing political instability with economic uncertainty, and it’s easy to see why operating aircraft is more challenging than ever.

This year’s Flight Operations Conference offers a unique opportunity to discover and share answers to meet these challenges. But, as importantly, it also looks forward to planning and building for a stronger and exciting future. Key-note subjects discussed will include digital flight deck and operations, sustainable aviation, the latest real-time flight deck Apps, on-ground and flight deck connectivity, the latest ATC developments, integrating flight ops with M&E using ETLs, the latest aircraft and engines types, next-gen jet fan efficiency technology, and lots more.

The Conference offers unique opportunities for airlines and operators to meet leading flight operations solution vendors in the exhibition hall, discuss the challenges they face and their priorities, plus see demos of the latest, leading digital solutions and Apps. Airlines and operators who have already taken the first steps to a digital future will be sharing their experiences in the conference agenda, plus there will be the established line-up of industry experts, and more to help you unravel and understand what is happening in Flight Operations today and the exciting opportunities available to airlines and operators in the future.

We are excited to see you in London in November.

Ed Haskey | Events Director | Aircraft Commerce

CONFERENCE HIGHLIGHTS

This conference provides you with a number of fantastic opportunities:

- A Two-Day Agenda of case studies and keynote presentations, sessions; covering the latest trends and developments in this rapidly developing and crucial sector of the industry.
- Exhibition Area: 40+ leading Flight Operations IT Vendors are showcasing their latest digital solutions. Demo all the leading solutions in just 2 days. See overpage for a full list of vendors exhibiting their solutions.
- Join 350+ attendees: Network with your peers at airlines, Operators, OEMs, IT Vendors, Regulators and Consultants from across the EMEA region and beyond - share experiences and ideas.
A key benefit to this event is that it allows airlines aircraft operators, and OEMs with an excellent chance to review and demo all the major software and hardware solutions in one place, in 2 days. Extended refreshment breaks provides time to browse the exhibition area, and:

- Demo the different Flight Operations solutions from the world’s leading vendors and discover how they could benefit your company.
- Try out the latest system upgrades and add-ons to compliment your existing systems.
- Discuss with the exhibitors how best to overcome any problems you may have with your current systems.

Systems available to demo in the Exhibit Hall include:

- **Sustainability**: Fuel Efficiency Solutions, Real-Time Flight Deck Apps
- **Digital Manuals and Content**: Flight Ops Doc Management, Apps for Engineers and Pilots
- **EFB**: Latest Full Systems, Pilot Apps, Real-Time Flight Deck Data, Aircraft Performance
- **ETL / ELB**: Pilot, Crew and M&E solutions and Apps from all Leading Suppliers
- **Flight Ops**: Digital OCC Apps, Flight Planning, Connectivity, Real-Time Weather
- **Data Analytics**: Predictive Analytics, Digital Twins, Reliability Reporting
- **Digital Innovations**: Mobile Device Management, Data Exchange Platforms, and more
AGENDA

The two-day Conference agenda includes keynote presentations, airline case studies; all delivered by airlines, aircraft operators, OEMs, Consultants, Regulators and IT Vendors to provide delegates with varied and interesting insights into the key topics in this constantly evolving and vital aviation sector.

TUESDAY 28TH NOVEMBER 2023

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<td>08:00-08:55</td>
<td>REGISTRATION, BREAKFAST, SOFTWARE DEMOS</td>
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<td>08:55-09:00</td>
<td>Chairman’s opening remarks</td>
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<td>09:00-09:30</td>
<td>CASE STUDY: Air Nostrum - Aircraft Performance Solution Implementation and Data Integration with EFB/EFF</td>
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<td>In this case study Air Nostrum walks us through its recent implementation of the Guru 2 Aircraft Performance App, which replaces traditional paper charts, across the airlines mixed fleet of ATR 72 and CRJ. As you will see a part of the implementation process was the setting up of a bespoke integration between Air Nostrum’s EFB solution (Aviobook) and Guru2. Now that the solution is live, operational benefits will be showcased and outlined, from saving the pilot crucial time with a fully integrated solution with Guru2 already pre-populated with key data from the Aviobook platform ahead of performance calculations, to ease of use as Guru2 guides pilots through the remaining calculation process. You will also see how using Guru2 pilots can optimise the configuration of flaps, EFFRA, etc. preflight in order to maximise the TOM and still ensure a safe flight; as well as access support for assumed temp/flex which increases engine life, reduces maintenance costs and in the longer run will decrease fuel costs for Air Nostrum. Juan M. Diaz, Flight Operations Engineering Services, Air Nostrum</td>
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<td>09:30-10:00</td>
<td>CASE STUDY: SunExpress Airlines: Inaugural Implementation of the new AMOSeTL Electronic Technical Logbook (ETL/ELB) Solution</td>
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<td>SunExpress is the first airline to implement paperless aircraft maintenance in Turkey and among one of the few airlines worldwide. The airline will complete the final phase of the “Paperless Aircraft Maintenance Operations Project” with the use of the new AMOSeTL, as it will ultimately replace the paper-based Technical Log System. The solution is due to go-live in 2023 and as the launch go-live customer, the presentation will focus on the challenges of implementing the solution, from live testing to gaining regulatory approval. You will also learn about some of the integration benefits of the new solution, so that for example when a pilot opens a PIREP, AMOSeTL instantly generates a workorder in AMOS; and defect closures or deferrals by maintenance are automatically synchronized with AMOS, providing real-time updates. Berk Atakan, Operational Maintenance Planning Team Leader, SunExpress Airlines</td>
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| 10:00-10:30 | **CASE STUDY: Transavia - Achieving the Impossible: How Transavia Implemented its Next-Gen Digital Operations Platform in under Six Months**  
To remain credible and competitive, airlines are having to rethink operations across their organizations, by leveraging technology that accelerates on-time performance and time-to-value for their passengers and employees. In this presentation, Transavia, the low-cost carrier, part of the reputed Air France-KLM Group, will outline how it has modernized its operations to drive down the impact of disruptions, reduce delays, minimize costs and improve customer satisfaction. You will hear first-hand about next-gen technology that is helping Transavia digitally transform and automate operational processes with real-time situational awareness and data-driven decision-making. What is remarkable is that the team at Transavia, working with their technology provider, was able to fulfill this ambitious transformation in less than six months and with almost no costly customizations.  
Victor Goumans, Product Owner, Passengers & Operations Control Domain, from Transavia, will highlight solutions needed by airlines to streamline operations, describe the technology selection process, discuss how to achieve speedy and cost-effective implementations, and share the overall benefits and value resulting from the change. Airlines have been held back by legacy siloed systems for decades. Join experts from Transavia and IBS Software as they explain why innovation is the key to survival and success.  
Victor Goumans, Product Owner, Passenger & Operations Control Domain, Transavia; and  
Ed Fox, Vice President, Airline Operations Sales, IBS Software |
| 10:30-11:15 | **REFRESHMENT BREAK AND SOFTWARE DEMOS**  
**CASE STUDY: British Airways – Sustainability Program Review and the Road to Net Zero**  
British Airways (BA) has been an industry leader in sustainability for more than 20 years, with a strong focus on climate and community engagement. The airline was the first airline to report carbon emissions, the first to engage voluntarily in emissions trading schemes and, as part of IAG, the first to commit to net zero carbon emissions by 2050. In this presentation, British Airways update us on the airline's sustainability program, including the launch of the pioneering BA Better World in 2021. You will see how in 2022 BA received the first supply of Sustainable Aviation Fuel (SAF) into operation (9,980 tonnes). It’s now routinely delivered into Heathrow operations, so all British Airways flights departing there now fly using a small proportion of SAF. The airline launched the CO2llaborate platform for customers, allowing customers to act on and address their carbon emissions by selecting their own mix of carbon products, which includes SAF, and certified carbon removals. You will also learn how BA invested in future SAF supply, continued to reduce single-use plastics, and invested in innovative startups to develop zero emissions hydrogen-powered aircraft and carbon capture technology.  
Tom Byrne, Head of Net Zero & Environment, British Airways |
| 11:15-12:45 | **CASE STUDY: Air France - Using Innovative AI, Big-Data Analysis and Trajectory Optimization to power Fuel Efficiency**  
check back soon for full presentation synopsis...  
Senior Manager, Air France |
| 12:45-14:00 | **LUNCH BREAK AND SOFTWARE DEMOS**  
**Airline Case Study: Neos - Using one Solution to Digitize all Flight Ops and Companywide Manuals and Documents**  
Neos has operated successfully for more than 20 years, and it is now upgrading its fleet and expanding the number of available travel destinations for passengers. To maintain a high level of safety and compliance, Neos recently implemented Web Manuals, a digital solution for creating and distributing manuals and procedures. In this presentation Neos outline why they chose to implement a digital document management and compliance monitoring solution, the set-up process, training, and now the solution is live, the operational benefits. You will hear one of the main reasons for choosing Web Manuals was the ability to automatically link compliance while editing documents, which was not possible with the airline’s previous manual editing software. Implementing a digital system means that the laborious task of manually monitoring and updating regulatory requirements becomes a thing of the past as this process is now automated, saving time and improving operational accuracy. Before switching to digital manuals, the compliance and quality team at Neos had to manually record compliance checklists using Excel files, which was time-consuming and prone to errors. You will also see how the solution has streamlined Neos’ manual and company document editing procedures companywide.  
Daniele Albanese, Lead Auditor, Neos |
14:30-15:00 CASE STUDY: Austrian Airlines - Data-Driven Decision Making to Enable Fuel Savings and Sustainability

In this case study Austrian Airlines, part of the Lufthansa Group, outlines its use of Fuel Insight from GE Digital, a software solution that merges original flight data recorded by each aircraft with operational plans and future flight paths. Then, as you will see, using a powerful suite of analytics and reporting tools, the solution provides Austrian with trends and actionable insights that allow the airline to implement sustainable fuel efficiency initiatives. The presentation will focus on how Fuel Insight empowers Austrian to visualize and understand fuel usage and emissions, prioritize efforts with the highest savings potential, and track procedure adoption rates across the fleet. You will learn about implementation challenges and now the solution is live the real-world operational benefits.

Capt. Oliver Cantele, Team Lead Operations Sustainability & Ops Data Analytics, Austrian Airlines

15:00-15:30 CASE STUDY: JEKTA - The Future of Zero Emissions, Advanced Air Mobility, Streamlined Compliance and Documentation

check back soon for full presentation synopsis...

George Alafinov, Chief Executive Officer and Co-Founder, JEKTA

15:30-16:15 REFRESHMENT BREAK AND SOFTWARE DEMOS

16:15-16:45 An Analysis of Improving Airline Flight Numbers and What are they now Relative to 2019. How might this Recovery Adversely affect Net Zero?

This presentation begins with an analysis of flight numbers relative to 2019. Where has the industry fully recovered from the pandemic? What are the current numbers, and the projections? But how does this recovery in flying adversely affect the industry’s goal of net zero? Does more flying equal more CO2 per flight due to less efficient ATC and are Airports now struggling to service the increased demand. Is more efficient flight planning, ATC and disruption management now all the more important?

Martin Harrison, Global Managing Director, ICF

16:45-17:15 SAF Keynote: An Overview of the Current Sustainable Aviation Fuel (SAF) Market - What is needed for the Future?

Sustainable Aviation Fuel (SAF) is seen as a key technology in decarbonizing aviation. With new project and offtake agreement announcements abounding, what is the real state of the market? How much SAF is being produced and by whom? Which airlines are in the lead actually utilising SAF? What types of SAF will succeed - waste to SAF, PtL, MtJ, etc? Net of all these issues, what’s the real prediction for where SAF is going and to what extent will it fulfil the promise of decarbonising aviation?

Robert Thomson, Partner, Roland Berger

17:15-17:45 Flight Ops Leaders in the Hot Seat: Why they Remain Key to Aviation’s Rebound

2023 has been a critical year for the industry’s recovery, with global traffic almost back to pre-pandemic levels. Against this backdrop, there are several strains on flight operations that airline leaders need to manage to be successful. We will explore the global pilot shortage and its impact in Europe, the rising costs of pilots and the resulting impact on airline financials, as well as emerging demands for better quality of life from a pool of pilots that looks, thinks, and acts differently than it has in the past.

Jeff Green, Principal, Oliver Wyman

17:45-19:30 COCKTAIL RECEPTION AND SOFTWARE DEMOS
AGENDA

WEDNESDAY 29TH NOVEMBER 2023

08:00-08:55  REGISTRATION, BREAKFAST, SOFTWARE DEMOS
08:55-09:00  Chairman’s opening remarks
09:00-09:30  CASE STUDY: Austrian Airlines - Selecting, Implementing and operationalizing the new AVIATAR Electronic Technical Logbook (ETL/ETLB)
Austrian Airlines will be first in the Lufthansa Group to replace its pilots time-consuming manual paper entries with the AVIATAR Technical logbook (ETLB) to improve data quality and transparency. In this presentation project manager Wolfgang Ramminger walks us through the project from selecting, system layout, its features and how the process look like of the new ETLB. You will hear about the testing phase with pilots navigating the innovative solution via iPads, as well as bespoke development specifically for Austrian with the creation of the OnePageView. You will learn how the ETLB forms a crucial part of Austrian’s overall streamlined and optimized processes which allow the airline to save 2.5 metric tons of paper each year.
Wolfgang Ramminger, Project Manager for the eTAL Introduction, Austrian Airlines

09:30-10:00  CASE STUDY: Iberojet: Digitally Transforming Operations with a Fully Integrated Flight Operations Solution
Iberojet has taken an important step in its digital transformation by implementing the core components of CAE’s next generation Flight Operations Solutions platform. The airline entered into a contract with CAE Flight Operations Solutions to implement its Airline Operations Essentials solution bundle, which consists of Crew Management, Crew Engagement, Flight Management, Flight Tracking and Operations Control.
Iberojet was founded through the merger of two independent carriers with different business processes and IT systems. As a result, the airline recognized the importance of streamlining operations and fast-tracking its digital transformation. As you will see, CAE’s solutions have helped to fully integrate disparate business processes for an organization that must adjust to seasonal flight schedules. Now that the solutions are live you will see how the airline has improved productivity and increased utilization of its cross functional personnel and its operations control centre.
Toni Pou, IT Director, Iberojet; and
Tim Wellensiek, Director Product Management CAE Flight Services

10:00-10:30  CASE STUDY: Lufthansa and SWISS: Utilizing an Open Data Exchange Platform to Digitalize the Aircraft Fueling Process Worldwide
Lufthansa and SWISS, in collaboration, come together in this presentation to deliver a case study that delves deep into the potential of a digital fueling process supported by an independent data exchange platform. The focus is on optimizing and fortifying the fueling process network-wide. The presenters offer a comprehensive view, addressing this pivotal topic from two distinct perspectives: the fuel IT department and the flight crew. As you will see this dual approach provides a holistic understanding of the transformative potential. The speakers explore how embracing this digitalization effort has led to game-changing enhancements. These include a spectrum of features, from the optimization of turnarounds through electronic tickets to EU-compliant eSignatures, and the real-time updates of the fueling process. In addition the case study will also shed light on downstream tasks, such as invoicing and emission reporting, which have been streamlined and optimized thanks to this electronic fueling process. The Lufthansa Group has set an industry-leading example, serving as a blueprint for global airlines seeking operational excellence and sustainability in their fueling processes.
Christian Mietz: Fuel IT Development & Emission Reporting, Lufthansa; and
Claudio Corfu: First Officer, SWISS International Airlines

10:30-11:15  REFRESHMENT BREAK AND SOFTWARE DEMOS
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<td>11:15-11:45</td>
<td>Regulations Update: The Latest EU Regulations Regarding EU/UK-ETS and Sustainable Aviation Fuels (SAF); Plus, a Review of the Non-CO2 Climate Impacts of Aviation</td>
<td>Guido Harling, CEO &amp; Founder, ETSVerification</td>
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<td>In this presentation, Guido Harling provides an update EU/UK-ETS regulations - what should airlines do to remain compliant regarding the various emissions reporting schemes, and what changes are in store for 2024. You will also learn how to make your SAF purchases count. Next Guido looks at the non-CO2 climate images of aviation. What is the latest science of the climate impacts of non-CO2 effects from aviation? What measures are being developed to mitigate them and how are regulators planning to address the issue?</td>
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<td>11:45-12:15</td>
<td>An update from the Eurocontrol Network Manager on the latest developments on flight planning in Europe and the impact on the airspace users</td>
<td>Benoit Houot, Operational Advanced Support Specialist Flight Planning Domain, Eurocontrol</td>
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<td>FF-ICE is no longer just a “concept” in the European region! The Eurocontrol Network Manager (NM) offers the FF-ICE Release 1 Services and already handles eFPLs submission. While FF-ICE is ICAO driven and therefore worldwide, the legislation in Europe is shaping differently its implementation and deployment timeline. The flight planning is evolving at a fast pace and the near future will see the NM handling some OAT (iOAT) and VFR flight planning. The future also lies in INM (Integrated Network Management), the digital transformation of NM where the current operational systems will be moved to a new architecture. This presentation will provide an overview of the above topics highlighting the expected benefits.</td>
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<td>12:15-12:45</td>
<td>New Technology Keynote: Revolutionary New Jet Fan Efficiency Technology with the potential for 30% reduction in Fuel Burn and Emissions</td>
<td>Peter Ireland, CEO, deltaBurn</td>
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<td>In this presentation deltaBurn introduces us to its innovative solution which can be applied to current aircraft engines. As you will see the modification is a proprietary aerodynamic change to the engine’s fan blades, enhancing their outer span aerodynamic performance. Existing fan blade designs are advanced, but have performance constraints that are traditionally common to compressor behaviour. deltaBurn has determined that the current constraints can be mitigated. This results in changes to the thrust output of the fan for a given torque required to turn the fan. The modification is made in situ, the primary benefit being improved transonic and sonic performance of the fan blades, reducing engine core torque, RPM, EGT and fuel flow to achieve a given thrust. The presentation will showcase test results which have demonstrated a 30% reduction in fuel burn and emissions, and outline the background and current status of this potential ground-breaking new technology. [This presentation will challenge traditional assumptions; it is not conceptual, it has flown to FL450 &amp; Mach 0.80, the envelope of the demonstration jet]</td>
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<td>12:45-14:00</td>
<td><strong>LUNCH BREAK AND SOFTWARE DEMOS</strong></td>
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<td>14:00-14:30</td>
<td>CASE STUDY: Advanced Flight Trajectory and Contrail Avoidance Optimization through Intuitive Decision Support</td>
<td>Marcel Ebmer, CTO &amp; B737NG pilot, Flightkeys/Skykeys; and Airline Speaker</td>
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<td>An EFB case study of the first Loretta Airline on-boarding project. Loretta presents pilots with the strategic and tactical decision optimization options rather than fixed pre-calculated results. How to take dynamic fuel burn savings, time optimization and sustainability improvements to the next level while at the same time providing the pilots with effective and intuitive decision support.</td>
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<td>14:30-15:00</td>
<td>CASE STUDY: Loganair - Omnichannel, OEM Agnostic and Streamlined Data across Flight Operations and Engineering</td>
<td>Stewart Houston, Flight Support Manager, Loganair</td>
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<td>Following its successful adoption of DocuNet for Flight Operations, Loganair, the UK’s largest regional airline, has also introduced DocuNet into Loganair’s engineering department, managing various types of engineering content, including Airframe, Component Maintenance Manuals, and OEM engine applications. As Loganair aims to maximise efficiencies across the airline, Vistair’s DocuNet serves as a unified platform across the entire content management lifecycle for both Loganair’s Flight Operations and Engineering, reducing system complexity and costs, reducing aircraft turnaround times and maintenance labour. In this presentation from Loganair’s Flight Support Manager Stewart Houston, learn how this centralisation via DocuNet simplifies access to technical publications and data usage, increases team efficiency, and ensures the availability of the right manuals and resources at all times. By extending Loganair’s use of DocuNet across Engineering in addition to Flight Operations, learn how the airline benefits from greater efficiencies, streamlined processes, and lowered costs.</td>
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## AGENDA

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<td>15:00-15:30</td>
<td>Revolutionizing Training and Competency Control through Digitalization, Active Learning, and Competency-Based Training and Assessment</td>
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|               | The convergence of digitalization, active learning, and competency-based training and assessment is reshaping how organizations develop their workforce. This presentation explores this trifecta of transformation. You will gain insights into the role of digitalization in transforming the control and management of employee training records. Explore the potential of active learning and scenario-based training to enhance employee engagement and skill development. Discover the fundamentals of competency-based training and assessment, and how they contribute to a more capable and adaptable workforce. Examine real-world case studies and best practices that showcase the integration of these three powerful strategies.  
Søren Seindal Agner, CEO / Training Manager Part 147, AEROTEAM Training Solutions |
| 15:30-16:00   | REFRESHMENT BREAK AND SOFTWARE DEMOS                                    |
| iPad Draw     | Session                                                                 |
|               | Business cards will be collected at the beginning of this session.      |
|               | The prize draw will be made at the end of the second presentation.      |
|               | You have to be in the room to win the iPad - Good luck!                |
| 16:00-17:00   | EFB Evolution and New Technology Focus: Collaboration for Real-Time EFB App Synching with no Connectivity |
|               | This presentation covers the evolving journey of the EFB Solution. The EFB started with a simple process of replacing paper manuals with electronic manuals and has evolved to become a data provider for complex analysis for performance, fuel, and maintenance optimization. There is ever growing complexity and the ever-increasing demands on EFB software. EFBs have now become reliant on real-time data, and the second half of this presentation looks at how new technology is solving the problem of lack of connectivity. As you will see automatically detects nearby pilot devices and establishes the best available connection to sync quickly, cellular or Wi-Fi when internet is available, or local networks such as Bluetooth Low Energy, Local Area Network, and Peer-to-Peer Wi-Fi in offline situations. This intelligent background synchronization enables pilots to enter data on any connected device and have it instantly update across all synced devices without manual interaction.  
Dirk Leese, Manager Process Automation Practice, DextraData; and Senior Manager, Ditto |
| 16:30-17:00   | AI in Aircraft Performance & FPO (Flight Path Optimization). Does it have to be a “Black Box”? |
|               | In a world where trust in AI is often hindered by a lack of experience, it’s time to separate fact from fiction. Let’s take a closer look at chat GPT as an example. Without proper usage or contextual information, its results may fall short of reflecting reality.  
One area that has been shrouded in rumours is the application of AI in fuel efficiency. To dispel any doubts, it is crucial to establish a strong connection between AI models and the physical behaviors of flights. By imposing limitations grounded in flight physics, AI-generated results align precisely with real-world flight performance. This presentation will show examples that shed light on:  
Precision in AI Results: Discover how AI enables precise analysis of Aircraft Performance and Flight Path Optimization  
Tail-to-Tail Variations: Delve into how AI models can help identify individual aircraft characteristics.  
Impact on Optimal Speeds and Altitudes: you will see direct influence of aircraft performance on determining optimal speeds and altitudes. Our presentation will demonstrate how AI algorithms, in conjunction with flight physics, assist in optimizing flight parameters for enhanced fuel efficiency.  
Together, let’s explore these fascinating facts of AI in aviation and inspire trust in its capabilities. Join us at the presentation to witness the real-world implications and potential that AI brings to the aviation industry.  
PhD Emil Kaptur, Head of Research and Development at StorkJet |
| 17:00         | END OF CONFERENCE                                                       |
DELEGATES INCLUDING: consultants, IT Vendors, OEMs, etc:
EURO US $ 1,065.00 / EURO € 1005.00 / UK £ 890.00** - This option does NOT include accommodation*
* This is an Earlybird price and will increase 30th October 2023.

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This brochure should detail everything you need to know about the event, however, please do not hesitate to contact us if you have any questions.

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TESTIMONIALS

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

Flydubai
Very useful to network with the right people and to share projects with other airlines

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