

SHOWGUIDE

CONFERENCE PROGRAMME

Exhibitor listings
Event floorplan
Timetable & itinerary

Passenger
Terminal
EXPO 2009

24, 25, 26 March 2009
ExCeL, London, UK

Alana will arrive safely,



thanks to Analogic.

Analogic CT is the aviation industry's most advanced technology for detecting current and evolving threats at baggage and passenger security checkpoints. For over 10 years, our unique 3-D scanning technology has been keeping passengers such as Alana safe the world over. Our proprietary automatic explosives detection technology is the heartbeat behind keeping passengers and checked baggage moving quickly and safely in over 26 countries. Now we're introducing a new generation of CT systems designed specifically for checkpoint applications. Analogic OnGuard™ checkpoint CT systems are proven to identify hidden threats with more precision and predictability while lowering false-alarm rates and increasing passenger throughput.

For more information, **stop by our Booth #1965** or visit our website www.analogic.com and see for yourself why Analogic should be your only choice when detection is critical for the protection and safety of your passengers.

Analogic – Threat detection from every angle.

ANALOGIC ■



Air Diffusion Systems For Airports

Your partner in
planning, constructing,
air flow simulating and manufacturing
air diffusion systems for special applications



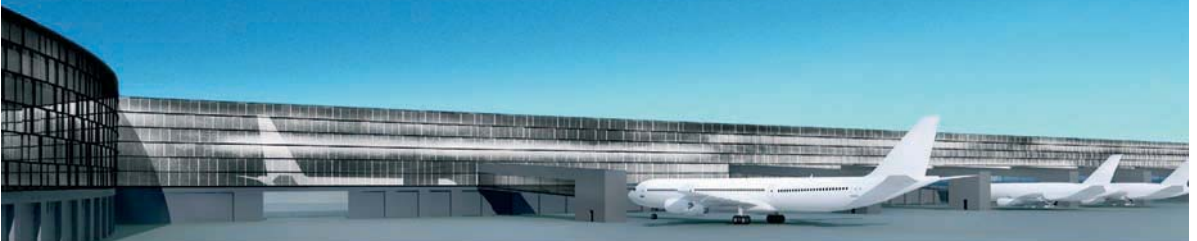
Strulik GmbH - Division Air Diffusion Systems - Am Alten Viehhof 34 - 47138 Duisburg - Germany
Tel. +49 (0)203 42 94 60 - Fax +49 (0)203 42 94 666 - duisburg@strulik.com - www.strulik.com

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Vienna International Airport is building the new skylink terminal. Comfort, convenience and clarity for faster passenger transfer. Flexible design for future expansion and efficient management. Find out more at www.viennaairport.com.





Welcome to Passenger Terminal Expo 2009

The 14th Passenger Terminal EXPO, the premier international exhibition and conference for passenger terminal design, operation and management, combines one of the largest exhibits of equipment and technologies for airport and rail terminal operations alongside a world-class conference and offers the option of 'free entry' to the exhibition or paid participation as a conference delegate. This is the first ever staging of the event in the UK, so as well as drawing visitors and delegates from all over the world, it creates a one-off opportunity for the UK's airports and airport industry specialists to take full advantage of its close proximity.

As the organiser of the event, we are pleased to be able to state it is running with a record exhibitor level; some 180 of the world's leading suppliers showcasing the very latest products, services, technologies and solutions available to the airport terminal industry.

The conference this year is set to be our most diverse and far reaching in the event's history, with nine conference sessions, 200+ speakers, five panel discussions and a railway terminal planning and development workshop, together spanning every aspect of passenger terminal design, construction, operation, management and security.

Passenger Terminal EXPO 2009 will, as always, be the place to catch-up on market intelligence, share new ideas, see how peers are dealing with industry issues, see the latest innovations and check out new suppliers – all good reasons why Passenger Terminal EXPO is a must attend event.

We look forward to welcoming you all to this outstanding event!



**“The conference this year is set to
be our most diverse and far-reaching
in the event's history”**

Tony Robinson
Founder, Passenger Terminal Expo and
CEO, UKIP Media & Events Ltd

OPENING HOURS

Tuesday, 24 March
10.00 – 18.00 hrs

Wednesday, 25 March
10.00 – 18.00 hrs

Thursday, 26 March
10.00 – 15.00 hrs

EXHIBITION ENTRY

If you have pre-registered to visit the exhibition and have received your entry badge, on arrival you may proceed straight into the exhibition hall through entrance N2. If you have not pre-registered, you will be required to fill out a visitor registration form. You will then receive your official entry badge. Please keep it for use on subsequent days at the show.

USEFUL INFORMATION

Organiser's Office

If you require assistance in finding your way around the Expo, the organiser's office is located at the rear of the hall on Stand 2070. Alternatively, visit the Passenger Terminal EXPO 2010 Stand, number 2075 where stands for 2010 can be booked.

Business Centre

The business centre, located with the organiser's office on Stand 2070 at the rear of the hall, will be open throughout the exhibition. Please ask for assistance with all your business service requirements. Complimentary internet access is available on our internet Stand 1065. For visitors with laptops, wireless access is available to purchase, please ask.

Conference Information

Passenger Terminal EXPO conference is the most highly regarded annual airport terminal conference in the world, with attendees ranging from managers and their teams, through to CEOs.

Delegates will have the opportunity to see presentations from more than 200 speakers, hand-picked from the world's leading aviation authorities, airports, airlines, architectural companies and consultancies. The very latest trends and developments for the passenger terminal industry will be covered, while offering solutions to numerous operational issues.

Running parallel is Railway Terminal Design & Operations Conference 2009 dedicated to the efficient design, operation and development of railway stations and their environment. Now in it's second year, this conference will address many of the complex issues surrounding the new age of rail travel.

The conference rooms are located in the Platinum Conference suite on levels two and three, with the entrance opposite the Exhibition Hall N2. If you have pre-registered for the conference you will be able to collect your badge at the main registration outside hall N2. If you have not pre-registered, you will be required to complete a conference registration form. Conference badges include entry into the exhibition on all days.

→ SEE CONFERENCE INFORMATION ON PAGE 22



VIP & Delegate Dining

All VIP guests, conference delegates, speakers, moderators and members of the press are invited to join us in the VIP dining area for lunch at the rear of the exhibition hall.

What to do in London

London offers an abundance of choices for socialising and sightseeing. Visit Trafalgar Square, St Paul's Cathedral, Houses of Parliament or the Tower of London. Experience some of the world's finest galleries and museums, such as the National Gallery, Tate Britain, The British Museum or the V&A. Visit some of the newer attractions like the London Eye, Vinopolis or Tate Modern. If you enjoy retail therapy, London is a shoppers paradise. Pack your credit card and head to Knightsbridge, Regent Street, Oxford Street, Bond Street or Canary Wharf or browse through some of the city's 300 fascinating markets.



Accessibility

The conference rooms are located on the second and third levels. It is necessary to take a lift from the boulevard to access all conference rooms. Please contact the organiser's office or any of the organising team for any assistance. The exhibition is located on the ground floor and is fully accessible for visitors in wheelchairs.

Press Area

Members of the press will be given free access to the exhibition and conference on production of their press credentials. A press area located on boulevard level one of the Platinum conference suite will be available throughout the exhibition where members of the press can read up on exhibitor news. Please contact the organiser's office for complimentary business facilities. Press who have any enquiries during the show can contact Peter Haynes, who will be located in the press area or available on +44 7738 883259.



Internet Area

Complimentary Internet access is also available at the internet stand number 1065.

**EUROPE'S BIGGEST INTERNATIONAL AIRPORT
TERMINAL EXHIBITION AND CONFERENCE!**

**Passenger
Terminal
EXPO 2010**

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NOW FOR 2010**

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for more information **NOW!**

www.passengerterminal-expo.com

PASSENGER TERMINAL EXPO 2010

UKIP Media & Events, Abinger House, Church Street, Dorking, Surrey RH4 1DF, UK

Tel: +44 (0)1306 743744 Fax: +44 (0)1306 877411 Email: andrzej@ukintpress.com

WHO TO SEE AT PASSENGER TERMINAL EXPO

Company	Stand Number		
3D Reid	1985	FINBIN Products/Lassila Tikanoja plc	1270
3M Rochford Thompson	1352	FKI Logistex	1715
Access IS	1400	Flowcrete Group Ltd	1660
ADPI	1345	FMO Flughafen Muenster/Osnabrueck GmbH	1105
Aeroports de Paris Management	1345	FS Walker Hughes	1410
AERTEC	1975	GATE	1630
Air Transport Publications	1035	Geo. Robson & Co (conveyors) Ltd	2045
Airbiz GmbH	1055	Gramac Quartz Systems	1950
Airport 20/20 Gentrack Ltd	1945	Grenzbech Automation GmbH	1920
Airport Cities Magazine	1050	Herbert Systems	1509
Airport Research Center GmbH	1860	Hoef & Wessel AG	1125
Airports International Magazine	1060	HubTelecom	1345
AKABA SA	1170	IBM Canada Ltd	1650
ALSTEF Automation SA	1530	ICDM	2045
AMCOR	1960	icit	1405
Analogic - Security Systems Division	1965	IEE SA	2000
Architecture & Design LEIT-WERK Ltd	1900	IER	1425
Arconas	1515	Independent Glass Co Ltd	1674
ARINC	1015	Indra	1305
Arper SpA	1555	INECO-TIFSA	1855
ARUP	1676	Infologic Nederland BV	1904
ATKINS	1902	INFORM GmbH	1140
Atos Origin	2052	Integrated Project Management	1850
Atrax Group NZ Ltd	2005	iSMOKE AB / Medialounge	1605
ATSA - Aviation Technology Systems Association	1025	ISS (UK) Ltd	1552
Aviation Research Corporation US	1150	Jane's Information Group	1115
Aviavox BV	1340	JBT AeroTech, Jetway Systems	1135
Avtura Limited	1745	Kaba Gallenschutz GmbH	1207
Axa Power	1825	KAIA - King Abdulaziz International Airport	1755
Axima Airport Services	1565	KS Airport Service	1715
BagDrop Systems BV	1615	Kusch + Co Sitzmoebelwerke GmbH & Co KG	1165
Baggage Check Ltd	1457	Lindner Aktiengesellschaft	1625
bagport GmbH & Co KG	1010	Logan Teleflex (UK) Ltd	1565
BARTSCH International GmbH	1870	Logibag	1250
BLIP Systems	1740	Logplan	2014
Blue Eye Video	1800	Luggage Logistics Ltd	1745
Braathens IT Solutions	1507	Lyngsoe Systems	1835
Brunner GmbH	1385	Magnetic Autocontrol GmbH	1230
Burc Group	1875	Materna GmbH	1125
Buro Happold Ltd	1990	Matteograssi SpA	1360
Caddie S.A	1490	Milesys	1910
CIAT	1760	Mlogic	1070
Cisco Systems	1300	Mobiqa	2016
Colebrook Bosson Saunders	1970	NATS	2017
CONRAC GmbH	1550	NCR Corporation	1045
COWI A/S	1715	Network Rail	2019
C-True Ltd	1075	NeuroPie Solutions Ltd	1545
Damarel Systems International	1912	NKI Group b.v	1335
DAN DRYER	1740	Obermeyer Planen + Beraten GmbH	1215
Dane Technologies Inc	1485	OMK Associates Ltd	1370
Danish Export Association	1715/1740/1825/1835	Parking Locator	1600
Desko GmbH	1525	Parsons	2030
DS Brown Company	1145	Pascall & Watson Architects	1540
Elyo SUEZ Ltd	1565	Passenger Terminal Expo 2010	2075
Epson Europe	1225	Passenger Terminal World	2075
ESP.co.uk	1325	PKS Services Ltd	1210
EXPRESSO GmbH	1010	Pressalit	1740
Ferfor SA	1510	PSI Logistics GmbH	1470
		Real Kalisz	1680
		Real Time Engineering	1310
		Record Automatic Doors	1810
		record UK Ltd	1810
		RESA Airport Data Systems	1505
		RNIB JMU Access Partnership	1245
		Sagem-Securite	1110
		Segway Inc	1123
		Servicetec Airport Services International Ltd	1935
		Shanghai Xian Dai Architectural Design Group Co Ltd	1220
		Shenzhen CIMC - TianDa Airport Support Ltd	1765
		SICK AG	1915
		Siemens AG	1640
		SIMCORE SARL	1980
		Simtra Aerotech AB	1865
		SITA	1820
		SKIDATA AG	1315
		Smiths Detection	1255
		Strulik GmbH	1350
		Symonds Hydroclean	1485
		TAV IT Co.	1080
		TAWI AB	1120
		TERKOM	2055
		The Manser Practice	1232
		Thyssenkrupp Elevator ES/PBB GmbH	1455
		Topsystem Systemhaus GmbH	1690
		Transoft Solutions (Europe) BV	1770
		UFIS Airport Solutions GmbH	1678
		Ultra Electronics Airport Systems	1700
		Unimark	1252
		Unisys	1040
		United OFOQ	1905
		Universal Codic SL	1655
		Vaculex	1610
		Vanderlande Industries	1805
		Via Guide GmbH	1925
		VidTronix LLC	1670
		Vienna International Airport plc - Skylink Flughafen Wien AG	1240
		Visual Defence Inc	1200
		Vitra International	1285
		Voice Perfect	1550
		VP Icon Video Imaging Inc	1657
		Wanzl Metallwarenfabrik GmbH	1840
		Workbridge A/S	1780
		WSP Development & Transportation	1130
		WWB Services Ltd	1010
		Xenics Infrared Solutions	1000
		YRM	1500
		Zebra Technologies Europe Ltd	1460
		Zoetfig & Co	1445

Sponsors

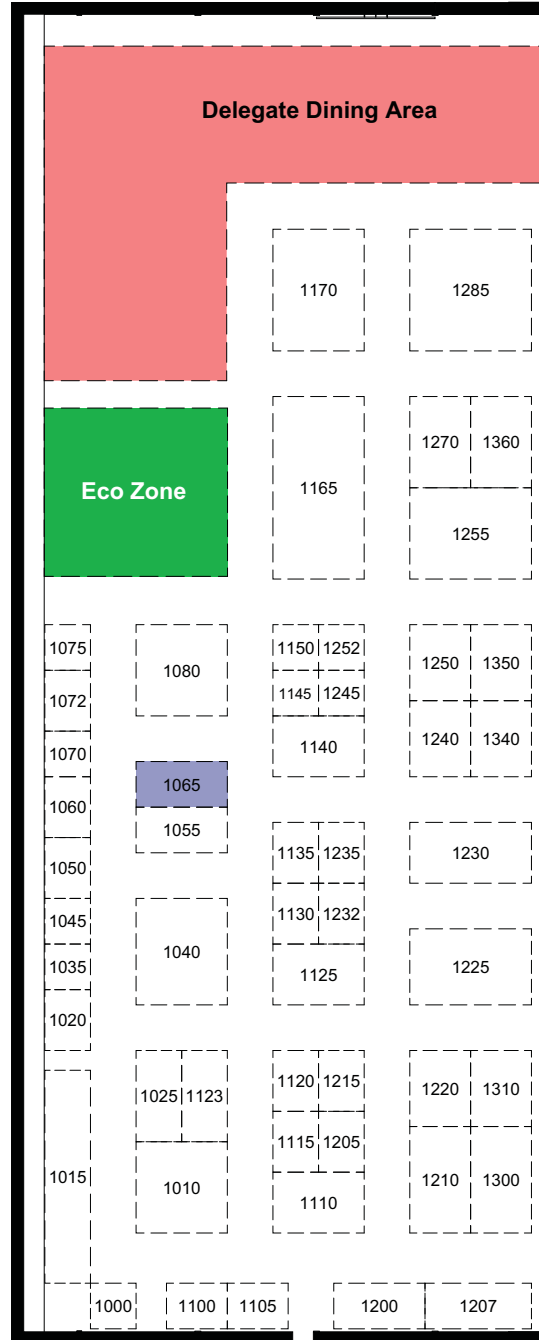
IEE
 Ismoke / Medialounge
 Mastek
 Parsons
 Perkins+Will
 Servicetec
 Unisys

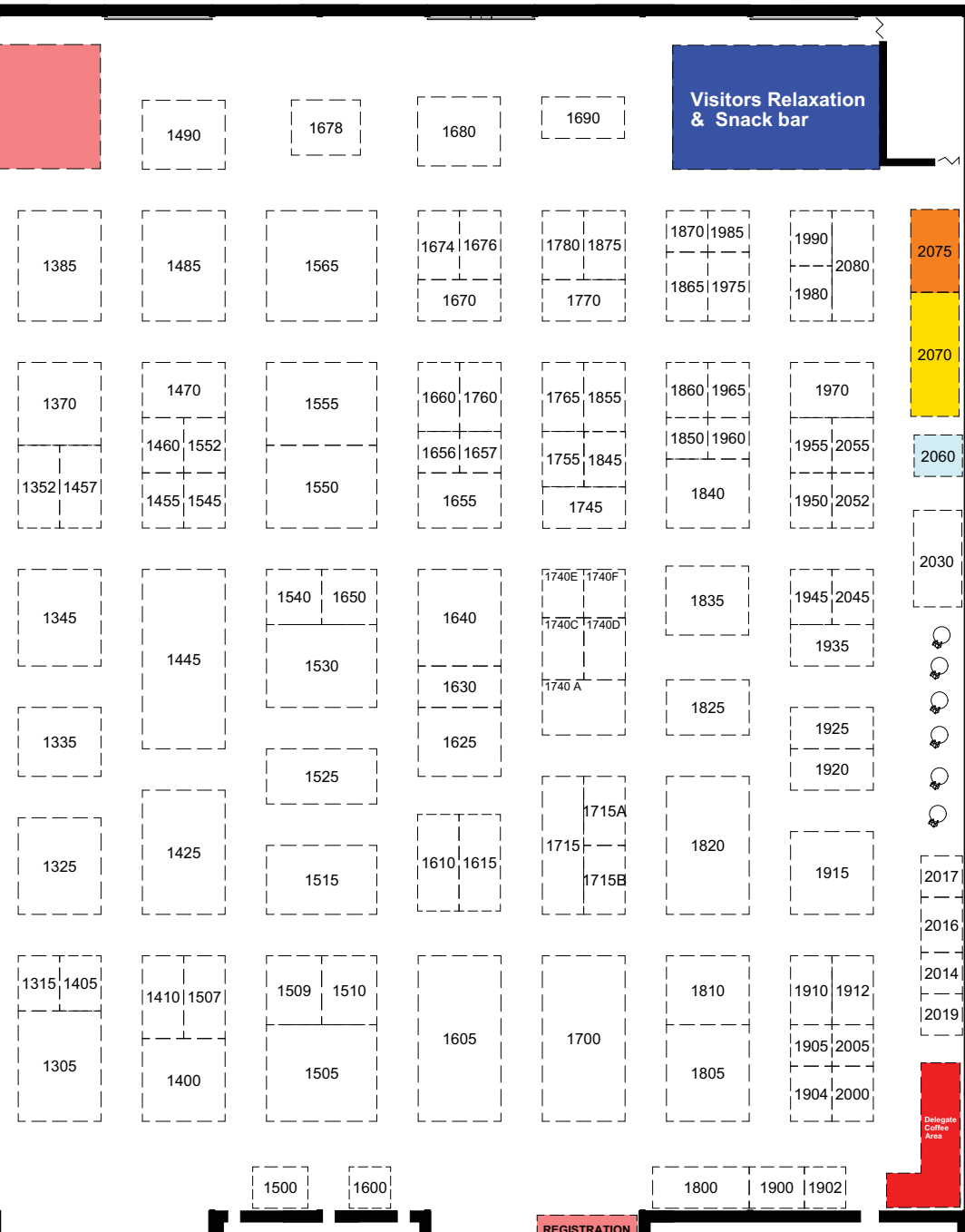
Passenger Terminal EXPO 2009

KEY

- DELEGATE DINING AREA
- DELEGATE COFFEE AREA
- PASSENGER TERMINAL EXPO 2010
- ORGANISER'S OFFICE STAND 2070
- ECO ZONE
- VISITOR RELAXATION AND SNACK BAR
- HEAVEN ZONE
- INTERNET STAND

EXCEL
LONDON
HALLS N1 - N5





ENTRANCE N1

ENTRANCE N2

PLATINUM SUITE
For the Conference and Press Area

EXHIBITOR LISTINGS – BY STAND NUMBER

Stand Number	Company	Stand Number	Company	Stand Number	Company
1000	Xenics Infrared Solutions	1352	3M Rochford Thompson	1760	CIAT
1010	bagport GmbH & Co KG	1360	Matteograssi SpA	1765	Shenzhen CIMC - TianDa Airport Support Ltd
1010	EXPRESSO GmbH	1370	OMK Associates Ltd	1770	Transoft Solutions (Europe) BV
1010	WVB Services Ltd	1385	Brunner GmbH	1780	Workbridge A/S
1015	ARINC	1400	Access IS	1800	Blue Eye Video
1025	ATSA - Aviation Technology Systems Association	1405	icit	1805	Vanderlande Industries
1035	Air Transport Publications	1410	FS Walker Hughes	1810	Record Automatic Doors
1040	Unisys	1425	IER	1810	record UK Ltd
1045	NCR Corporation	1445	Zoeflig & Co	1820	SITA
1050	Airport Cities Magazine	1455	Thyssenkrupp Elevator ES/PBB GmbH	1825	Axa Power
1055	Airbiz GmbH	1457	Baggage Check Ltd	1835	Lyngsoe Systems
1060	Airports International Magazine	1460	Zebra Technologies Europe Ltd	1840	Wanzl Metallwarenfabrik GmbH
1070	Mlogig	1470	PSI Logistics GmbH	1850	Integrated Project Management
1075	C-True Ltd	1485	Dane Technologies Inc	1855	INECO-TIFSA
1080	TAV IT Co.	1485	Symonds Hydroclean	1860	Airport Research Center GmbH
1105	FMO Flughafen Muenster / Osnabrueck GmbH	1490	Caddie S.A	1865	Simtra Aerotech AB
1110	Sagem-Securite	1500	YRM	1870	BARTSCH International GmbH
1115	Jane's Information Group	1505	RESA Airport Data Systems	1875	Burc Group
1120	TAWI AB	1507	Braathens IT Solutions	1900	Architecture & Design LEIT-WERK Ltd
1123	Segway Inc	1509	Herbert Systems	1902	ATKINS
1125	Hoefl & Wessel AG	1510	Ferfor SA	1904	Infologic Nederland BV
1125	Materna GmbH	1515	Arconas	1905	United OFOQ
1130	WSP Development & Transportation	1525	Desko GmbH	1910	Milesys
1135	JBT AeroTech, Jetway Systems	1530	ALSTEF Automation SA	1912	Damarel Systems International
1140	INFORM GmbH	1540	Pascall & Watson Architects	1915	SICK AG
1145	DS Brown Company	1545	NeuroPie Solutions Ltd	1920	Grenzebach Automation GmbH
1150	Aviation Research Corporation US	1550	CONRAC GmbH	1925	Via Guide GmbH
1165	Kusch + Co Sitzmoebelwerke GmbH & Co KG	1550	Voice Perfect	1935	Servicetec Airport Services International Ltd
1170	AKABA SA	1552	ISS (UK) Ltd	1945	Airport 20/20 Gentrack Ltd
1200	Visual Defence Inc	1555	Arper S.p.a	1950	Gramac Quartz Systems
1207	Kaba Gallenschutz GmbH	1565	Axima Airport Services	1960	AMCOR
1210	PKS Services Ltd	1565	Elyo SUEZ Ltd	1965	Analogic - Security Systems Division
1215	Obermeyer Planen + Beraten GmbH	1565	Logan Teleflex (UK) Ltd	1970	Colebrook Bosson Saunders
1220	Shanghai Xian Dai Architectural Design Group Co Ltd	1600	Parking Locator	1975	AERTEC
1225	Epson Europe	1605	iSMOKE AB / Medialounge	1980	SIMCORE SARL
1230	Magnetic Autocontrol GmbH	1610	Vaculex	1985	3D Reid
1232	The Manser Practice	1615	BagDrop Systems BV	1990	Buro Happold Ltd
1240	Vienna International Airport plc - Skylink Flughafen Wien AG	1625	Lindner Aktiengesellschaft	2000	IEE SA
1245	RNIB JMU Access Partnership	1630	GATE	2005	Atrax Group NZ Ltd
1250	Logibag	1640	Siemens AG	2014	Logplan
1252	Unimark	1650	IBM Canada Ltd	2016	Mobiqa
1255	Smiths Detection	1655	Universal Codic SL	2017	NATS
1270	FINBIN Products / Lassila Tikanaja plc	1657	VP Iscon Video Imaging Inc	2019	Network Rail
1285	Vitra International	1660	Flowcrete Group Ltd	2030	Parsons
1300	Cisco Systems	1670	VidTronix LLC	2045	Geo. Robson & Co (conveyors) Ltd
1305	Indra	1674	Independent Glass Co Ltd	2045	ICDM
1310	Real Time Engineering	1676	ARUP	2052	Atos Origin
1315	SKIDATA AG	1678	UFIS Airport Solutions GmbH	2055	TERKOM
1325	ESP.co.uk	1680	Real Kalisz	2075	Passenger Terminal Expo 2010
1335	NKI Group b.v	1690	Topsystem Systemhaus GmbH	2075	Passenger Terminal World
1340	Aviavox BV	1700	Ultra Electronics Airport Systems		
1345	ADPi	1715	COWI A/S		
1345	Aerports de Paris Management	1715/1740/1825/1835	Danish Export Association		
1345	HubTelecom	1715	FKI Logistex		
1350	Strulik GmbH	1715	KS Airport Service		
		1740	BLIP Systems		
		1740	DAN DRYER		
		1740	Pressalit		
		1745	Avtura Limited		
		1745	Luggage Logistics Ltd		
		1755	KAIA - King Abdulaziz International Airport		

Sponsors

- IEE
- Ismoke / Medialounge
- Mastek
- Parsons
- Perkins+Will
- Servicetec
- Unisys



“ The Segway PT allows perfect mobility for our team. It’s agile and flexible and fast - great for moving quickly from one terminal to the next. We can even turn in elevators , drive up ramps, carry documents and our walkie-talkies. ”

Siegfried Obermeier
Operation Superintendent,
Munich Airport, Germany

The Segway® Personal Transporter (PT) is used worldwide by more than 100 airports and railway stations, and by more than 1000 police and security departments. It is an officer’s transportation of choice for standing out in crowded terminals, patrolling large areas more efficiently than on foot, and responding to emergencies quickly and effortlessly.

For a free demonstration and to learn more, visit Segway at stand 1123 during the Passenger Terminal World Expo on March 24-26.



SEGWAY®
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Recent business wins with Europe's leading railway operators and airports places Logibag at the forefront of electronic locker solutions. Logibag puts this success down to its flexibility and its latest generation of electronic lockers.

Introducing innovative technology - such as large touch screen interfaces for marketing messages, EMV credit card payment processing, vein recognition systems for biometric identification and Near Field Communication (NFC) via mobile phone for identification and payment applications - all of which Logibag will be exhibiting at the Passenger Terminal Expo 2009

Logibag

Continuing to lead the electronic left-luggage locker market
www.logibag.com



Come and visit us at stand 1250

To find out more about electronic locker applications in left-luggage, postal and logistic markets please come and visit us at stand 1250 or visit our new website at www.logibag.com



COLLABORATIVE AIRPORT MANAGEMENT

Your Key to Quality, Efficiency & Success

UFIS Airport Solutions' (UFIS-AS) collaborative airport management approach enables the airport community to provide their customers with safe, effective and profitable management of all airport-related processes. With more than 20 years of airport industry experience UFIS-AS, together with its partners, can provide an integrated process and system solution to give you a competitive edge in the market.



Solutions at a glance:

- Integrated Airport IT Solutions
- Information Logistics (Airport Community, Multi-Mode Traffic)
- Integrated Planning and Control Centers
- Resource Management Systems
- Multiple Airport and Terminal Operations
- High-level Baggage System Control and RFID Applications
- Service Integration and Workflow Management
- Flight Information Management and Display Systems
- Facility Management Solutions
- Business Intelligence Solutions
















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Herrengasse 9, 8010 Graz, Austria
Tel: +43 (0) 316 328 530

UFIS Airport Solutions Pte. Ltd.
80 Marine Parade Rd
#19-07 Parkway Parade, Singapore 449269
Tel: +65 63 466 500

Airport Innovation AS
Østensjøveien 36, N-0667 Oslo, Norway
Tel: +47 (0) 4179 3444

solutions@ufis-as.com
www.ufis-as.com

DIRECTORY OF PRODUCTS AND SERVICES

PRODUCTS INDEX  Access control • Access technology (doors) • Airport management • Airside planning • Associations  Baggage handling • Baggage handling components (e.g. belts, conveyors) • Baggage management and tracking • Baggage protection systems • Baggage screening • Baggage trolleys • Bar code readers and optical character readers (OCR) • Biometric systems  Cargo handling and management • Cargo screening • CCTV • Check-in desks and counters • Check-in kiosks, systems and technology • Common user terminal equipment (CUTE) • Communications • Construction • Consultancy  Data processing hardware  Electric personnel carriers • Engineering • Escalators and moving walkways  Flight information displays (FIDS and PIDS) • Floor and wall finishings  HVAC (Heating, Ventilation and Air Conditioning)  Information technology (IT) and software • Interior fittings • Internet services  Lighting  Other  Parking • Passenger boarding bridges • Passenger guidance systems • Passenger handling • Passenger screening • Printers and scanners • Privatisation • Promotional displays • Property management • Public address systems  Rapid transit systems • Retail and concessions  Safety systems (e.g. alarms and fire control) • Seating and furniture • Security equipment • Shop furnishings • Simulation  Telephone systems • Temporary terminals • Terminal interiors • Terminal maintenance • Terminal signage • Trade press  Weighing scales

ACCESS CONTROL

3M Rochford Thompson	1352
ARINC	1015
ATKINS	1902
ATSA - Aviation Technology Systems Association	1025
Braathens IT Solutions	1507
C-True Ltd	1075
Damarel Systems International	1912
Desko GmbH	1525
ESP.co.uk	1325
EXPRESSO Deutschland GmbH	1010
ICDM	2045
IER	1425
Kaba Gallenschuetz GmbH	1207
Magnetic Autocontrol GmbH	1230
Mobiqa	2016
Parsons	2030
Sagem-Securite	1110
ServiceTec Airport Services International Ltd	1935
SICK AG	1915
Siemens AG	1640
SKIDATA AG	1315
Ultra Electronics Airport Systems	1700
Unisys A/S	1040
Visual Defence Inc	1200

Zebra Technologies Europe Ltd and Motorola Inc	1460
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ACCESS TECHNOLOGY (DOORS)

3M Rochford Thompson	1352
Braathens IT Solutions	1507
ICDM	2045
IEE SA	2000
IER	1425
Kaba Gallenschuetz GmbH	1207
Magnetic Autocontrol GmbH	1230
Parsons	2030
record Automatic Doors	1810
SICK AG	1915
SKIDATA AG	1315
Ultra Electronics Airport Systems	1700

AIRPORT MANAGEMENT

Aéroports de Paris Management	1345
Airbiz GmbH	1055
Airport 20/20	1945
ATSA - Aviation Technology Systems Association	1025
Aviation Research Corporation US	1150
Axima Airport Services	1565
Blip Systems	1740
Blue Eye Video	1800
CIAT AIRPORTS	1760
Elyo SUEZ Ltd	1565

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FS Walker Hughes	1410
Hub télécom	1345
ICDM	2045
Icit d.d.	1405
Indra	1305
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JBT AeroTech, Jetway Systems	1135
Logan Teleflex (UK) Ltd	1565
NeuroPie Solutions Ltd	1545
Real Time Engineering	1310
Segway Inc	1123
Siemens AG	1640
SITA	1820
TAV IT Co.	1080
UFIS Airport Solutions	1678
Ultra Electronics Airport Systems	1700
Unisys A/S	1040
Vienna International Airport plc - Skylink Flughafen Wien AG	1240
Visual Defence Inc	1200
Workbridge A/S	1780
Zebra Technologies Europe Ltd and Motorola Inc	1460

AIRSIDE PLANNING

Airport Research Center GmbH	1860
ARUP	1676

DIRECTORY OF PRODUCTS AND SERVICES

ATSA - Aviation Technology Systems Association	1025
Aviation Research Corporation US	1150
Blip Systems	1740
Buro Happold Ltd	1990
COWI A/S	1715
ICDM	2045
Integrated Project Management Ltd	1850
Obermeyer Planen + Beraten	1215
Parsons	2030
Simtra Aerotech AB	1865
Transoft Solutions (Europe) BV	1770
Workbridge A/S	1780
WSP Group plc	1130

ARCHITECTURE AND DESIGN

3DReid	1985
ADPI	1345
architecture & design leit-werk ltd	1900
ARUP	1676
ATKINS	1902
Aviation Research Corporation US	1150
Buro Happold Ltd	1990
COWI A/S	1715
ICDM	2045
Lindner Aktiengesellschaft	1625
Logplan	2014
NKI Group b.v	1335
Obermeyer Planen + Beraten	1215
Parsons	2030
Pascall+Watson architects	1540
Perkins+Will	Sponsors
RNIB	1245
Segway Inc	1123
Shanghai Xian Dai Architectural Design Group Co Ltd	1220
SIMCORE SARL	1980
Simtra Aerotech AB	1865
The Manser Practice	1232
Transoft Solutions (Europe) BV	1770
Vitra International AG	1285
YRM Architects	1500
Zoeftig Ltd	1445

ASSOCIATIONS

ATSA - Aviation Technology Systems Association	1025
Danish Airport Group	1715/ 1740/1825/1835
ICDM	2045

BAGGAGE HANDLING

ALSTEF Automation SA	1530
ARINC	1015
ARUP	1676
ATKINS	1902
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bagport GmbH & Co. KG	1010
BARTSCH International GmbH	1870
Buro Happold Ltd	1990
Caddie S.A	1490
Dane Technologies Inc	1485
FKI Logistex	1715
Geo. Robson & Co (conveyors) Ltd	2045
Gramac Quartz Systems	1950
Grenzebach Automation GmbH	1920
Hoefl & Wessel AG/Almex	1125
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Obermeyer Planen + Beraten	1215
Parsons	2030
PSI	1470
SICK AG	1915
Siemens AG	1640
TAWI AB	1120
UFIS Airport Solutions	1678
Ultra Electronics Airport Systems	1700
Vaculex	1610
Vanderlande Industries	1805
VidTronix LLC	1670

Zebra Technologies Europe Ltd and Motorola Inc	1460
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BAGGAGE HANDLING COMPONENTS (E.G. BELTS, CONVEYORS)

ALSTEF Automation SA	1530
Atrax Group NZ Ltd	2005
Baggage Check Ltd	1457
BARTSCH International GmbH	1870
FKI Logistex	1715
Geo. Robson & Co (conveyors) Ltd	2045
Gramac Quartz Systems	1950
ICDM	2045
IEE SA	2000
ISS (UK) Ltd	1552
Materna GmbH	
Parsons	2030
SICK AG	1915
Siemens AG	1640
Vaculex	1610
Vanderlande Industries	1805

BAGGAGE MANAGEMENT AND TRACKING

ALSTEF Automation SA	1530
ARINC	1015
ATKINS	1902
ATSA - Aviation Technology Systems Association	1025
Baggage Check Ltd	1457
bagport GmbH & Co. KG	1010
BARTSCH International GmbH	1870
Buro Happold Ltd	1990
ESP.co.uk	1325
FKI Logistex	1715
Hub télécom	1345
ICDM	2045
IER	1425
Logibag	1250
Logplan	2014
Luggage Logistics Ltd	1745
Lyngsoe Systems	1835
Parsons	2030
PSI	1470
RESA	1505

ServiceTec Airport Services International Ltd	1935
Siemens AG	1640
SITA	1820
Ultra Electronics Airport Systems	1700
United OFOQ	1905
Vanderlande Industries	1805
Zebra Technologies Europe Ltd and Motorola Inc	1460

BAGGAGE PROTECTION SYSTEMS

ATKINS	1902
bagport GmbH & Co. KG	1010
ICDM	2045
IEE SA	2000
Logibag	1250
Ultra Electronics Airport Systems	1700
Visual Defence Inc	1200

BAGGAGE SCREENING

ALSTEF Automation SA	1530
Analogic Corporation	1965
ATKINS	1902
ATSA - Aviation Technology Systems Association	1025
Buro Happold Ltd	1990
Geo. Robson & Co (conveyors) Ltd	2045
ICDM	2045
IEE SA	2000
Logplan	2014
Parsons	2030
Smiths Detection	1255

BAGGAGE TROLLEYS

bagport GmbH & Co. KG	1010
Caddie S.A	1490
Dane Technologies Inc	1485
EXPRESSO Deutschland GmbH	1010
KS Airport Service ApS	1715
Universal Codic SL	1655
Wanzl Metallwarenfabrik GmbH	1840

BAR CODE READERS AND OPTICAL CHARACTER READERS (OCR)

3M Rochford Thompson	1352
Access IS	1400
AMCOR	1960

Braathens IT Solutions	1507
C-True Ltd	1075
Desko GmbH	1525
ESP.co.uk	1325
ICDM	2045
IER	1425
Luggage Logistics Ltd	1745
Parsons	2030
PKS Services Ltd	1210

ServiceTec Airport Services International Ltd	1935
SICK AG	1915
Ultra Electronics Airport Systems	1700
Unimark Products, LLC	1252
Zebra Technologies Europe Ltd and Motorola Inc	1460

BIOMETRIC SYSTEMS

3M Rochford Thompson	1352
Access IS	1400
ATKINS	1902
Braathens IT Solutions	1507
C-True Ltd	1075
ESP.co.uk	1325
IBM Canada Ltd	1650
IER	1425
Logibag	1250
Parsons	2030
Sagem-Securite	1110
ServiceTec Airport Services International Ltd	1935
Siemens AG	1640
SITA	1820
SKIDATA AG	1315
Ultra Electronics Airport Systems	1700
Unisys A/S	1040

CARGO HANDLING AND MANAGEMENT

Atrax Group NZ Ltd	2005
ATSA - Aviation Technology Systems Association	1025
CIMC -Tianda	1765
Hub télécom	1345
ISS (UK) Ltd	1552
PSI	1470

Segway Inc	1123
SICK AG	1915
Siemens AG	1640
TAWI AB	1120
TERKOM	2055
Vaculex	1610
Visual Defence Inc	1200
Zebra Technologies Europe Ltd and Motorola Inc	1460

CARGO SCREENING

Analogic Corporation	1965
ATSA - Aviation Technology Systems Association	1025
ICDM	2045
Logplan	2014
Parsons	2030
Smiths Detection	1255

CCTV

ATKINS	1902
ESP.co.uk	1325
Hub télécom	1345
ICDM	2045
Indra	1305
Parsons	2030
ServiceTec Airport Services International Ltd	1935
Siemens AG	1640
Visual Defence Inc	1200

CHECK-IN DESKS AND COUNTERS

3M Rochford Thompson	1352
AMCOR	1960
Blue Eye Video	1800
C-True Ltd	1075
Colebrook Bosson Saunders	1970
Geo. Robson & Co (conveyors) Ltd	2045
ICDM	2045
Materna GmbH	
NKI Group b.v	1335
PKS Services Ltd	1210
SICK AG	1915
TAV IT Co.	1080
Ultra Electronics Airport Systems	1700

CHECK-IN KIOSKS, SYSTEMS AND

DIRECTORY OF PRODUCTS AND SERVICES

TECHNOLOGY

3M Rochford Thompson	1352
Access IS	1400
AERTEC	1975
Airport 20/20	1945
AMCOR	1960
ARINC	1015
ATKINS	1902
Atos Origin	2052
Atrax Group NZ Ltd	2005
ATSA - Aviation Technology Systems Association	1025
Aviation Research Corporation US	1150
BARTSCH International GmbH	1870
Blue Eye Video	1800
Braathens IT Solutions	1507
C-True Ltd	1075
Colebrook Bosson Saunders	1970
Damarel Systems International	1912
Desko GmbH	1525
Epson Europe	1225
ESP.co.uk	1325
Geo. Robson & Co (conveyors) Ltd	2045
Hoeft & Wessel AG/Almex	1125
IBM Canada Ltd	1650
ICDM	2045
IER	1425
Magnetic Autocontrol GmbH	1230
Mobiqa	2016
NCR Corporation	1045
NKI Group b.v	1335
PKS Services Ltd	1210
ServiceTec Airport Services International Ltd	1935
SICK AG	1915
Siemens AG	1640
SITA	1820
TAV IT Co.	1080
TERKOM	2055
Ultra Electronics Airport Systems	1700
Vanderlande Industries	1805
VidTronix LLC	1670
Wheelbox Ltd.	1010
Zebra Technologies Europe Ltd and Motorola Inc	1460

COMMON USER TERMINAL EQUIPMENT (CUTE)

3M Rochford Thompson	1352
Airport 20/20	1945
AMCOR	1960
ARINC	1015
BARTSCH International GmbH	1870
Damarel Systems International	1912
Desko GmbH	1525
ESP.co.uk	1325
ICDM	2045
Logibag	1250
Magnetic Autocontrol GmbH	1230
Parsons	2030
PKS Services Ltd	1210
Real Time Engineering	1310
RESA	1505
ServiceTec Airport Services International Ltd	1935
SITA	1820
TAV IT Co.	1080
Ultra Electronics Airport Systems	1700
Unimark Products, LLC	1252
Unisys A/S	1040
VidTronix LLC	1670

COMMUNICATIONS

Airbiz GmbH	1055
ARINC	1015
ARUP	1676
ATKINS	1902
ATSA - Aviation Technology Systems Association	1025
Aviavox BV	1340
Blip Systems	1740
ESP.co.uk	1325
FS Walker Hughes	1410
Hub télécom	1345
ICDM	2045
Indra	1305
Parsons	2030
ServiceTec Airport Services International Ltd	1935
Siemens AG	1640
TERKOM	2055

Ultra Electronics Airport Systems	1700
Workbridge A/S	1780

CONSTRUCTION

Buro Happold Ltd	1990
COWI A/S	1715
DS Brown Company	1145
Flowcrete UK Ltd	1660
ICDM	2045
Independent Glass Co Ltd	1674
Integrated Project Management Ltd	1850
ISS (UK) Ltd	1552
Lindner Aktiengesellschaft	1625
MLogic	1070
Network Rail	2019
Obermeyer Planen + Beraten	1215
Parsons	2030
Shanghai Xian Dai Architectural Design Group Co Ltd	1220
The Manser Practice	1232

CONSULTANCY

ADPI	1345
AERTEC	1975
Airport Research Center GmbH	1860
architecture & design leit-werk ltd	1900
ARUP	1676
ATKINS	1902
ATSA - Aviation Technology Systems Association	1025
Aviation Research Corporation US	1150
Avtura Limited	1745
bagport GmbH & Co. KG	1010
Braathens IT Solutions	1507
COWI A/S	1715
ESP.co.uk	1325
FS Walker Hughes	1410
IBM Canada Ltd	1650
ICDM	2045
Indra	1305
INECO-TIFSA	1855
Integrated Project Management Ltd	1850
ISS (UK) Ltd	1552
Logplan	2014

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DIRECTORY OF PRODUCTS AND SERVICES

Lyngsoe Systems	1835
MLogic	1070
NeuroPie Solutions Ltd	1545
NKI Group b.v	1335
Obermeyer Planen + Beraten	1215
Parsons	2030
PSI	1470
Real Time Engineering	1310
RNIB	1245
ServiceTec Airport Services International Ltd	1935
Shanghai Xian Dai Architectural Design Group Co Ltd	1220
SICK AG	1915
Siemens AG	1640
SIMCORE SARL	1980
TAV IT Co.	1080
TERKOM	2055
Ultra Electronics Airport Systems	1700
Unisys A/S	1040
Visual Defence Inc	1200
WSP Group plc	1130

DATA PROCESSING HARDWARE

AMCOR	1960
ATSA - Aviation Technology Systems Association	1025
Desko GmbH	1525
Epson Europe	1225
ESP.co.uk	1325
FS Walker Hughes	1410
ServiceTec Airport Services International Ltd	1935
TERKOM	2055

ELECTRIC PERSONNEL CARRIERS

Dane Technologies Inc	1485
Segway Inc	1123
SICK AG	1915
TERKOM	2055
Wheelbox Ltd.	1010

ENGINEERING

ADPI	1345
AERTEC	1975
Airport Research Center GmbH	1860

ARUP	1676
ATKINS	1902
Aviation Research Corporation US	1150
Buro Happold Ltd	1990
COWI A/S	1715
Geo. Robson & Co (conveyors) Ltd	2045
ICDM	2045
INECO-TIFSA	1855
Logplan	2014
Network Rail	2019
NKI Group b.v	1335
Obermeyer Planen + Beraten	1215
Parsons	2030
SICK AG	1915
Siemens AG	1640
SIMCORE SARL	1980
Simtra Aerotech AB	1865
Strulik GmbH	1350
Transoft Solutions (Europe) BV	1770
Ultra Electronics Airport Systems	1700
WSP Group plc	1130

ESCALATORS AND MOVING WALKWAYS

ICDM	2045
Thyssenkrupp Elevator (ES/PBB) GmbH	1455

FLIGHT INFORMATION DISPLAYS (FIDS AND PIDS)

AERTEC	1975
Airbiz GmbH	1055
Airport 20/20	1945
ARINC	1015
Aviavox BV	1340
Blue Eye Video	1800
Colebrook Bosson Saunders	1970
CONRAC GmbH	1550
Damarel Systems International	1912
ESP.co.uk	1325
FS Walker Hughes	1410
ICDM	2045
Indra	1305
Infologic Nederland BV	1904
Parsons	2030
PKS Services Ltd	1210

PSI	1470
RESA	1505
ServiceTec Airport Services International Ltd	1935
Siemens AG	1640
SITA	1820
TAV IT Co.	1080
TERKOM	2055
UFIS Airport Solutions	1678
Ultra Electronics Airport Systems	1700
VidTronix LLC	1670
Voice Perfect Ltd	1550

FLOOR AND WALL FINISHING'S

Flowcrete UK Ltd	1660
Lindner Aktiengesellschaft	1625
NKI Group b.v	1335

HVAC (HEATING, VENTILATION AND AIR CONDITIONING)

Buro Happold Ltd	1990
CIAT AIRPORTS	1760
ICDM	2045
JBT AeroTech, Jetway Systems	1135
Siemens AG	1640
Strulik GmbH	1350
Ultra Electronics Airport Systems	1700

INFORMATION TECHNOLOGY (IT) AND SOFTWARE

Access IS	1400
AERTEC	1975
Airbiz GmbH	1055
Airport 20/20	1945
Airport Research Center GmbH	1860
ARINC	1015
ARUP	1676
ATKINS	1902
Atos Origin	2052
ATSA - Aviation Technology Systems Association	1025
Aviation Research Corporation US	1150
Aviavox BV	1340
Avtura Limited	1745
Blip Systems	1740
Blue Eye Video	1800

Braathens IT Solutions	1507
Damarel Systems International	1912
Desko GmbH	1525
ESP.co.uk	1325
FS Walker Hughes	1410
Hoeft & Wessel AG/Almex	1125
IBM Canada Ltd	1650
Icit d.d.	1405
Indra	1305
Infologic Nederland BV	1904
INFORM GmbH	1140
Logibag	1250
Lyngsoe Systems	1835
Materna GmbH	
Milesys	1910
Mobiqa	2016
NeuroPie Solutions Ltd	1545
Parsons	2030
PKS Services Ltd	1210
PSI	1470
Real Time Engineering	1310
RESA	1505
ServiceTec Airport Services International Ltd	1935
Siemens AG	1640
SIMCORE SARL	1980
Simtra Aerotech AB	1865
TAV IT Co.	1080
TERKOM	2055
Topsystem Systemhaus GmbH	1690
Transoft Solutions (Europe) BV	1770
UFIS Airport Solutions	1678
Ultra Electronics Airport Systems	1700
Unisys A/S	1040
Universal Codic SL	1655
Vanderlande Industries	1805
VidTronix LLC	1670
Voice Perfect Ltd	1550
Workbridge A/S	1780

INTERIOR FITTINGS

Colebrook Bosson Saunders	1970
DAN DRYER A/S	1740
FINBIN Products/Lassila Tikanoja plc	1270

ICDM	2045
Lindner Aktiengesellschaft	1625
Pressalit A/S	1740

INTERNET SERVICES

Airbiz GmbH	1055
Atos Origin	2052
ESP.co.uk	1325
FS Walker Hughes	1410
Hub télécom	1345
TAV IT Co.	1080
TERKOM	2055

LIGHTING

Buro Happold Ltd	1990
DS Brown Company	1145
ICDM	2045
Siemens AG	1640
Ultra Electronics Airport Systems	1700

OTHER

architecture & design leit-werk ltd	1900
Arper S.p.a	1555
AXA Power ApS	1825
Axima Airport Services	1565
BARTSCH International GmbH	1870
Blip Systems	1740
Colebrook Bosson Saunders	1970
DAN DRYER A/S	1740
Dane Technologies Inc	1485
Elyo SUEZ Ltd	1565
Hoeft & Wessel AG/Almex	1125
Independent Glass Co Ltd	1674
Logan Teleflex (UK) Ltd	1565
Magnetic Autocontrol GmbH	1230
Materna GmbH	
Medialounge	1605
NKI Group b.v	1335
Pressalit A/S	1740
Segway Inc	1123
Vanderlande Industries	1805
WSP Group plc	1130

PARKING

Buro Happold Ltd	1990
Flowcrete UK Ltd	1660

ICDM	2045
Magnetic Autocontrol GmbH	1230
Parking Locator	1600
SICK AG	1915
Siemens AG	1640
Simtra Aerotech AB	1865
SKIDATA AG	1315

PASSENGER BOARDING BRIDGES

C-True Ltd	1075
CIMC -Tianda	1765
ICDM	2045
JBT AeroTech,Jetway Systems	1135
Parsons	2030
SICK AG	1915
Thyssenkrupp Elevator (ES/PBB) GmbH	1455
Transoft Solutions (Europe) BV	1770

PASSENGER GUIDANCE SYSTEMS

Airbiz GmbH	1055
Aviavox BV	1340
Baggage Check Ltd	1457
Blue Eye Video	1800
C-True Ltd	1075
Caddie S.A	1490
CONRAC GmbH	1550
ICDM	2045
IEE SA	2000
Infologic Nederland BV	1904
Kaba Gallenschuetz GmbH	1207
NKI Group b.v	1335
record Automatic Doors	1810
RNIB	1245
SICK AG	1915
Siemens AG	1640
UFIS Airport Solutions	1678
Ultra Electronics Airport Systems	1700
Via Guide GmbH	1925

PASSENGER HANDLING

3M Rochford Thompson	1352
Airport 20/20	1945
Airport Research Center GmbH	1860
ARINC	1015
ATSA - Aviation Technology	

DIRECTORY OF PRODUCTS AND SERVICES

Systems Association	1025
Aviavox BV	1340
Avtura Limited	1745
bagport GmbH & Co. KG	1010
Blip Systems	1740
Blue Eye Video	1800
Buro Happold Ltd	1990
Damarel Systems International	1912
Desko GmbH	1525
Epson Europe	1225
ESP.co.uk	1325
IBM Canada Ltd	1650
ICDM	2045
IER	1425
Jane's Airport Review	1115
Logplan	2014
Lyngsoe Systems	1835
Magnetic Autocontrol GmbH	1230
Mobiqa	2016
NKI Group b.v	1335
Obermeyer Planen + Beraten	1215
PKS Services Ltd	1210
PSI	1470
RESA	1505
Siemens AG	1640
SITA	1820
TERKOM	2055
Thyssenkrupp Elevator (ES/PBB) GmbH	1455
UFIS Airport Solutions	1678
Ultra Electronics Airport Systems	1700
Unimark Products, LLC	1252
Unisys A/S	1040
VidTronix LLC	1670
Vienna International Airport plc - Skylink Flughafen Wien AG	1240
Wheelbox Ltd.	1010
Workbridge A/S	1780

PASSENGER SCREENING

3M Rochford Thompson	1352
Analogic Corporation	1965
ATKINS	1902
ATSA - Aviation Technology Systems Association	1025

Blue Eye Video	1800
Buro Happold Ltd	1990
C-True Ltd	1075
FS Walker Hughes	1410
IBM Canada Ltd	1650
ICDM	2045
IEE SA	2000
Logplan	2014
Parsons	2030
Real Time Engineering	1310
Smiths Detection	1255
Ultra Electronics Airport Systems	1700
Unisys A/S	1040

PRINTERS AND SCANNERS

Access IS	1400
Desko GmbH	1525
Epson Europe	1225
ESP.co.uk	1325
IER	1425
Parsons	2030
PKS Services Ltd	1210
ServiceTec Airport Services International Ltd	1935
Unimark Products, LLC	1252
VidTronix LLC	1670
Zebra Technologies Europe Ltd and Motorola Inc	1460

PRIVATISATION

Aéroports de Paris Management	1345
ARUP	1676
Parsons	2030
WSP Group plc	1130

PROMOTIONAL DISPLAYS

Airbiz GmbH	1055
CONRAC GmbH	1550
ESP.co.uk	1325
EXPRESSO Deutschland GmbH	1010
NKI Group b.v	1335
VidTronix LLC	1670

PROPERTY MANAGEMENT

Aéroports de Paris Management	1345
Airport 20/20	1945

Buro Happold Ltd	1990
FINBIN Products / Lassila Tikanoja plc	1270
FS Walker Hughes	1410
ICDM	2045
Visual Defence Inc	1200

PUBLIC ADDRESS SYSTEMS

Aviavox BV	1340
CONRAC GmbH	1550
ESP.co.uk	1325
ICDM	2045
Parsons	2030
Visual Defence Inc	1200
Voice Perfect Ltd	1550

RAPID TRANSIT SYSTEMS

ICDM	2045
Logplan	2014
Parsons	2030
Visual Defence Inc	1200
WSP Group plc	1130

RETAIL AND CONCESSIONS

3DReid	1985
Aéroports de Paris Management	1345
bagport GmbH & Co. KG	1010
Blip Systems	1740
Epson Europe	1225
Hub télécom	1345
ICDM	2045
Logibag	1250

SAFETY SYSTEMS (E.G. ALARMS AND FIRE CONTROL)

ICDM	2045
IEE SA	2000
Parsons	2030
SICK AG	1915
Siemens AG	1640
Visual Defence Inc	1200
WSP Group plc	1130

SEATING AND FURNITURE

AKABA SA	1170
ARCONAS	1515
Brunner GmbH	1385

Ferfor SA	1510
FINBIN Products/Lassila Tikanoja plc	1270
ICDM	2045
Kusch + Co Sitzmöbelwerke GmbH & Co KG	1165
Matteograssi SpA	1360
NKI Group b.v	1335
Real Kalisz	1680
Vitra International AG	1285
Zoeflig Ltd	1445

SECURITY EQUIPMENT

3M Rochford Thompson	1352
Access IS	1400
ARINC	1015
ATSA - Aviation Technology Systems Association	1025
Blue Eye Video	1800
C-True Ltd	1075
Geo. Robson & Co (conveyors) Ltd	2045
ICDM	2045
Kaba Gallenschuetz GmbH	1207
Parsons	2030
record Automatic Doors	1810
Sagem-Securite	1110
ServiceTec Airport Services International Ltd	1935
Siemens AG	1640
Smiths Detection	1255
Unisys A/S	1040
Universal Codic SL	1655
VidTronix LLC	1670
Visual Defence Inc	1200

SHOP FURNISHINGS

Colebrook Bosson Saunders	1970
ICDM	2045
Via Guide GmbH	1925

SIMULATION

Airport Research Center GmbH	1860
ARUP	1676
Aviation Research Corporation US	1150
FS Walker Hughes	1410
Geo. Robson & Co (conveyors) Ltd	2045

Integrated Project Management Ltd	1850
ISS (UK) Ltd	1552
Logplan	2014
Parsons	2030
Real Time Engineering	1310
SIMCORE SARL	1980
Simtra Aerotech AB	1865
Transoft Solutions (Europe) BV	1770
Vanderlande Industries	1805
WSP Group plc	1130
YRM Architects	1500

TELEPHONE SYSTEMS

Hub télécom	1345
ICDM	2045

TEMPORARY TERMINALS

3DReid	1985
ICDM	2045
Siemens AG	1640

TERMINAL INTERIORS

3DReid	1985
Colebrook Bosson Saunders	1970
DAN DRYER A/S	1740
FINBIN Products/Lassila Tikanoja plc	1270
ICDM	2045
Lindner Aktiengesellschaft	1625
Logibag	1250
Milesys	1910
NKI Group b.v	1335
Obermeyer Planen + Beraten	1215
Perkins+Will	Sponsors
Pressalit A/S	1740
RNIB	1245
The Manser Practice	1232
YRM Architects	1500
Zoeflig Ltd	1445

TERMINAL MAINTENANCE

Aéroports de Paris Management	1345
ARINC	1015
ATSA - Aviation Technology Systems Association	1025
Buro Happold Ltd	1990

ESP.co.uk	1325
FINBIN Products/Lassila Tikanoja plc	1270
Flowcrete UK Ltd	1660
ICDM	2045
ISS (UK) Ltd	1552
NKI Group b.v	1335

TERMINAL SIGNAGE

Airbiz GmbH	1055
Blue Eye Video	1800
Colebrook Bosson Saunders	1970
CONRAC GmbH	1550
ICDM	2045
NKI Group b.v	1335
Parsons	2030
Perkins+Will	Sponsors
RNIB	1245
SITA	1820
Ultra Electronics Airport Systems	1700
Unisys A/S	1040

TRADE PRESS

Airports International Magazine	1060
Jane's Airport Review	1115

WEIGHING SCALES

Atrax Group NZ Ltd	2005
bagport GmbH & Co. KG	1010
Geo. Robson & Co (conveyors) Ltd	2045
SICK AG	1915
VidTronix LLC	1670

CONFERENCE AT A GLANCE

09.00

CONFERENCE DELEGATE REGISTRATION, BADGE COLLECTION AND REFRESHMENTS ON ARRIVAL
PLEASE BE SEATED BY 09.55

DAY ONE: TUESDAY 24 MARCH 2009

ROOM 1:	WORLDWIDE AIRPORT DEVELOPMENT	10.00-17.40
ROOM 4:	PANEL DISCUSSION: LOW-COST CARRIER DEVELOPMENT AT AIRPORTS	16.30-17.30
ROOM 2:	B.I.T.S –IT, SYSTEMS INTEGRATION, COMMUNICATIONS, MANAGEMENT	10.00-17.40
ROOM 6:	AVIATION SECURITY (AND AIRPORT SAFETY)	10.00-17.25
ROOM 4:	COMMERCIAL DEVELOPMENT, STRATEGY AND CONCESSIONS	10.00-16.00
ROOM 5:	BORDER CONTROL – MANAGEMENT AND CHALLENGES	10.00-18.00
ROOM 3:	IATA StB DAY 	10.00-13.30
ROOM 7:	RAILWAY TERMINAL DESIGN AND OPERATIONS CONFERENCE 2009	10.00-17.30
ROOM 3:	RAILWAY TERMINAL PLANNING AND DEVELOPMENT WORKSHOP	15.00-17.00

DAY TWO: WEDNESDAY 25 MARCH 2009

ROOM 1:	WORLDWIDE AIRPORT DEVELOPMENT	10.00-17.35
ROOM 2:	B.I.T.S – IT, PASSENGER PROCESSING, CHECK-IN, SELF-SERVICE, CUPPS	10.00-17.40
ROOM 6:	AVIATION SECURITY	10.00-17.30
ROOM 4:	COMMERCIAL DEVELOPMENT, STRATEGY AND RETAIL REVENUES	10.00-17.50
ROOM 3:	ENHANCING PASSENGER EXPERIENCE THROUGH CUSTOMER SERVICE AND INNOVATIVE RESOURCES	10.00-17.10
ROOM 5:	ENVIRONMENTAL PROGRAMMES, INITIATIVES AND SUSTAINABLE AVIATION	10.00-17.40
ROOM 7:	RAILWAY TERMINAL DESIGN AND OPERATIONS CONFERENCE 2009	10.00-16.30

DAY THREE: THURSDAY 26 MARCH 2009

ROOM 1:	WORLDWIDE AIRPORT DEVELOPMENT	10.00-14.05
ROOM 2:	B.I.T.S – BAGGAGE, RFID, SCREENING, SELF-SERVICE	10.00-14.00
ROOM 6:	AVIATION SECURITY	10.00-13.40
ROOM 4:	COMMERCIAL DEVELOPMENT, STRATEGY AND RETAIL REVENUES	10.00-13.40
ROOM 3:	ENHANCING PASSENGER EXPERIENCE THROUGH CUSTOMER SERVICE AND INNOVATIVE RESOURCES	10.00-13.40
ROOM 5:	PRT AND AUTOMATED PEOPLE MOVERS AT AIRPORTS	10.00-13.25
ROOM 7:	RAILWAY TERMINAL DESIGN AND OPERATIONS CONFERENCE 2009	10.00-13.40



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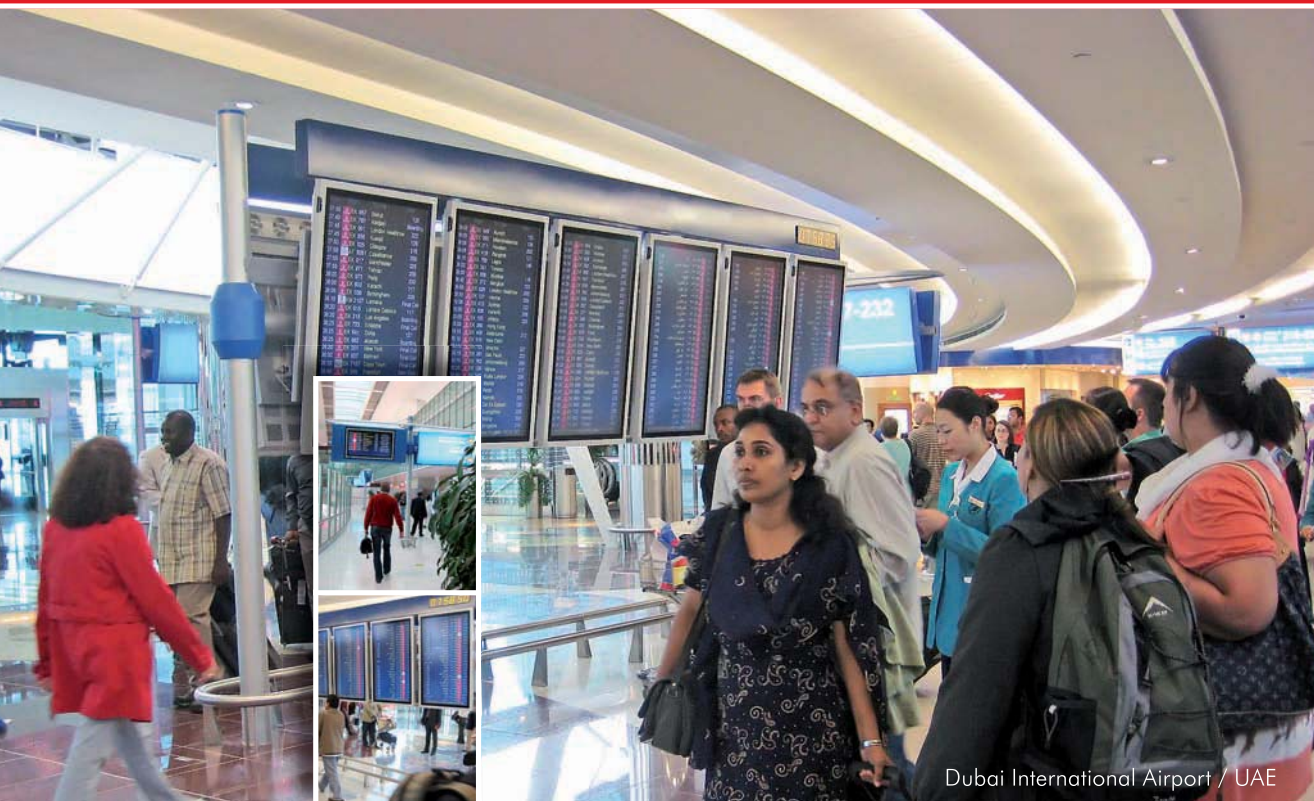
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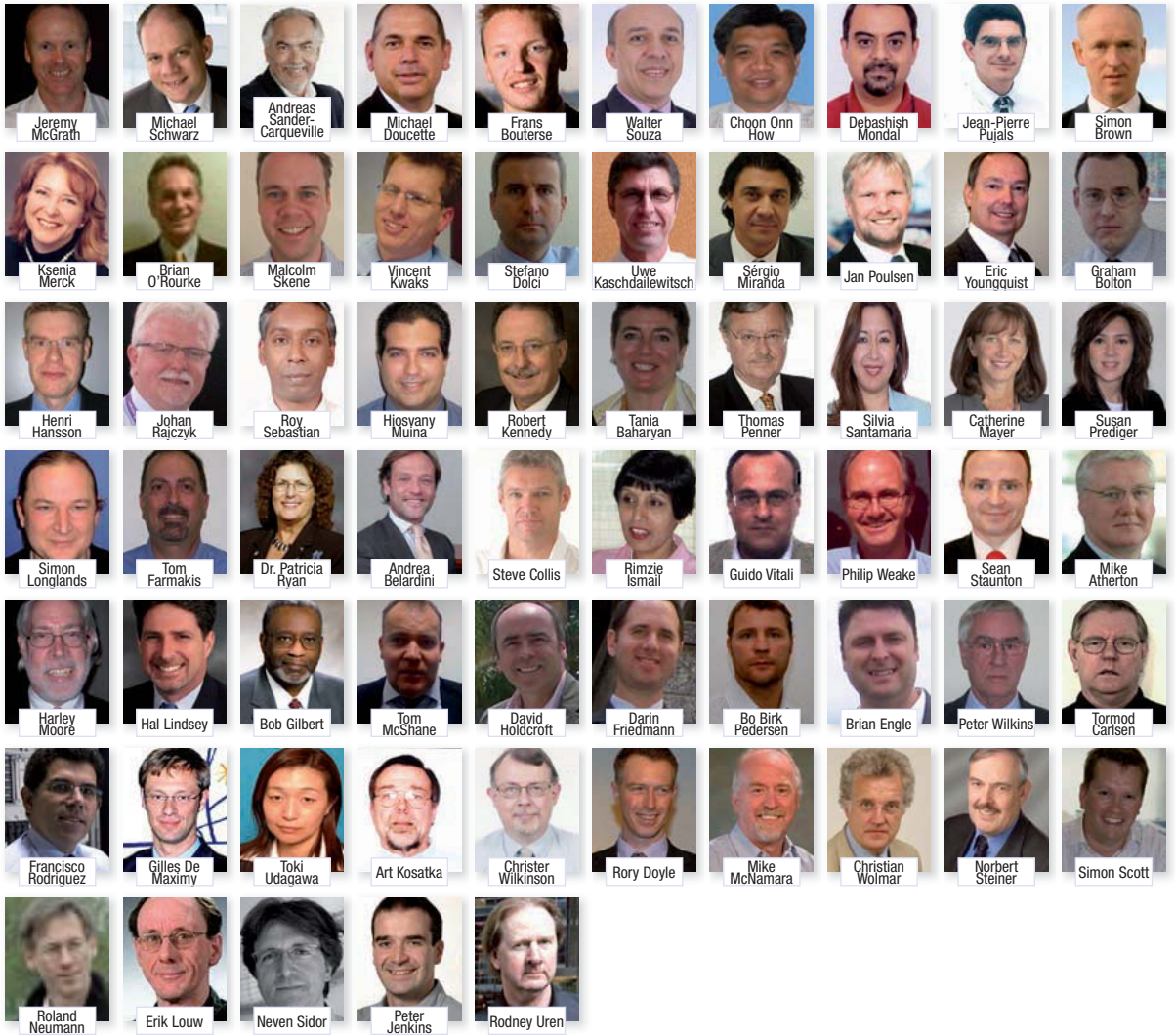
DAY 1 SPEAKERS



DAY 2 SPEAKERS



DAY 3 SPEAKERS



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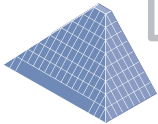
Exhibition Hall: Entrance N1 & N2

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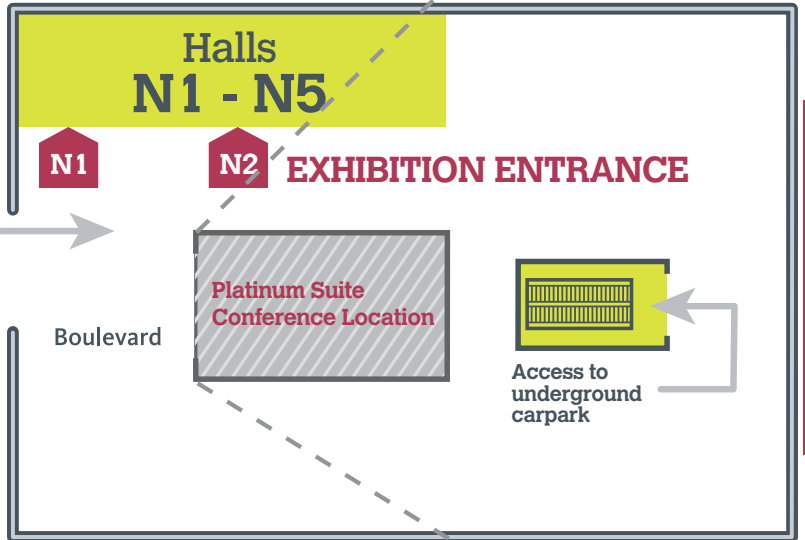
DLR

Docklands Light Railway train

TAXI
Drop off point



WEST ENTRANCE



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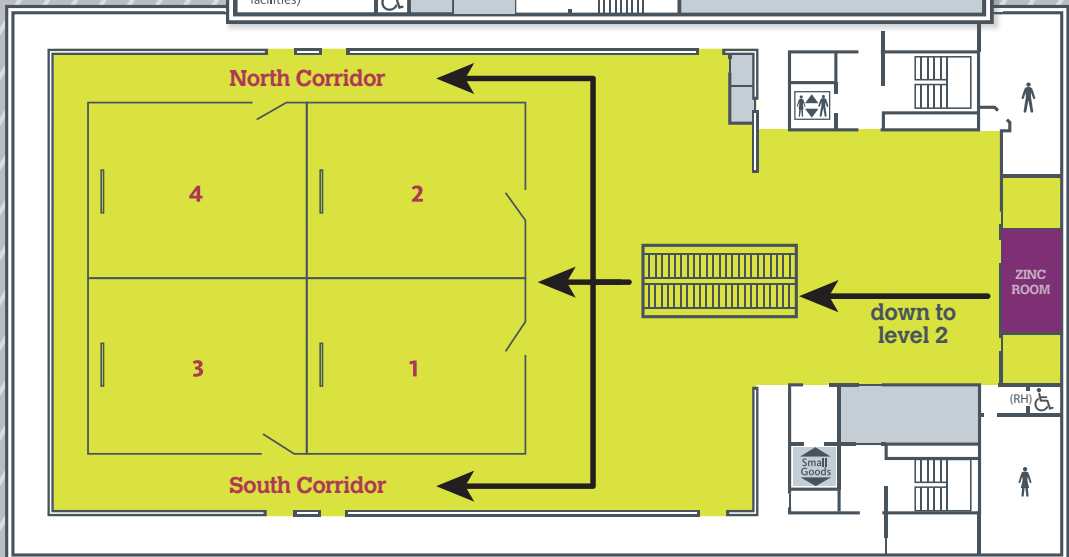
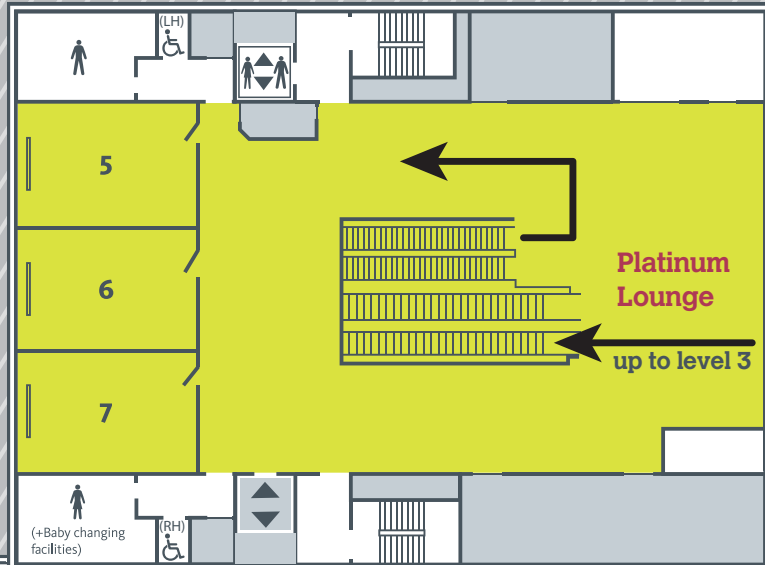
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Railway Terminal
Design and Operations
Conference 2009

PLATINUM SUITE - LEVEL 2

Conference Rooms: 5, 6, 7



PLATINUM SUITE - LEVEL 3

Conference Rooms: 1, 2, 3, 4

WORLDWIDE AIRPORT DEVELOPMENT - 24 March 2009

Where business and financial planning meet terminal masterplanning

With the entire aviation industry struggling to deal with the impact of the current economic downturn, speakers in the World Airport Development sessions over the next three days will discuss in detail how the industry can weather the storm. In addition to examining the causes and effects of the financial crisis, issues under the spotlight will include strategies for increasing commercial revenue, ideas for capacity optimisation, ways to create new business, risk control, how to turn challenges into opportunities, and a multitude of other financial and business planning ideas and programmes.

- 09.00** Conference delegate registration, badge collection and refreshments on arrival. **PLEASE BE SEATED BY 09.55**
- 10.00-10.10** Opening address by chairpersons
Steven Cornell, director, San Diego County Regional, Airport Authority, USA
Pat Askew, principal, Aviation Global Market Sector Leader, Perkins+Will, USA
- 10.10-10.35** Enterprise risk management for airports
Susan Warner-Dooley, chief strategy and administrative officer,
The Port Authority of NY & NJ, USA
- 10.35-11.00** Shock, stop or slowdown? The impact of financial crisis on development
Chris Chalk, divisional director, Mott MacDonald, UK
- 11.00-11.10** Questions and discussion with the audience
- 11.10-11.30** Refreshment break at the delegate coffee serving station in the exhibition hall
- 11.30-11.55** Enabling terminal flexibility for an uncertain economic climate
Steven Cornell, director, San Diego County Regional Airport Authority, USA
- 11.55-12.20** Airports development in Greater Tokyo for Japan's sustainable growth
Hideharu Miyamoto, senior manager corporate planning, Narita International Airport Corporation, Japan
- 12.20-12.45** Basic airport – operational efficiency for small and mid-size airports
Olle Sundin, managing director regional airports division, and airport director Göteborg Landvetter Airport, LfV, Sweden
Peder Grunditz, director aviation development, LfV, Sweden
- 12.45-13.00** Questions and discussion with the audience

- 13.00-14.30** LUNCH in the delegate dining areas of the exhibition hall
- 14.30-14.55** Best practices in the management of airport strategy and effectiveness
Linda Frankl, director of strategic initiatives, Columbus Regional Airport Authority, USA
Mindy Price, principal consultant, Direct Effect Solutions Inc, USA
- 14.55-15.20** proVIE – balancing traffic, capacity and revenue planning at Vienna Airport
Anton Pfeffer, head of aviation infrastructure development, Vienna International Airport plc, Austria
Christian Roth, CEO, Symbios AG, Germany
- 15.20-15.45** Airline use and lease agreements: residual, compensatory or a hybrid?
Robert Gilbert, deputy executive director, Greater Orlando Aviation Authority, USA
- 15.45-15.55** Questions and discussion with the audience
- 15.55-16.10** Refreshment break at the delegate coffee serving station in the exhibition hall
- 16.10-16.35** Low-cost airlines and airports – balancing short- vs. long-term needs
Steve Sisneros, manager – properties, Southwest Airlines Co, USA
- 16.35-17.00** It doesn't need to be orange: easyJet's ideal terminal
Liz Newson, ground operations development manager, easyJet, UK
Deliver appropriate terminal facilities at the right price. easyJet will share its perspective on the core principles of the low-cost operating model and future innovation in customer processing, which it believes will become common among new-generation short-haul point-to-point carriers. easyJet will also show how airports can structure their charges to recognise simplicity and efficiency, and therefore offer the right price to all airline customers.
- 17.00-17.25** Maximising synergies – an approach for the cooperation of regional airports
Max Schintlmeister, managing director, Airport Excellence SL, Spain
- 17.25-17.40** Questions and discussion with the audience followed by Exhibition Hall Party!

PANEL DISCUSSION: Low-cost carrier development at a 'five-star' airport – 24 March 2009 – 16.30-17.30

The new Southwest Airlines terminal at Baltimore-Washington International Thurgood Marshall (BWI) airport and related projects – issues, resolutions and lessons learned.

Southwest Airlines is the pre-eminent low-cost carrier of the USA. A comprehensive view of BWI airport terminal construction will be presented, along with issues related to low-cost carrier needs and customer service demands. Detailed knowledge of the Southwest Airline terminal at BWI Airport, which includes a high degree of customer service, will be highlighted – this will help the audience learn how to create the necessary balance for a low-cost carrier terminal at a 'five-star' airport.

PANEL GOAL: To discuss real issues while developing LCC facilities; lessons learned; points of interest for future programmes, etc.

16.30-16.45 Opening discussion by chairperson

Chirantan Mukhopadhyay, vice president, Parsons Aviation, USA

16.45-17.00 The future of low-cost carrier terminals – sustainability, adaptability, common use

Paul Shank, deputy airport manager, Baltimore-Washington International Airport, USA

The presentation will provide a comprehensive discussion of what worked well and what could be improved on in the existing low-cost carrier terminals in the USA.

17.00-17.30 PANEL DISCUSSION including;

Paul Shank, deputy airport manager, Baltimore-Washington International Airport, USA

Michael Doucette, chief of airport planning, Los Angeles World Airports, USA

Jack MacGowan, director commercial, Dublin Airport Authority, Ireland

Simon Lamkin, airport & crew systems manager, easyJet, UK

Now join us at the Exhibition Hall Party sponsored by Parsons!

WORLDWIDE AIRPORT DEVELOPMENT - 25 March 2009

In the second Worldwide Airport Development session, speakers will continue to address the issues that affect the development of airports in the rapidly changing 21st-century business environment. Key areas for discussion include strategic planning, masterplanning, operational readiness programmes, project management, greenfield/brownfield development, and planning airport cities.

09.00

Conference delegate registration, badge collection and refreshments on arrival. **PLEASE BE SEATED BY 09.55**

- 10.00-10.05** Opening address by chairpersons
Jeremy McGrath, commercial masterplanning advisor, Sydney Airport Corporation Limited, Australia
Michael Schwarz, senior executive manager terminal development, Fraport AG, Germany
- 10.05-10.30** London City Airport – developments and community integration
Richard Gooding, chief executive, London City Airport, UK
- 10.30-10.55** BAA Glasgow Airport SkyHub – the value of strategic planning
Stuart White, development director, BAA, UK
Nigel Ostime, director, 3DReid, UK
- 10.55-11.20** Managing the implementation of the international terminal master plan for Vancouver
Ray Zibrik, president, YVR Project Management Ltd, Canada
- 11.20-11.30** Questions and discussion with the audience
- 11.30-11.50** Refreshment break at the delegate coffee serving station in the exhibition hall
- 11.50-12.15** Reflections on operational readiness and applied programme foundations
Stephen Silverhart, general manager, consulting services, Greater Toronto Airports Authority, Canada
- 12.15-12.40** Lessons learned from the operation of A380
Kok Wai Fong, director engineering and real estate, Civil Aviation Authority of Singapore, Singapore
- 12.40-13.05** Hyderabad International Airport – challenges in project management
Kamesh Rao, vice president, Hyderabad International Airport/GMR, India
- 13.05-13.15** Questions and discussion with the audience
- 13.15-14.30** LUNCH in the delegate dining areas of the exhibition hall
- 14.30-14.55** Vienna gets ready for Skylink
Romana Hasler, project manager operational readiness Skylink, Vienna International Airport plc, Austria

- 14.55-15.20** India: destined for growth in airport infrastructure?
Angsar Sickert, managing director, Fraport Airport Operations India Pvt. Ltd, India
- 15.20-15.45** Airport development in China – case study: Xi'an Xianyang International Airport
Wolfgang Weil, chief operations officer and member of the board of directors, Xi'an Xianyang International Airport Co Ltd, People's Republic of China
- 15.45-15.55** Questions and discussion with the audience
- 15.55-16.10** Refreshment break at the delegate coffee serving station in the exhibition hall
- 16.10-16.35** Who is knocking on the door? The capacity balancing act
George Hohlacov, president, Lavikon Aviation Consulting Inc, Canada
- 16.35-17.00** Giant sheds – a new view
Henrik Rothe, managing director, Architecture and Design Leit-werk Ltd, UK
- 17.00-17.25** Merchant airports: innovatively located private greenfield airports
Jampala Venkatesam Chowdhury, chairman, Super Airport Infrastructure (India) Private Limited, India
- 17.25-17.35** Questions and discussion with the audience

WORLDWIDE AIRPORT DEVELOPMENT - 26 March 2009

In the final Worldwide Airport Development session, speakers turn their attention to the revitalisation and redevelopment of airports. Case studies will include the redevelopment of international airports in Germany and the USA, and there will be presentations on design as a project differentiation tool, space morphology, the use of feng shui to create a harmonious atmosphere for travellers, and strategies for ensuring efficient operations during complex renovation projects.

- 09.00** Conference delegate registration, badge collection and refreshments on arrival. PLEASE BE SEATED BY 09.55
- 10.00-10.05** Opening address by chairpersons
Jeremy McGrath, commercial masterplanning advisor, Sydney Airport Corporation Limited, Australia
Michael Schwarz, senior executive manager terminal development, Fraport AG, Germany

- 10.05-10.30** Revitalisation of the Terminal 1 area (prepared for the next decade)
Andreas Sander-Carqueville, vice president new construction, Munich Airport
- 10.30-10.55** LAX International terminal redevelopment – present and future
Michael Doucette, chief of airport planning, Los Angeles World Airports, USA
- 10.55-11.20** Upgrading Abu Dhabi International Airport – challenges, opportunities and ambitions
Frans Bouterse, senior airport planner, ADAC - Abu Dhabi Airports Company, UAE
ADAC is currently engaged in one of the largest aviation infrastructure projects ever undertaken in the history of the industry, as it seeks to transform Abu Dhabi International Airport into a world class gateway for the capital of the UAE. The presentation will offer an insight of the challenges, opportunities and ambitions for the US\$6.8 billion project.
- 11.20-11.45** Service excellence – space morphology and airport passenger terminal design
Walter Souza, airport planning and design manager, Infraero – Brazilian Airports, Brazil
- 11.45-11.55** Questions and discussion with the audience
- 11.55-12.10** Refreshment break at the delegate coffee serving station in the exhibition hall
- 12.10-12.35** The transformation of Changi Terminal 2
Choon Onn How, head airport planning and development, Civil Aviation Authority of Singapore, Singapore
- 12.35-13.00** Hyderabad International Airport – taking Indian airport design to global standards
Debashish Mondal, deputy project manager, Hyderabad International Airport/ GMR, India
- 13.00-13.25** Terminal design with feng shui
Jean-Pierre Pujals, CDG terminal regional director, Air France, France
Simon Brown, feng shui designer, Simon G. Brown, UK
- 13.25-13.50** Airline tenant coordination for design and construction
Ksenia Merck, president, K Merck & Associates, USA
- 13.50-14.00** Questions and discussion with the audience
- 14.00** LUNCH in the delegate dining areas of the exhibition hall

B.I.T.S – IT, SYSTEMS INTEGRATION, COMMUNICATIONS, MANAGEMENT - 24 March 2009

Effective technology solutions reduce costs and improve the passenger experience. In this first of three B.IT.S sessions, speakers will discuss the business case for technology, implementation and systems integration using case studies from across Europe, India, UAE and the USA. Examples will include leveraging the latest technology to ensure on-time departure of flights, implementing effective communication and call management systems, and introducing GPS-based airfield inspection programmes.

- 09.00** Conference delegate registration, badge collection and refreshments on arrival. PLEASE BE SEATED BY 09.55
- 10.00-10.05** Opening address by chairpersons
Brian Keene, director airport services, Continental Airlines, USA
Brian O'Rourke, global airline offering lead, business development executive, IBM Corporation, USA
- 10.05-10.35** Hyderabad International Airport leads the way for aviation IT
Davesh Shukla, chief information officer, Hyderabad International Airport/GMR, India
- 10.35-11.05** IT&T as enabler and facilitator for successfully managing airport passenger experiences
Leonidas Daravelis, manager, acting head of IT and Telecommunications Business Unit, Athens International Airport SA, Greece
- 11.05-11.15** Questions and discussion with the audience
- 11.15-11.35** Refreshment break at the delegate coffee serving station in the exhibition hall
- 11.35-12.00** Implementation of a communications and call centre management system in the Portuguese airports
Nuno Duarte, IT coordinator, Ana Aeroportos De Portugal SA, Portugal
- 12.00-12.25** Management systems integration in aviation
Ana Juzbašić, director, Airport Nikola Tesla Belgrade, Serbia
- 12.25-12.50** Business intelligence 2.0: from information to insight
Juergen Weder, CEO, Neuropie Solutions AG, Switzerland

- 12.50-13.00** Questions and discussion with the audience
- 13.00-14.30** LUNCH in the delegate dining areas of the exhibition hall
- 14.30-14.55** Best practice: integration of technical networks into one IT network – an experience report
Francisco Rodriguez, CIO, FMO Munster/Osnabruck International Airport, Germany
- 14.55-15.20** The pervasive use of IT enables a new way to handle passengers, improving efficiency and quality of services: Airone's case
Fabio Pacelli, director, BAA Italia Spa, Italy
- 15.20-15.45** Cagliari-Elmas smart runway
Alessio Grazietti, engineering manager, Cagliari Airport (S.O.G.AER.), Italy
- 15.45-15.55** Questions and discussion with the audience
- 15.55-16.15** Refreshment break at the delegate coffee serving station in the exhibition hall
- 16.15-16.40** Connected Airport of the Future
Brian O'Rourke, global airline offering leader/senior consultant, IBM Corporation, USA
The Connected Airport of the Future is a next-generation systems integration approach for airport authorities and owners. This new concept allows key executives within the airport environment to enable all of their IT infrastructure to communicate in real time via a service-oriented architecture framework using an enterprise service bus. In addition, this integrated framework provides airport authorities with a dashboard of the overall health of the airport in all aspects of the operation. This includes the AOS/AODB, asset management, safety and security, passenger self-service, energy management system, gate management, FIMS, FIDS, GIDS and RIDS and finally the baggage handling system. This fully integrated approach will enable airports to make better decisions regarding their day-to-day operations.
- 16.40-17.05** Technology solutions for ground operations
Thomas Knowles, regional director, DALGlobal Services LLC, USA
- 17.05-17.30** Developing an IT master plan while capital programmes are under way
Enrique Melendez, information systems – vice president, Jacobs Engineering, USA
- 17.30-17.40** Questions and discussion with the audience – followed by the Exhibition Hall Party!

B.I.T.S – IT, PASSENGER PROCESSING, CHECK-IN, SELF-SERVICE, CUPPS - 25 March 2009

In the second B.I.T.S session, speakers will discuss IT applications for the optimisation of check-in and boarding procedures. Areas covered will include staff-less boarding utilising biometrics technology, a CUPPS update, electronic self-service check-in initiatives, remote check-in, and ways to manage the CUTE renewal process. Audiences will also be given an insight into how new technologies are likely to shape the airports of the future.

- 09.00** Conference delegate registration, badge collection and refreshments on arrival. PLEASE BE SEATED BY 09.55
- 10.00-10.05** Opening address by chairperson
Brian Keene, director airport services, Continental Airlines, USA
- 10.05-10.35** Future of check-in at Frankfurt Airport – the story of a successful project
Rolf Felkel, senior executive manager airside, terminal and security applications, Fraport AG, Germany
- 10.35-11.05** Enhanced decision support in optimising check-in facilities with simulation – Oslo Airport case study
Lars Helge Aasvestad, terminal operations developer, Oslo International Airport, Norway
Uta Kohse, senior consultant, Airport Research Center GmbH (ARC), Germany
- 11.05-11.15** Questions and discussion with the audience
- 11.15-11.35** Refreshment break at the delegate coffee serving station in the exhibition hall
- 11.35-12.00** CUPPS update, and is there a future for common use?
Thomas Jeske, senior manager – IT infrastructure, Deutsche Lufthansa AG, Germany
- 12.00-12.25** The future for remote check-in
Roy Braganza, senior manager remote check-in, American Airlines, USA
The current and future for passengers' ability to receive their boarding passes and check-in their luggage from cruise ships and remote locations.
- 12.25-12.50** New terminal planning concepts for fast travel with electronic check-in
Dave Tomber, strategic planning manager, Seattle-Tacoma International Airport, USA

- 12.50-13.00** Questions and discussion with the audience
- 13.00-14.30** LUNCH in the delegate dining areas of the exhibition hall
- 14.30-14.55** Self-service customer reaccommodation
Jared Miller, director, customer self-service, Continental Airlines, USA
- 14.55-15.20** Lufthansa's quick boarding gates as an ergonomic application
Bernd Rattey, director IT station systems, Lufthansa German Airlines, Germany
- 15.20-15.45** Mobile enabled passengers of the future
Nick Rankin, CEO, Mobiqa Ltd, UK
Emerging, diverse ranges of mobile services now give airlines the power to offer their customers engaging and creative services designed to streamline passengers through check-in with mobile phone boarding passes, as well as supply them with up-to-the-minute travel information with SMS alerts. A typical 'mobile-enabled passenger' of the future could: be sent an SMS telling them to 'reply to this message to check-in for your flight'; check-in using their WAP browser and receive a mobile barcoded boarding pass; receive a barcoded mobile phone coupon to redeem in duty free; receive flight information about delays or gate changes, etc. direct to the mobile phone; click through on a Hertz banner advert displayed on their mobile boarding pass to book their car before they arrive at their destination airport. The ever-growing presence of mobile services, specifically for airline passengers, is set to change the landscape of air travel by offering passengers a more efficient, more convenient, better value for money means of travel. The possibilities for mobile services are limitless, and Mobiqa's unique insight into the suites of mobile products available to airlines will give audiences a better understanding of next-generation airline travel services that benefit not only the passengers but airlines and airports as well.
- 15.45-15.55** Questions and discussion with the audience
- 15.55-16.15** Refreshment break at the delegate coffee serving station in the exhibition hall
- 16.15-16.40** Mobilising self-service
Alon Kronenberg, practice lead – mobile applications, IBM Canada, Canada
- 16.40-17.05** Managing a multisite CUTE renewal process – benefits and lessons learned
Miles Butterworth, senior aviation consultant, Real Time Engineering Ltd, UK
- 17.05-17.30** The future of airports – how airports might look in 2030
Stefan Keh, president infrastructure logistics, Siemens AG, Germany
- 17.30-17.40** Questions and discussion with the audience

B.I.T.S – BAGGAGE, RFID, SCREENING, SELF-SERVICE - 26 March 2009

In this final B.I.T.S session, speakers will use case studies from the USA and Europe to highlight the application of RFID to improve baggage handling and track passengers through the airport. Other areas for discussion will include alternative baggage handling strategies that aim to improve customer service, bolster security, optimise operational efficiency and increase financial returns.

- 09.00** Conference delegate registration, badge collection and refreshments on arrival. PLEASE BE SEATED BY 09.55
- 10.00-10.05** Opening address by chairperson
Brian O'Rourke, global airline offering lead, business development executive, IBM Corporation, USA
- 10.05-10.30** T5 – one year after opening setting the benchmark
Malcolm Skene, head of performance & planning baggage operations, BAA Heathrow, UK
Vincent Kwaks, manager systems, Vanderlande Industries, The Netherlands
On 27 March 2009, London Heathrow's Terminal 5 (T5) will have been in operation for one year. This presentation will discuss the performance of the baggage handling service during its first year. Is T5 the new benchmark for quality in baggage handling services? Targets set to be achieved by March 2009 had been consistently met or even surpassed at the start of summer 2008. What were the key factors that made this possible? The presentation will address how to improve baggage handling operations. What method and tools are available, what are the essential preconditions to be successful? How to introduce new processes and working methods by evolution instead of revolution.
- 10.30-10.55** RFID applications at Milan Malpensa Airport
Stefano Dolci, BHS manager, Sea Milan Airports, Italy
- 10.55-11.20** RFID versus barcode – time for a change?
Uwe Kaschdailewitsch, head of department conveying and machine technology, Stuttgart Airport, Germany
- 11.20-11.45** RFID on baggage – enhancing transfer process
Sergio Miranda, baggage handling system manager, ANA Aeroporto De Lisboa, Portugal
Jan Poulsen, business development manager, Lyngsoe Systems, Denmark
- 11.45-11.55** Questions and discussion with the audience
- 11.55-12.15** Refreshment break at the delegate coffee serving station in the exhibition hall

- 12.15-12.40** **Baggage service automation**
Eric Youngquist, manager - baggage strategy and planning, United Airlines, USA
- 12.40-13.05** **The impact of baggage strategy on masterplanning and development**
Graham Bolton, director, Arup, UK
- 13.05-13.30** **Helsinki-Vantaa Airport terminal extension project and new baggage handling system**
Henri Hansson, head of airport engineering, Finavia, Finland
Johan Rajczyk, international sales manager, FKI Logistex, Denmark
- 13.30-13.55** **Inline customs and security combined screening of inbound and outbound bags at hub airports**
Roy Sebastian, associate vice president, Delhi International Airport/GMR, India
- 13.55-14.05** **Questions and discussion with the audience**
- 14.05** **LUNCH** in the delegate dining areas of the exhibition hall

AVIATION SECURITY (AND AIRPORT SAFETY) - 24 March 2009

Security is higher on every airport operator's agenda than ever before. The first part of the aviation security session will examine how the increased need for security is affecting the passenger experience and the operational efficiency of the airport. Speakers will look at ways in which travellers can be kept as safe as possible, with the minimum level of inconvenience and without compromising the smooth running of the airport – and always with the cost impact firmly in mind.

The second part of the aviation security session will focus on how to protect public areas and buildings against terrorist attack. Using real-world examples, a wide range of expert speakers will argue that security issues must be in the forefront of any decisions made when constructing new airports or terminals. The final few presentations will deal with airport safety, including a project to deal with road traffic accidents within the airport perimeter, strategies for business continuity in crisis situations, and how best to establish a coordinated communications system during an emergency.

- 09.00** **Conference delegate registration, badge collection and refreshments on arrival. PLEASE BE SEATED BY 09.55**
- 10.00-10.05** **Opening address by chairpersons**
Peter Wilkins, independent aviation safety and security consultant, UK
Brian Engle, general manager, Northwest Airlines, USA

- 10.05-10.35** **Security and facilitation – finding the balance**
Andy Blackwell, head of aviation security, Virgin Atlantic Airways, UK
Ally Shearer, manager border security and facilitation, Virgin Atlantic Airways, UK
- 10.35-11.05** **Integrating security into the overall passenger experience**
Mike Fazackerley, director of security and customer service,
Manchester Airport, UK
- 11.05-11.15** **Questions and discussion with the audience**
- 11.15-11.35** **Refreshment break at the delegate coffee serving station in the exhibition hall**
- 11.35-12.05** **Operational efficiency – a key for cost reduction and customer satisfaction**
Martin Buelow, senior executive manager, Fraport AG, Germany
- 12.05-12.35** **Airport protection against attacks**
Dominique Antonini, director, AVS&C, Switzerland; former chief of aviation security, facilitation and biometry for the International Civil Aviation Organization (ICAO)
- 12.35-12.45** **Questions and discussion with the audience**
- 12.45-14.15** **LUNCH in the delegate dining areas of the exhibition hall**
- 14.15-14.40** **Security factors in terminal design**
Rafi Ron, CEO, NASS, USA Former director of security at Tel-Aviv Ben-Gurion International Airport and the Israeli Airport Authority
- 14.40-15.05** **How to provide airport security during major construction**
Robert Smallback, senior airport security specialist, TranSecure International Inc, USA; former director for information technology at Southwest Florida International Airport
- 15.05-15.30** **Designing airport terminals to withstand terrorist bomb attack**
Darius Aibara, associate director, TPS, UK
- 15.30-15.40** **Questions and discussion with the audience**
- 15.40-16.00** **Refreshment break at the delegate coffee serving station in the exhibition hall**

- 16.00-16.25** Reducing vehicular traffic accidents in airports
Argiris Mamais, head of planning department, Athens International Airport SA, Greece
- 16.25-16.50** Business continuity and crisis management in aviation
Mario Rodriguez, deputy director of aviation, New Orleans Aviation Board, USA
- 16.50-17.15** How do you establish unified communications and control during a crisis?
Robert Smallback, senior airport security specialist, TransSecure International Inc, USA
- 17.15-17.25** Questions and discussion with the audience – followed by the Exhibition Hall Party!

AVIATION SECURITY - 25 March 2009

Day 2 of the aviation security session will begin with a series of presentations examining the ways in which the aviation industry can meet the constantly changing demands for security. Speakers will cover the wide variety of threats currently posed to aviation security, as well as looking at how to prepare for the unexpected, and the importance of airport and airline stakeholder engagement during security masterplanning.

Using examples from Canada and the EU, speakers in the second part of the session will look at the ways in which national and international authorities are rising to the security challenge. The session will end with a panel discussion, in which a selection of speakers from all three days will debate the latest challenges in aviation security.

- 09.00** Conference delegate registration, badge collection and refreshments on arrival. PLEASE BE SEATED BY 09.55
- 10.00-10.05** Opening address by chairpersons
Peter Wilkins, independent aviation safety and security consultant, UK
Brian Angle, general manager, Northwest Airlines, USA
- 10.05-10.30** Project Griffin at Gatwick Airport
Kevin Swinney, inspector, Sussex Police, UK
The concept of Project Griffin was developed by the City of London police to enhance the protective security surrounding the square mile. The speaker will look at the design of a template for this initiative to cover transport infrastructure, and how it has benefited the airport environment. Working with businesses and adopting the partnership approach has resulted in positive community engagement that has enhanced security and increased trust

and confidence in the police. The provision of awareness sessions to aid identification of hostile reconnaissance gives the airport additional eyes and ears to thwart attempts to commit criminal or terrorist acts.

- 10.30-10.55** **B(1)ackside of aviation**
Ronald Augustin, deputy senior vice president, KLM Royal Dutch Airlines, The Netherlands
- 10.55-11.20** **Who loves surprises? The factor of unpredictability in aviation security**
Urs Haldimann, head of section for legal and international affairs, Federal Office of Civil Aviation, Switzerland
The speaker will look at the efficiency of a completely standardised and harmonised implementation of security measures worldwide. Although recognising the need for a certain standardisation for the sake of quality control, he expresses some doubt about the preventive effect of such measures due to their predictability. He will elaborate on possible ways and means that the efficiency of security controls could be enhanced in a cost-effective way.
- 11.20-11.30** **Questions and discussion with the audience**
- 11.30-11.50** **Refreshment break at the delegate coffee serving station in the exhibition hall**
- 11.50-12.15** **Roadmap for liquids – pros and cons**
Philipp Kriegbaum, senior security coordinator, Fraport AG, Germany
- 12.15-12.40** **Are ICAO security tamper-evident bags (STEBs) needed?**
Dominique Antonini, director, AVS&C, Switzerland; former chief of aviation security, facilitation and biometry for the International Civil Aviation Organization (ICAO)
- 12.40-13.05** **Optimising cost-effective technologies to build first-class security infrastructure**
Khaled Almazruoi, general manager, Fujairah International Airport, UAE
- 13.05-13.15** **Questions and discussion with the audience**
- 13.15-14.30** **LUNCH in the delegate dining areas of the exhibition hall**
- 14.30-14.55** **Airport security in continually changing (market) circumstances**
Marijn Ornstein, manager security policy and projects, Amsterdam Airport Schiphol, The Netherlands

- 14.55-15.20** **Dublin Airport: low-cost airlines and high-end security services – a unique challenge**
 Rowan Fogarty, head of safety, security & operational compliance, Dublin Airport Authority, Ireland
 Dublin Airport is the major international airport in Ireland, yet more than 85% of its passengers come from low-cost airlines. The provision of high-end security services in such an environment presents a unique challenge. Passenger numbers have grown for some 16 consecutive years and for many of them this was double-digit growth. This has presented other demands, particularly when combined with the heightened security concerns and regulations of recent years. Like many airports, Dublin is facing a decline in passenger numbers in 2009, which will bring about a new set of obstacles to be overcome, while also facing the opening of a new terminal in early 2010. The presentation will look at ways to provide aviation security services in a cost-effective manner in a high-growth, 'low-cost' airport, and will offer an indication as to what steps to consider when passenger numbers start to decline in a recession. The presenter will also outline some matters to be considered when building cost-effective security into a new terminal building, and the security implications of carrying out such construction in the middle of a bust airport.
- 15.20-15.55** **Aviation security: the way forward for European legislation**
 Robert Missen, deputy head of unit, aviation security, European Commission, Belgium
- 15.55-16.20** **Aviation security**
 Martin Corrigan, director, CATSA, Canada
 The speaker will provide an overview of what CATSA is and what CATSA does: its mission, issues, mandate, accomplishments and the challenges ahead.
- 16.20-16.30** **Questions and discussion with the audience**
- 16.30-16.50** **Refreshment break at the delegate coffee serving station**
- 16.50-END** **PANEL DISCUSSION**
The latest challenges in aviation security
 Rafi Ron, CEO, NASS, USA; former director of security at Tel-Aviv, Ben-Gurion International Airport and the Israeli Airport Authority
 Urs Haldimann, head of section for legal and international affairs, Federal Office of Civil Aviation, Switzerland
 Robert Missen, deputy head of unit, aviation security, European Commission, Belgium
 Marijn Ornstein, manager security policy and projects, Amsterdam Airport Schiphol, The Netherlands
 Philipp Kriegbaum, senior security coordinator, Fraport AG, Germany

AVIATION SECURITY - 26 March 2009

With the 21st-century aviation industry facing an unprecedented range of security threats, screening technology and processes have reached new levels of sophistication in order to keep travellers and airport infrastructure safe. In this final aviation security session, speakers will look at the various technologies in use in airports around the world, including biometrics, video surveillance and imaging techniques. The role of human screeners as the centrepiece of aviation security processes will also come under the spotlight.

- 09.00** Conference delegate registration, badge collection and refreshments on arrival. PLEASE BE SEATED BY 09.55
- 10.00-10.05** Opening address by chairpersons
Peter Wilkins, independent aviation safety and security consultant, UK
Brian Engle, general manager, Northwest Airlines, USA
- 10.05-10.30** New security checkpoint: throughput, working environment, benefits, quality
Tormod Carlsen, senior security adviser, Oslo Airport, Norway
- 10.30-10.55** Integrating technology and passenger communications systems using data passenger collectors
Francisco Rodriguez, CIO, FMO Munster/Osnabruck International Airport, Germany
Optimising operations with passenger data collection, finding optimal ways for improving passenger flow with the right passenger information system and the right passenger information collection system. One year of experience with the innovative Gate Access Verification System. Best practices: the successful history of a forceful application, use and implementation of simple and well thought-out strategies as an example of how it is possible to meet goals in an aviation world marked by continually new requirements and challenges.
- 10.55-11.20** Human skills: the key to performance
Gilles De Maximy, manager Aviation Security Policy, Aéroports de Paris, France
- 11.20-11.30** Questions and discussion with the audience
- 11.30-11.50** Refreshment break at the delegate coffee serving station in the exhibition hall
- 11.50-12.15** The balance between airport security and airport service
Toki Udagawa, PhD candidate, The University of Tokyo, Japan

- 12.15-12.40** Integrated access control and biometrics standard for airports
 Art Kosatka, CEO, TranSecure Inc, USA; former senior policy analyst for FAA's Office of Civil Aviation Security Policy and Planning
 Christer Wilkinson, consultant, AECOM, USA
- 12.40-13.05** Passenger screening progresses to a new level
 Rory Doyle, product manager - Millimetre-Wave Imaging, Smiths Detection, Ireland
- 13.05-13.30** Improved passenger processing and increased security – an impossible equation?
 Mike McNamara, partner and vice president passenger services, Unisys, France
- 13.30-13.40** Questions and discussion with the audience
- 13.40** LUNCH in the delegate dining areas of the exhibition hall

BORDER CONTROL – MANAGEMENT AND CHALLENGES - 24 March 2009

The need for stakeholders' collaboration is a key ingredient to the success of border control programmes. In this session, an international panel of key experts will review state-of-the-art challenges in deploying border control programmes. Background topics on regulations, technologies, the expanded use of biometrics, and the need to establish best practices will be reviewed. Speakers will describe and discuss the respective merits of major national and regional border control projects. They will also participate in an interactive afternoon panel session on the future of currently active border control programmes.

How will registered travel programmes perform as they scale up in size and become international? Which passengers would end up using the automated fast tracks that airlines and airports are putting together, subject to the local control authorities? What is the best way for third-country nationals, whose biometrics visa programmes are expanding, to also benefit from all pending developments of border control automation? Could a unique token such as the e-passport become the ultimate link between secure border crossing and expedited passenger handling? Will it prevail as an interoperable common enabler for biometrics-controlled automated processes at the airport? Our panellists will review and discuss these topics. They will also consider the fundamental requirement for all industry stakeholders to collaborate.

Progressing on advanced border management programmes: towards an improved delivery at airports and other points of entry

- 09.00** Conference delegate registration, badge collection and refreshments on arrival. PLEASE BE SEATED BY 09.55

- 10.00-10.10** Opening address by chairperson
Jean Salomon, principal, JSCP JSalomon Consulting Partners, France
- 10.10-10.35** Border control and biometrics: challenges and solutions
Dr Khalid Al-Tawil, director general, National Information Center, Saudi Arabia
- 10.35-10.55** Border control management: past, present and future
Alan Craig, head of international liaison, Border and Visa Policy International Team, UK Border Agency, UK
- 10.55-11.15** World programmes on e-passports and e-registered travellers. Convergence or divergence in e-gate processing?
Dr Detlef Houdeau, senior director business development, market segment identification, Infineon Technologies AG, Germany
- 11.15-11.35** Towards the next generation of border management systems
Stephen Marley, ICIM chief architect, Raytheon, USA
- 11.35-11.45** Questions and discussion with the audience
- 11.45-12.05** Refreshment break at the delegate coffee serving station in the exhibition hall
- 12.05-12.25** The UK Border Agency – a unified border force
Kevin Franklin, head of Border Transformation Group, UK Border Agency, UK
Philip Astle, director Border Force Heathrow, UK Border Agency, UK
- 12.25-12.45** Ten innovations that could simplify and secure passenger travel
Paul McKeown, business development executive, IBM, UK
- 12.45-13.05** Scalable real-time biometric applications for air passenger clearance and processing
Robert Tavano, vice president European Security Programmes, GPS, Unisys Corporation, Belgium
- 13.05-13.25** EU e-wall and e-gates
Francis Weiss, programme manager, Sagem Sécurité, France
- 13.25-13.35** Questions and discussion with the audience
- 13.35-14.45** LUNCH in the delegate dining areas of the exhibition hall

From technologies to best practices

Case review: capitalising on lessons learned as the way to go

- 14.45-15.05** **Pressure on passenger terminals: issues for border protection**
 Terry Wall, national manager passenger operations, Australian Customs & Border Protection Service, Australia
- 15.05-15.25** **The French biometric passport**
 Raphaël Bartolt, executive director, Agence Nationale des Titres Sécurisés – French Secure Documents Agency, France
- 15.25-15.45** **Securing the border: developments in border control**
 Ian Neill, deputy director, UK Border Agency, UK
- 15.45-15.55** **Questions and discussion with the audience**
- 15.55-16.15** **Refreshment break at the delegate coffee serving station**
- 16.15-16.35** **The advent of international registered traveller programmes**
 Nanne Onland, director, Dartagnan BV (full Schiphol group daughter), The Netherlands
- 16.35-16.55** **Future challenges for border control**
 Edgar Beugels, research and development unit, Frontex – European Union agency responsible for the operational cooperation between EU member states in the field of border security, Poland
- 16.55-17.15** **Dynamic border management – a partnership between YVR and CBSA**
 Kevin Molloy, vice president, simplified passenger travel and chief information officer, Vancouver International Airport Authority, Canada
- 17.15-END** **PANEL DISCUSSION**
Building a consensus on scalable border controls
 An interactive panel on how to collaborate to increase border integrity in a balanced and interoperable way.
 Edgar Beugels, research and development unit, Frontex
 Alan Craig, head of international liaison, Border and Visa Policy International Team, UK Border Agency, UK
 Robert Tavano, vice president European Security Programmes, GPS, Unisys Corporation, Belgium
 Stephen Marley, ICIM chief architect, Raytheon, USA
 Paul McKeown, business development executive, IBM, UK

Now join us at the Exhibition Hall Party!

IATA StB DAY - 24 MARCH 2009

Simplifying the business: delivering industry change in turbulent times

In 2004, the IATA Board of Governors launched StB to respond to mounting losses, high oil prices and low-cost competition. Today, as the industry environment continues to deteriorate, StB continues to deliver industry change. Its 2009 change agenda will generate an estimated US\$14 billion in annual savings for the air transport industry.

Barcoded boarding passes (BCBP): more opportunities for airports, more convenience for passengers and lower costs for the industry

IATA has issued a mandate requiring all its member airlines to issue 100% barcoded boarding passes by the end of 2010, saving up to US\$1.5 billion a year across the industry. Are you ready for this evolution in air travel? Find out about the latest developments in mobile BCBP, the seven locations where BCBP can improve passenger flows at airports, and how you can implement 2D barcodes.

Fast Travel: giving passengers more control through self-service

Passengers want self-service. And it saves the industry money. More than half of all passengers surveyed in the latest IATA Corporate Air Travel Survey want airlines to provide them with more self-service options. The Fast Travel programme focuses on four areas in a passenger's journey where self-service can be introduced: bags ready-to-go (bag registration), document scanning, self-boarding and bag recovery (lost bag registration). Find out about the industry standards and pilots being conducted in these areas.

Baggage Improvement Programme (BIP): reducing baggage mishandling

Baggage mishandling costs the industry US\$3.8 billion every year. It's also a main concern for customers – mishandled baggage is one of the top two concerns for first- and business-class travellers according to the IATA Corporate Air Travel Survey (CATS). BIP has a solutions toolkit that addresses all causes of baggage mishandling. So far, the BIP team has been able to propose solutions that address 90% of all the mishandling in the airports they have visited. Find out about the global BIP strategy, methodology and how BIP can work with you to reduce your baggage mishandling and reduce your costs.

09.00 Conference delegate registration, badge collection and refreshments on arrival. PLEASE BE SEATED BY 09.55

10.00-10.05 Opening address by chairperson
David Stewart, assistant director airport development (Heathrow), IATA, UK

10.05-10.35 Simplifying the Business: delivering industry change in turbulent times
Philippe Bruyère, director passenger and Simplifying the Business programme, IATA, Switzerland

10.35-11.30 Barcoded boarding passes: enabling paperless travel
Eric Leopold, project manager, BCBP, IATA, Switzerland

- 11.30-12.30** Fast Travel programme – passenger power
Paul Behan, programme manager, Fast Travel, IATA, Switzerland
Stephan Copart, project manager, Fast Travel, IATA, Switzerland
- 12.30-13.30** The IATA Baggage Management Improvement programme
Andrew Price, Baggage Management Improvement programme manager, IATA, Switzerland
- 13.30** LUNCH in the delegate dining areas of the exhibition hall

COMMERCIAL DEVELOPMENT, STRATEGY AND CONCESSIONS - 24 March 2009

Strategies for successful concession development

- 09.00** Conference delegate registration, badge collection and refreshments on arrival. PLEASE BE SEATED BY 09.55
- 10.00-10.05** Opening address by chairperson
Dr Patricia Ryan, president, Decision Services International LLC, USA; former director of commercial operations, Miami Dade Aviation Department
- 10.05-10.35** An operator's view of trading in airports
Lars Croné, senior partner, Valgold Enterprises Ltd, Sweden
- 10.35-11.05** Construction zone – making the most of the old and the new
Curtis Grad, CEO, Airport International Group, Jordan
- 11.05-11.35** Managing commercial development at the airports in global economic crisis
Avinash Lalwani, general manager/director, American Express, UK
- 11.35-11.45** Questions and discussion with the audience
- 11.45-12.00** Refreshment break at the delegate coffee serving station in the exhibition hall
- 12.00-12.30** Commercial development around the world
Dr Patricia Ryan, president, Decision Services International LLC, USA; former director of commercial operations, Miami Dade Aviation Department
- 12.30-13.00** Challenges of monitoring your concessions' financial picture
Susan Warner-Dooley, chief strategy and administrative officer, The Port Authority of NY & NJ, USA

- 13.00-13.30** Overview of concessions planning, current and future
Essie Sackey, managing director, Ghana Airports Company Ltd, Ghana
- 13.30-13.40** Questions and discussion with the audience
- 13.40-15.00** LUNCH in the delegate dining areas of the exhibition hall
- 15.00-16.00** **PANEL DISCUSSION**
Concession development issues and solutions
Opening address by chairperson
Dr Patricia Ryan, president, Decision Services International LLC, USA; former director of commercial operations, Miami Dade Aviation Department
Panellists include;
Susan Warner-Dooley, chief strategy and administrative officer, The Port Authority of NY & NJ, USA
Avinash Lalwani, general manager/director, American Express, UK
Essie Sackey, managing director, Ghana Airports Company Ltd, Ghana

COMMERCIAL DEVELOPMENT, STRATEGY AND RETAIL REVENUES - 25 March 2009

With revenue from air traffic decreasing, airports must increase their commercial income in order to survive. Understanding the desires and motivations of the customer has never been more important, and several of today's speakers will describe ways in which customer insight can be improved in order to ensure retail facilities are optimised to increase returns.

Other speakers will explain how the findings of in-depth customer research and sales analysis can be used to optimise commercial space planning when renovating existing terminals or designing new ones.

- 09.00** Conference delegate registration, badge collection and refreshments on arrival. **PLEASE BE SEATED BY 09.55**
- 10.00-10.05** Opening address by chairperson
Dr Patricia Ryan, president, Decision Services International LLC, USA; former director of commercial operations, Miami Dade Aviation Department
- 10.05-10.30** Commercial development
Olle Sundin, managing director regional airports division and airport director Göteborg Landvetter Airport LFV, Sweden
- 10.30-10.55** Increasing airport retail spend
Brian Woodhead, retail concessions director, BAA Ltd, UK

- 10.55-11.20** Increasing airport retail revenues: gaining a share of customer wallets
Robert Cook, chairman and CEO, Blackstone Gates, Canada
- 11.20-11.30** Questions and discussion with the audience
- 11.30-11.50** Refreshment break at the delegate coffee serving station in the exhibition hall
- 11.50-12.15** Airport customer insights in a global economic recession
Peter Wray, chairman and CEO, PGW Limited, UK
- 12.15-12.40** Applying airport city concepts to long-term ancillary revenue
Jack MacGowan, director commercial, Dublin Airport Authority, Ireland
Part 1 of the presentation will deal with the DAA vision for Dublin Airport and how that vision is being implemented via the Transforming Dublin Airport 2 billion capital investment programme.
Part 2 of the presentation will outline the Dublin Airport City proposal and the DAA vision with regards to making it a key driver of future economic growth in Ireland as well as a benchmark for sustainable development and 'green collar' job creation.
- 12.40-13.05** Commercial space planning – a passenger's perspective
Matthew Tan, vice president, Changi Airports International Pte Ltd, Singapore
- 13.05-13.15** Questions and discussion with the audience
- 13.15-14.30** LUNCH in the delegate dining areas of the exhibition hall
- 14.30-14.55** Impact of transumer behaviour on retail strategy – maximising commercial opportunities
John Harrison, senior partner, Harrison Fraser, UK
- 14.55-15.20** Integrating retail tenants into the architecture of your terminal
Part 1: The airport's perspective
Nancy Stern, in-house architect, Vancouver Airport Authority, Canada
- 15.20-15.55** Integrating retail tenants into the architecture of your terminal
Part 2: The tenant's perspective
Rosemarie Rawson, senior associate, Transystems, USA
- 15.55-16.05** Questions and discussion with the audience
- 16.05-16.25** Refreshment break at the delegate coffee serving station in the exhibition hall

- 16.25-16.50** Up-and-coming terminals around the world from a commercial perspective
Robbie Gill, managing director, The Design Solution, UK
- 16.50-17.15** Adapting food and consumer trends into a commercial strategy
Walter Seib, managing director EMEA/vice president HMSHost Corporation, HMSHost, The Netherlands
- 17.15-17.40** Retail and culinary delights
Jürgen Zschornack, CEO, K+P Architekten und Stadtplaner, Germany
- 17.40-17.50** Questions and discussion with the audience

COMMERCIAL DEVELOPMENT, STRATEGY AND RETAIL REVENUES - 26 March 2009

Speakers in today's commercial development session will look at ways in which airports can expand their non-aeronautical revenue streams by improving their retail, advertising and entertainment offerings. Topics covered will include planning the space inside the terminals to achieve an ideal balance between effective operations and successful extension of retail activities and other non-aviation businesses; the most effective way to incorporate advertising in new terminal developments and terminal redevelopments; and how to understand consumer trends and adapt them into an income-generating commercial strategy.

- 09.00** Conference delegate registration, badge collection and refreshments on arrival. PLEASE BE SEATED BY 09.55
- 10.00-10.05** Opening address by chairperson
Dr Patricia Ryan, president, Decision Services International LLC, USA; former director of commercial operations, Miami Dade Aviation Department
- 10.05-10.30** How to create new retail opportunities from a terminal expansion project
Andrea Belardini, executive vice president, Aeroporti di Roma SpA, Italy
- 10.30-10.55** It's retail, but not as we know it
Steve Collis, joint managing director, JHP, UK
- 10.55-11.20** Non-aeronautical revenue streams
Rimzie Ismail, general manager marketing, Dubai Airports, UAE
- 11.20-11.30** Questions and discussion with the audience
- 11.30-11.50** Refreshment break at the delegate coffee serving station in the exhibition hall

- 11.50-12.15** Airport advertising direct management
Guido Vitali, commercial director, AdF Aeroporto di Firenze SpA, Italy
- 12.15-12.40** The dynamics of airport advertising
Philip Weake, managing director, Compass International Media Ltd, UK
- 12.40-13.05** Case study of Dubai Duty Free
Sean Staunton, operations manager, Dubai Duty Free, United Arab Emirates
- 13.05-13.30** Who's flying from your airport today?
Mike Atherton, managing director, Mantic Point Solutions Ltd, UK
- 13.30-13.40** Questions and discussion with the audience
- 13.40** LUNCH in the delegate dining areas of the exhibition hall

ENHANCING PASSENGER EXPERIENCE THROUGH CUSTOMER SERVICE AND INNOVATIVE RESOURCES - 25 March 2009

In today's economic climate, it is more important than ever for airports and airlines to focus on their primary source of revenue – the customer. Today's speakers will suggest the most cost-effective ways to create a customer-service culture and enhance the customer experience within the airport. Areas of discussion will include design principles to optimise passenger flow, ways to improve management systems, how to balance customer needs with operational and structural requirements, strategies to minimise the effects of irregular operations events, and methods for ensuring that passengers' expectations are not negatively impacted by codeshares and alliances.

A panel discussion will examine roles and responsibilities related to customer service in the ever-changing airport environment.

- 09.00** Conference delegate registration, badge collection and refreshments on arrival. **PLEASE BE SEATED BY 09.55**
- 10.00-10.05** Opening address by chairpersons
Hiosvany Muina, airport manager, Copa Airlines, USA
Robert Kennedy, assistant general manager for operations, maintenance and security, Hartsfield-Jackson Atlanta International Airport, USA

Creating a positive passenger experience

- 10.05-10.30** Aviation's new fiscal environment and its effect on quality customer care
Hiosvany Muina, airport manager, Copa Airlines, USA

- 10.30-10.55** **Service quality approach – airport point of view**
Robert Kennedy, assistant general manager for operations, maintenance and security, Hartsfield-Jackson Atlanta International Airport, USA
- 10.55-11.20** **Improving passenger satisfaction – where to focus your efforts**
Victor Brault, senior research manager, DKMA, Switzerland
Do you know which services most influence your passengers' travel experience? To answer this question, we will analyse the opinions of 200,000 passengers who participated in the Airport Service Quality Survey at over 120 airports worldwide. This presentation will highlight how the top-performing airports in the world prioritise their service offering, and provide insight into the areas in which to invest in order to obtain the strongest improvement of passenger satisfaction. Performance indicators based on quality of service are becoming more and more important in the airport industry. The availability of reliable benchmark information allows airports to use customer satisfaction as a management tool. In this presentation we will illustrate how airports are using the information provided by ASQ in order to understand strengths and weaknesses of delivered service and identify areas in which to concentrate efforts to improve performance.
- 11.20-11.30** **Questions and discussion with the audience**
- 11.30-11.50** **Refreshment break at the delegate coffee serving station in the exhibition hall**
- 11.50-12.30** **PANEL DISCUSSION**
Customer service in an ever-changing environment – roles and responsibilities
Benjamin (Ben) DeCosta, aviation general manager, City of Atlanta, USA
Andreas Sander-Carqueville, vice president new construction, Munich Airport, Germany
Jared Miller, director, customer self-service, Continental Airlines, USA
Toki Udagawa, PhD candidate, The University of Tokyo, Japan
- 12.30-14.00** **LUNCH in the delegate dining areas of the exhibition hall**
- 14.00-14.25** **Service quality management at Frankfurt Airport**
Thomas Kirner, senior executive manager – quality management and human resources, Fraport AG – Frankfurt Airport Services Worldwide, Germany
- 14.25-14.50** **Service quality – a new approach**
Jumana Hassan, manager handling contracts and R&D, Royal Jordanian, Jordan

- 14.50-15.15** Commitments for services for passengers: how Lyon-Saint Exupéry Airport has been certified
Erick Perruche, director quality, Lyon-Saint Exupéry Airport, France
- 15.15-15.25** Questions and discussion with the audience
- 15.25-15.45** Refreshment break at the delegate coffee serving station in the exhibition hall
- 15.45-16.10** How not to divert your customer service during irregular operations
Rose Agnew, principal, Aviation Innovation LLC, USA
- 16.10-16.35** Customer journey benchmarking – how airports can learn from each other
Alan Lamond, aviation director, chairman of the British Aviation Group, Pascall+Watson architects, UK
- 16.35-17.00** This way please – the importance of information design in airports
Nicolai Okkels, designer and partner, Triagonal, Denmark
- 17.00-17.10** Questions and discussion with the audience

ENHANCING PASSENGER EXPERIENCE THROUGH CUSTOMER SERVICE AND INNOVATIVE RESOURCES - 26 March 2009

VIPs present their own unique set of challenges to airport operators. With this in mind, several of today's speakers will suggest strategies for developing effective VIP operations in large international airports and smaller regional facilities.

Other presenters will turn their attention to human resources and the important role that airport staff play in ensuring passenger satisfaction. Methods for recruiting and retaining the best members of staff will be suggested, and advanced technologies to improve customer service will be explored.

- 09.00** Conference delegate registration, badge collection and refreshments on arrival. **PLEASE BE SEATED BY 09.55**
- 10.00-10.05** Opening address by chairpersons
Hiosvany Muina, airport manager, Copa Airlines, USA
Robert Kennedy, assistant general manager for operations, maintenance and security, Hartsfield-Jackson Atlanta International Airport, USA

Specialised services to enhance passenger experience

- 10.05-10.30** VIP and business services – really a business?
Tania Baharyan, head of passenger service development, Vienna International Airport plc, Austria
- 10.30-10.55** Airport cooperation – on the highest service level
Thomas Penner, chairman EVWG + EAVS, vice president terminal and passenger services, Munich Airport, Germany
Airports in and out of Europe have begun to cooperate in the VIP business. The remarkable results will be explained by the speaker, who is chairman of the European VIP working group and EAVS.
- 10.55-11.20** Managing turnover through selection, communication and motivation
Silvia Santamaria, airport manager, Copa Airlines, USA
- 11.20-11.30** Questions and discussion with the audience
- 11.30-11.50** Refreshment break at the delegate coffee serving station in the exhibition hall
- 11.50-12.15** Enhancing customer service with new technologies
Catherine Mayer, vice president airport services, SITA, USA
- 12.15-12.40** Common-use airport facilities and benefits for airlines/airports
Susan Prediger, vice president, Cage Inc, USA
- 12.40-13.05** Mass passenger processing: public acceptance of disposable biometrics?
Simon Longlands, principal consultant, Atkins, UK
- 13.05-13.30** Technology solutions for responding to EU PRM initiatives – learning from our past
Tom Farmakis, director – marketing and business development, DALGlobal Services LLC, USA
- 13.30-13.40** Questions and discussion with the audience
- 13.40** LUNCH in the delegate dining areas of the exhibition hall

ENVIRONMENTAL PROGRAMMES, INITIATIVES AND SUSTAINABLE AVIATION - 25 March 2009

With issues of climate change and other environmental pressures high on every airport operator's agenda, speakers in this session will detail their experiences of creating successful, revenue-generating facilities while minimising the effects on the environment and local communities. Case studies will include the environmentally friendly design of a new Indian airport, the development of a new environmental plan for Swedish airports, an innovative car-sharing scheme for airport employees in Greece, and the implementation of numerous energy conservation techniques at airports in the USA.

- 09.00** Conference delegate registration, badge collection and refreshments on arrival. **PLEASE BE SEATED BY 09.55**
- 10.00-10.05** Opening address by chairperson
Dennis Probst, deputy executive director – planning and environment, Minneapolis-St Paul Metropolitan Airports Commission, USA
- 10.05-10.30** Delivering sustainable growth
Geoff Muirhead, group chief executive, The Manchester Airports Group, UK
- 10.30-10.55** Incorporating sustainability on airport construction projects
Rosemarie Andolino, executive director, City of Chicago, USA
- 10.55-11.20** Let's be real stewards of airport environments
Dennis Probst, deputy executive director – planning and environment, Minneapolis-St Paul Metropolitan Airports Commission, USA
- 11.20-11.30** Questions and discussion with the audience
- 11.30-11.50** Refreshment break at the delegate coffee serving station in the exhibition hall
- 11.50-12.15** Using new air traffic management to reduce an airport's carbon footprint
Gregory Albjerg, vice president, national director of airspace planning, HNTB Corporation, USA
- 12.15-12.40** The environmental work within the Regional Airport Division at LfV
Sandra Brantebäck, environmental manager, LfV, Sweden
- 12.40-13.05** Galapagos: the first green airport
Ezequiel Barrenechea, director for Latin America, Corporacion America - Aeropuertos Argentina 2000 - Ecogal Galapagos, Argentine/Ecuador

- 13.05-13.15** Questions and discussion with the audience
- 13.15-14.30** LUNCH in the delegate dining areas of the exhibition hall
- 14.30-14.55** Hyderabad International Airport – a ‘clean and green’ airport
Lakshmanan Ravi, vice president, Hyderabad International Airport/GMR, India
- 14.55-15.20** Presentation of a car-pooling scheme for airport employees
Maria Mavroidi, transport engineer, Athens International Airport SA, Greece
- 15.20-15.45** Building ‘green’ and maintaining your airport – the asset
Ellen Crews, national market principal, strategic advisory services, Jacobs, USA
- 15.45-15.55** Questions and discussion with the audience
- 15.55-16.15** Refreshment break at the delegate coffee serving station in the exhibition hall
- 16.15-16.40** Real energy conservation projects
Doug Cooley, executive vice president, Michaud Cooley Erickson, USA
- 16.40-17.05** Labelling sustainability – turning sustainability trends into competitive advantages for airports
Jomique de Vries, senior executive, global sustainability lead in travel and transportation, Accenture, Germany
- 17.05-17.30** Sustainability at the heart of design
Etienne Rouverand, senior architect, ADPI, France
- 17.30-17.40** Questions and discussion with the audience

PRT AND AUTOMATED PEOPLE MOVERS AT AIRPORTS - 26 March 2009

Thoughtful implementation of automated people mover systems is improving passenger transit at airports around the world. The speakers in this session will discuss the systems currently in use at some of the world’s largest international airports, before moving on to look at planning, procuring and implementing the best APM system for the job. Other areas covered will include the application of APMs in the development of airport cities, personal rapid transport (PRT) systems, cable-propelled technology, and the political issues that are helping or hindering progress.

09.00 Conference delegate registration, badge collection and refreshments on arrival. **PLEASE BE SEATED BY 09.55**

10.00-10.15 Opening address by chairperson: Automated people movers at airports – an introduction
Harley Moore, senior principal, Lea+Elliott Inc, USA

10.15-10.40 Defining the right roles for automated people mover systems
Hal Lindsey, senior associate, Lea+Elliott, Inc, USA

Airport owners and planners: their general use of, and requirements for, APMs

10.40-11.05 APM systems: the owner's perspective
Bob Gilbert, deputy executive director, Greater Orlando Aviation Authority, USA

11.05-11.30 Dublin Airport City – APM implementation
Tom McShane, programme manager, Dublin Airport Authority, Ireland

11.30-11.40 Questions and discussion with the audience

11.40-12.00 Refreshment break at the delegate coffee serving station in the exhibition hall

12.00-12.25 Heathrow's personal rapid transit system (PRT) – project update
David Holdcroft, PRT manager, BAA Heathrow, UK

APM suppliers' perspectives on airport people movers

12.25-12.50 The integral role of automated people movers in airport development
Darin Friedmann, vice president, Mitsubishi Heavy Industries America Inc, USA

12.50-13.15 Cable-propelled automated people mover systems for airport applications
Alfred Fruehwirth, director of operation and maintenance, DCC Doppelmayr Cable Car GmbH & CO, Austria

13.15-13.25 Questions and discussion with the audience

13.25 LUNCH

WORLDWIDE RAILWAY STATION DEVELOPMENTS - 24 March 2009

Speakers in today's station development session will examine some of the important issues related to managing complex railway projects around the world, often in densely populated urban areas. Case studies of exciting projects in San Francisco, New York and Sydney will be complemented by discussions about the importance of PPP in railway development, strategies for balancing travellers' needs with long-term profitability, and other issues of vital importance in today's rapidly evolving railway industry.

09.00 Conference delegate registration, badge collection and refreshments on arrival. **PLEASE BE SEATED BY 09.55.**

10.00-10.05 Opening address by chairperson
 Christian Wollmar, transport writer and broadcaster, UK

10.05-10.30 The JR Central Towers project
 Akihiko Nakamura, general manager, Central Japan Railway Company, UK/Japan

10.30-10.55 St Pancras International – Europe's destination station
 Alastair Lansley, chief architect Channel Tunnel Rail Link, ARUP, UK
 The presentation will introduce St Pancras: when first built in 1868 it was heralded as 'a wonder of its age'; built for the Midland Railway company, it was the largest single span in the world. In the 1960s the railways fell into decline and the station/hotel was destined for demolition. The efforts of poet laureate Sir John Betjeman and English Heritage's SAVE campaign rescued it; the station was granted Grade 1 Listed status, identical to St Paul's Cathedral. The Channel Tunnel Rail Link project has transformed St Pancras into 'Europe's Destination Station'. Originally built with seven platforms, it now has 13 platforms and 2 underground platforms for Thameslink.

- 1 A detailed knowledge of what CTRL has achieved
- 2 How CTRL has impacted on both Stratford and Ebbsfleet
- 3 How the station has been extended 6m above street level to the north
- 4 An insight into working with a Grade 1 Listed building
- 5 How we have restored the glamour of travel in railways
- 6 How we have integrated retail into the overall campus
- 7 How the international station will interface with the impending Kings Cross Station development

- 8 How the international station will impact on the London Underground works (London's best-connected station)
- 9 A new home for Eurostar
- 10 How the international station serves the new Kings Cross Central development

- 10.55-11.20** A business approach to international railway station redevelopment
Grandi Stazioni SpA
Fabio Battaglia, CEO, Grandi Stazioni SpA, Italy
The presentation will explain the history of Grandi Stazioni as a unique example of a privatised company handling railway stations, which has been able to reproject the top 13 Italian hubs and begin developing international business (Czech Republic, Russia). There will also be an overview of future scenarios for the industry. The presentation will also touch on the strategic approach of a railway station company in developing the business, with a focus on the similarities between the railway station business and the airport business.
- 11.20-11.30** Questions and discussion with the audience
- 11.30-11.50** Refreshment break at the delegate coffee serving station in the exhibition hall
- 11.50-12.15** The railway station: in the heart of all interchanges
Pierre Flicoteaux, head of real estate department, SNCF, France
- 12.15-12.40** Building the Grand Central Station of the west
Brian Dykes, principal engineer, Transbay Joint Powers Authority, USA
- 12.40-13.05** East Side Access: bringing Long Island Railroad to Grand Central Terminal
Michael Sweeney, vice president, AECOM, USA
The Metropolitan Transportation Authority's (MTA) US\$7 billion East Side Access (ESA) project will connect MTA's Long Island Railroad (LIRR) to New York's historic Grand Central Station. When it is completed, more than half of the passengers who use the nation's largest commuter railroad will have their commute time reduced by 40 minutes. The presentation will provide a visual overview of this complex project, which includes seven miles of new tunnels, a new terminal and passenger concourse under Grand Central Station, and various yard and shop improvements. The presentation will provide insights into the various complexities of connecting a large commuter railroad service to a historic terminal located in large, densely populated city. Topics will include route selection, environmental impacts, civil engineering challenges, architectural considerations, passenger flows and safety.

- 13.05-13.30** Designing a major multimodal transport hub for the 21st century (case study: SkyCity, Hong Kong)
Tim Narey, director, Aedas, UK
 Designing stations for effective operation using case studies of completed projects in the UK and Hong Kong. This will include how the station elements are built up to create the complete station and how these are integrated into a multimodal passenger facility.
- 13.30-13.40** Questions and discussion with the audience
- 13.40 -15.00** LUNCH in the delegate dining areas of the exhibition hall
- 15.00-15.25** Customer expectations of intermodal travelling
Josef Schneider, secretary, European Passengers' Federation, Germany
- 15.25-15.50** Station development focused on travellers' experience, and long-term profitability
Lars Nylund, head of business development, Jernhusen AB, Sweden
- 15.50-16.15** Train design for passengers with different needs
Peter Olsson Wastergard, project manager design and marketing responsible trains, Skånetrafiken, Sweden
- 16.15-16.40** Station design and the customer experience
Suzanne Page, principal consultant, Interfleet Technology Ltd, UK
- 16.40-17.05** Integration of passenger flow simulation into station operations and management
Alex Schmid, managing director, Savannah Simulations AG, Switzerland
- 17.05-17.30** Questions and discussion with the audience – followed by the Exhibition Hall Party!
- 15.00-17.00** WORKSHOP: please be seated by 14.55

RAILWAY TERMINAL PLANNING AND DEVELOPMENT - 24 March 2009

15.00-17.00 Please be seated by 14.55

Your instructors: **Wout Ritzema, consultant, NPC, The Netherlands**
Saskia Moolhuijzen, consultant, NPC, The Netherlands
 NPC is a full subsidiary of the Nederlandse Spoorwegen NV
 (Dutch Railway Group)

The importance of an integrated approach to terminal development cannot be overestimated. All the elements of a terminal influence each other, and each must be taken into consideration from the outset of planning in order to achieve a successful end result. This workshop will help people understand the integrated approach. It will be an active session in which participants will have the opportunity to contribute, alternated with 'lean back and listen' moments from the instructor.

Workshop goal

The workshop aims to give participants the opportunity to share and discuss visions of terminal development and agree a design plan that can be followed. Five critical elements will be considered: 1) Safety and security; 2) Exploitation; 3) Asset management; 4) Mobility and logistics; 5) Design.

Work method

Participants will be divided into five groups. Each group will be given one element to consider and define the specifics of – for example, design in regard to passenger terminal development. Participants will be asked to establish the impact and importance of the element, on its own and in relation to the other elements.

Once the contributions of all the groups have been gathered, a short film about location management – using the five elements and giving concrete examples – will be shown. The examples will be discussed and compared with the participants' interpretations.

A discussion will follow about what has been seen in the film and how this relates to the findings of each group. Where are the differences? Where are the similarities? Which elements are missing? What is the connection between the five elements?

The workshop will end with a round-up of the conclusions reached during the session.

Now join us at the Exhibition Hall Party sponsored by Parsons!

WORLDWIDE RAILWAY STATION DEVELOPMENTS - 25 March 2009

Integrated public transport is one of the themes of today's session, with stories from the UK and Sweden about how local rail authorities are working to promote integrated public transport journeys.

Other issues up for discussion today include railway station development as a town-planning opportunity that can bring together the cityscape and world of transport to transform entire neighbourhoods; technology advice for security and general managers who are considering installing or improving their security capabilities with CCTV or video analytics; balancing the needs of travellers with the requirements for shops and other revenue-generating businesses; London's rail transport plans for the 2012 Olympics; and the development of security policy for railway stations.

- 09.00** Conference delegate registration, badge collection and refreshments on arrival. PLEASE BE SEATED BY 09.55
- 10.00-10.05** Opening address by chairperson
Christian Wollmar, transport writer and broadcaster, UK
- 10.05-10.30** Rail stations and integrated transport
Alex Veitch, integrated transport manager, Association of Train Operating Companies, UK
- 10.30-10.55** What a high-speed operator needs is a multimodal interconnecting hub, not necessarily a shopping mall!
Michel Jadot, director general, SNCB, Belgium
- 10.55-11.20** Italian high-speed railway stations
Carlo De Vito, CEO, FS Sistemi Urbani Srl, Italy
- 11.20-11.30** Questions and discussion with the audience
- 11.30-11.50** Refreshment break at the delegate coffee serving station in the exhibition hall
- 11.50-12.15** Stations – magnets or obstacles for passengers
Kurt Hultgren, board member of EPF (European Passengers' Federation) and secretary general of the Swedish Resenårsforum (Swedish Passenger Federation), Sweden
- 12.15-12.40** Rebuilding Stratford Station, East London for the Olympic Games 2012 Olympic Delivery Authority
Mike Storey, head of capital rail projects, Olympic Delivery Authority, UK
The presentation will cover the Games Time demand forecasting leading to the design for the necessary pedestrian and train handling capacity expansion planned at Stratford, followed by the methodology used to ensure the station remains operable throughout the three-year construction period. Attendees can draw on the following from this presentation: how to ensure all factors are considered before deciding on expensive physical works; how to keep a busy station open during major works; how to optimise the allocation of works in a regulated environment; lessons learned from a very time-boxed project.
- 12.40-13.05** Simulation of the Oslo Airport railway station – future capacity scenarios
Uta Kohse, senior consultant, Airport Research Center GmbH (ARC), Germany
- 13.05-13.15** Questions and discussion with the audience

- 13.15** LUNCH in the delegate dining areas of the exhibition hall
- 14.30-14.55** **The high speed and the city**
Iñaki Barron, director high speed, UIC International Union of railways, France
Starting with a brief global overview of high-speed rail development around the world, this study will underline that high-speed rail services mean attractive travel times door-to-door and, when serving large built-up areas, the number of stations, the station's emplacement and the station's characteristics can be critical. Consequently, we propose a general analysis of the interface between society and the high-speed rail system, based on four points of view: the point of view of the city (or the regional area); passengers; railway undertakings necessities; and infrastructure (station) managers. The study will benchmark various cases worldwide.
- 14.55-15.20** **Securing critical infrastructures**
Jens Puls, chief security officer, Deutsche Bahn (DB) and president, Colpofer, Germany
- 15.20-15.45** **Security perception in intermodal stations of urban public transport**
Anne Leemans, secretary general, YellowdesignFoundation, Belgium
- 15.45-16.10** **Surveillance CCTV and video analytics standards from APTA and DHS**
Dave Gorshkov, chairman APTA TSWG1 (CCTV and video analytics standards), Digital Grape Business Services Ltd, UK
- 16.10-16.30** Questions and discussion with the audience

WORLDWIDE RAILWAY STATION DEVELOPMENTS - 26 March 2009

Several of today's speakers will examine the dual nature of railway stations as nodes in transportation networks and places in the city. The opportunities and challenges posed by this duality will be illustrated by case studies from Vienna and Amsterdam, while senior university researchers will discuss their fascinating work around these issues.

Elsewhere on the programme is a case study of a London station redevelopment that provided an integrated retail solution for urban regeneration; research into the future of small railway stations in the EU; and the fascinating story of the new stations on a deep-mined underground line in Sydney.

- 09.00** Conference delegate registration, badge collection and refreshments on arrival. PLEASE BE SEATED BY 09.55
- 10.00-10.05** **Opening address by chairperson**
Christian Wollmar, transport writer and broadcaster, UK

- 10.05-10.30** City district development around Vienna's major railway stations: main focus Vienna Central Station
Norbert Steiner, director Oebb-Immobilienmanagement GmbH and leader, Vienna Central Station Project, Oebb-Immobilienmanagement GmbH, Austria
- 10.30-10.55** St Pancras International Station – an integrated retail solution for urban regeneration
Simon Scott, director, Chapman Taylor LLP, UK
- 10.55-11.20** The future of small and medium-size railway station buildings
Roland Neumann, architect, director, Agentur Bahnstadt, Germany
- 11.20-11.45** The multidisciplinary challenge of integrated rail and land use investments
Erik Louw, senior researcher/doctor, Delft University of Technology, The Netherlands
- 11.45-11.55** Questions and discussion with the audience
- 11.55-12.15** Refreshment break in the delegate coffee serving station in the exhibition hall
- 12.15-12.40** Bijlmer ArenA Station – Building of the Year
Neven Sidor, partner, Grimshaw Architects LLP, UK
- 12.40-13.05** Station masterplanning: combining expanded station facilities with maximised development potential
Peter Jenkins, architect director, Building Design Partnership, UK
- 13.05-13.30** The architecture of Sydney's new underground rail stations
Rodney Uren, principal and head of architecture Hassell Sydney Studio, Hassell Ltd, Australia
- 13.30-13.40** Questions and discussion with the audience
- 13.40** LUNCH

PASSENGER TERMINALWorld

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Access IS manufactures innovative data capture solutions for airports worldwide, including integrated passport and e-passport reading keyboards, BGRs, standalone passport readers, receipt and check-in printers. During the show Access will be launching: a new range of miniature OCR modules for portable add-ons for Toughbooks and PDTs; a portable, all-in-one security kiosk for validation of 2D-BCBP on mobile and home printed documents. The device is battery powered, has a touch-screen interface and runs Windows Mobile or Linux operating systems. A range of standalone ATB1 and BTP check-in printers with a robustness and reliability you would expect from the Access IS brand.

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Aertec, through its technological branch Aeriam, is dedicated to improving the passenger experience. To achieve this it develops technological solutions that allow the optimisation of the passenger attention service, the service quality monitoring (SQM), and the real-time management of the services that are developed in an airport. At this year's show Aertec, through its technological branch Aeriam, will present its virtual passenger attention system (AVA – Airport Virtual Assistant), along with its real-time service management platform (Promisys mobile). Furthermore, we would like to inform you about Aertec's AGI and nav. aids consultancy in Europe.

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Analogic is a growth-oriented, high-technology signal and image processing company that conceives, develops and manufactures advanced health and security imaging systems and subsystems. Our Security Systems Division, dominant in the aviation security checked-baggage market, has shipped over 850 eXaminer 3DX systems to airports worldwide through our partnership with L-3 Communications. We used our proprietary 3D continuous-flow technology to develop the Cobra Auto-EDS, bringing the same checked-baggage computed tomography technology to the checkpoint. Cobra's user-friendly, 3D volumetric image processing tools enable security officers to assess items for threats quickly and accurately.

ARCHITECTURE & DESIGN LEIT-WERK LTD

Stand: 1900

Stand Representatives: Henrik Rothe, Maria Kramer, Anke Jakob, Lara Wilson, Kay Hartman

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Email: abigailsimmonds@leit-werk.com

Web: www.leit-werk.com

leit-werk bases design and architecture strategies on the understanding of the core functioning of airports both in operation and revenue. Our process-oriented methods guide and integrate engineers' and specialists' input to deliver efficient passenger and baggage handling concepts. We offer a pragmatic approach with a bold vision to deliver highly efficient schemes with clearly defined identities and branding. leit-werk is continually pushing the boundaries of airport design by overcoming the gap between planning and design. Visit our stand to find out about our latest projects.

ARCONAS

Stand: 1515

Stand Representatives: Lynn Gordon, Ricardo Luzuriaga, Dan Nussbaum

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Tel: +1 905 272 0727 ext. 330

Fax: +1 905 897 7470

Email: airport@arconas.com

Web: www.arconas.com

Arconas – exceptional airport seating. Arconas seating is installed at more than 100 airports around the globe, including Dallas Fort Worth, Atlanta Hartsfield Jackson, Boston Logan, Hong Kong, Abu Dhabi (UAE) and JFK New York. Our award-winning, high-performance airport seating lines are designed to the highest standards of durability, comfort, safety and design, with many built-in easy-maintenance features. Our products enhance the airport traveller's experience with many value-added customer amenities such as footrests, drink holders, curved units and power access on our unique six-seat Flyaway Cluster.

ARINC

Stand: 1015

Stand Representatives: Nicole Brooks, William Faas, David Richardson, Anthony Rowbotham

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Tel: +44 1293 641200

Fax: +44 1293 641211

Email: emea@arinc.com

Arinc is dedicated to providing airports, airlines and handling companies with solutions that integrate passenger check-in, boarding, baggage handling and security to enhance airport operations and passenger processing throughout the airport. Airports are facing several challenges including how to make optimum use of limited facilities, how to automate these facilities in a way that makes best use of current systems and how to improve these systems by integrating new technologies while keeping costs down. Our focus is on providing airports

worldwide with integrated airport information, communication and management systems to enhance service for passengers and to improve operations.

ARPER SPA

Stand: 1555

Stand Representatives: Marco Montali

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Tel: +39 0 422 7918

Fax: +39 0 422 791800

Email: info@arperitalia.it

Web: www.arper.it

Arper's production focuses on design-led seating and tables. Fluidly coherent design, creativity, elegance and quality are key features of all its products – qualities that have enabled Arper to build up an international reputation in the interior design-led furniture sector. The company's vision is to improve the quality of life through a focus on quality, safety, health and the environment. We do this by creating chairs and tables that make our living spaces more welcoming right through the day – from home to office.

ARUP

Stand: 1676

Stand Representatives: Graham Bolton, Stuart Kerr

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Email: graham.bolton@arup.com

Web: www.arup.com/airports

Arup is a global consultancy practice, with over 10,000 staff employed through permanent offices in over 40 countries. We have more than 50 years' experience in the aviation sector, working with airport owners, airlines, funders and operators at over 100 airports worldwide. We offer independent consulting services to support strategic planning, capital development and operational improvement. Areas of expertise include airport planning, privatisation,

environmental management, passenger terminal design, control towers, baggage and IT systems, airfield systems, security strategy, fire strategy, programme management, operational readiness, organisational structure, operations improvement.

ATKINS

Stand: 1902

Stand Representatives: Chris Gibbs, Sarah Armstrong

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Email: chris.gibbs@atkinsglobal.com

Web: www.atkinsglobal.com

Atkins is a multinational engineering and design consultancy with more than 18,000 employees worldwide. We have vast international experience of airport design and development from new airports, and the systems within them, through to major developments, small alterations and system enhancements. The selection and provision of IT systems to ensure the smooth progress of passengers, baggage, cargo and the real-time operation of airports is well understood by Atkins. We have experience in airport security and CCTV systems and also data communications design. We shall be demonstrating our Baggage SCADA and passenger authentication systems including biometric validation on our stand.

ATOS ORIGIN

Stand: 2052

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Atos Origin is an international information technology services company. Its business is turning client vision into results through the application of consulting, systems integration and managed operations. The com-

pany's annual revenues are Euro5.5 billion and it employs over 50,000 people in 40 countries. Atos Origin is the worldwide information technology partner for the Olympic Games and has a client base of international blue-chip companies across all sectors. Atos Origin is quoted on the Paris Eurolist market and trades as Atos Origin, Atos Worldline and Atos Consulting. For more information please visit the company's website at www.atosorigin.com.

ATRAx GROUP NZ LTD

Stand: 2005

Stand Representatives: Ian Walton, Kevin Maurice

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Atrax Group is the world's leading supplier of specialised weighing and volumetric equipment into the aviation and logistics sector. With installations in over 80 countries covering hundreds of airports, Atrax is a proven global partner for all your weighing needs. We offer a complete range of leading-edge equipment supported by our network of service partners and unrivalled after-sales support. We offer all the key ingredients to supply you with the best products for your needs, on time and within budget. We offer our technical support from stage one of your project right through to completion, handover and O&M phase.

ATSA AVIATION TECHNOLOGY SYSTEMS ASSOCIATION

Stand: 1025

Stand Representatives: Eduardo De Lacerda Abreu, Ricardo De Lacerda Abreu

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Email: rlacerda@exartconsult.com.br

Web: www.softex.br

The Aviation Technology Systems Association (ATSA) is a group of companies focused on designing, developing and hosting software and services for airports and related systems and activities, as well as for airlines and cargo transportation. Our highly specialised solutions and services can be supplied individually or as fully integrated solutions, providing flexibility and reliability as well as full customisation. ATSA's systems provide solutions to airport management, as well as for low-cost and traditional airlines and air cargo companies. In addition to Brazilian airlines, airports, flight control and defence markets, our solutions are used in Latin America, Africa and USA.

AVIATION RESEARCH CORPORATION

Stand: 1150

Stand Representatives: K. Romi Singh, Lijun Chen, XiaoBo Xu Singh, Matthias Bremer

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Aviation Research Corporation US (ARC US), developer of the most powerful, easiest to use simulation decision support system for airports and airspace – the 3D simulator ARCport ALTO (Airside, Landside, Terminal, OnBoard) – has expanded its offerings to include architectural and project management services in partnership with WP ARC, from new offices in Hannover, Germany. ARC US has also opened an office in Boston, USA, augmenting its offices in Point Roberts, USA and Shanghai, China to provide an even more responsive, around the clock support capability to its global customers. ARC US brings together a team of experts in all facets of airport and airspace operations, planning and management. From its offices worldwide, ARC US can deliver the most comprehensive train-

EXHIBITOR LISTINGS

ing, simulation tool, support 24/7 and augment the customer's resource base with a broad range of ancillary services from the multidisciplinary team and tools available from ARC US.

AVIAVOX BV

Stand: 1340

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AviaVox is a leading provider of intelligent artificial voice systems for airports and airlines. The company has developed software with which – fully automatically – high-quality synthetic voices can be generated in a multitude of languages. AviaVox is based in the Netherlands. Airports that have adopted the AviaVox system: London Heathrow, Bristol International Airport, London Luton Airport, Amsterdam Airport Schiphol, Moscow Sheremetyevo, Lisbon, Doha Qatar and many others. Current customers differ in size, ranging from 150,000 to 68 million passengers a year. More than 150 million passengers listen to AviaVox announcements in 14 different languages.

AVTURA LIMITED

Stand: 1745

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Avtura is a provider of software management solutions for airport ground handling operations. Avtura's Real-time Aircraft Turnaround Tool (RATT) allows ground handlers, airlines and airports to improve manage-

ment of personnel, equipment and third-party contractors, enabling efficient and effective management of aircraft turnaround processes. RATT's pro-active management of the turnaround improves OTP, reduces costs, maximises revenue and ensures a safe operating environment. RATT data can be used for quality control, performance monitoring, trend analysis, process re-design, accurate billing, improved contract management and improved information dissemination throughout the operation.

AXA POWER

Stand: 1825

Stand Representatives: Halldor

Halldorsson

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Web: www.dk-airport.com

We build your future airport. Danish Airport Group organises a large number of industries capable of supporting the construction of tomorrow's airports from the development of the master plans to baggage handling, giving them an unrivalled overview of just how airports can meet the challenges. In order to provide a reliable and easy shortcut to these companies, the Danish Airport Group was founded as an export network for consultants, manufacturers and subcontractors, all of which are highly experienced and have built a solid reputation within the global airport and aviation industry.

AXA POWER APS

Stand: 1825

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Axa Power is the leading supplier of 400Hz solid-state ground power units, with more than 7,000 units in operation in leading airports worldwide. We focus on simple and reliable solutions that are easy to maintain. The Axa 2300 Compact is the safe choice for new 400Hz installations, as it is designed to suit the increasing demands of future aircraft including the new all-electric version (Power Factor 1). The Axa Power Coil is a 90kVA, 400Hz GPU and a cable retriever in one and the same enclosure. This is the optimal choice for bridge-mounting. We provide expert project management and after-sales service. We are there for you!

AXIMA AIRPORT SERVICES

Stand: 1565

Stand Representatives: Piet De Grauwe, Pascal Lambet, Thomas Fercot, Gilles Moreau

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Web: www.axima-airports.com

Total baggage handling system outsourcing is a key thrust of Axima Airport Services' attendance at this year's PTE. This means entrusting Axima Airport Services with a global project that includes design and integration of the latest leading-class energy-efficient baggage handling technologies, their financing and their long-term operation and maintenance. Axima Airport Services is therefore a unique one-stop shopping supplier that offers airports: high availability of critical airport facilities; optimised operation processes; cost-effectiveness; guaranteed performance levels and asset valuation through lifecycle approach and that operates worldwide under the umbrella of GDF Suez Energy Services.

BAGDROP SYSTEMS BV**Stand:** 1615**Address:** Haringvliet 100, Rotterdam, 3011TH, Netherlands**Tel:** +31 10 21 31 800**Fax:** +31 10 21 31 802**Email:** info@bagdrop.com**Web:** www.bagdrop.com

Increasing terminal capacity, positive passenger experience and operational cost reduction is what many airports and airlines are focusing on. BagDrop delivers full self-service check-in systems, including automated baggage verification and acceptance. BagDrop is a full-service organisation, integrating CI systems into your terminal design and with your BHS, airport and airline systems as well as supplying full maintenance. Check-in with bag drop can be applied for terminal refurbishment, new terminal development or remote facilities, such as parking garages or hotels, increasing your terminal capacity, reducing your cost and maximising passenger experience and revenue.

BAGGAGE CHECK LTD**Stand:** 1457**Stand Representatives:** Keith Jones, Fred Gross**Address:** Trident House, Roudham Road, East Harling, Norwich, NR16 2QN, Norfolk, UK**Tel:** +44 1953 718744**Fax:** +44 1953 718166**Email:** info@baggagecheck.co.uk

Speed up check-in with this new service which provides passengers with the opportunity to check their baggage weight against airline limits. If they are over limit they have the choice of re-packing to meet it or simply accepting the charge. Trials have shown that if they are pre-warned, passengers who are resigned to paying the charge are much less likely to object when they reach check-in, resulting in faster processing and less likelihood of confrontation with staff. In instances where excess charges are paid for in advance of check-in, passengers go

straight to that pay-point rather than wasting time queuing for check-in only to be turned away.

BAGPORT GMBH & CO KG**Stand:** 1010**Stand Representatives:** Sven A. Stohn, Nick Watts, Stefan Silfver**Address:** Hasenhoehe 128, Hamburg, 22587, Germany**Tel:** +49 408 6624729**Fax:** +49 408 6626246**Email:** info@bagport.com**Web:** www.bagport.com

Advanced technologies for higher customer service. In an increasing environment of competition airports need to reduce costs and generate higher income. Our concept combines professional expertise and international experience. We offer a range of products in the form of 'one-stop shopping'. For bagport customers, the result is a comprehensive product and service package for all areas of terminal baggage services. bagport provides its competence and knowledge in separate fields of activity: baggage cart services and concessions, baggage storage facilities, PRM services, lost property management, porter services, lockers, and baggage wrapping. Use our know-how for your business!

BARTSCH INTERNATIONAL GMBH**Stand:** 1870**Stand Representatives:** Volker Dimpel, Daniel Massimo Novacek**Address:** Alte Landstrasse 8-10, Ottobrunn, D-85521, Germany**Tel:** +49 896 0805116**Fax:** +49 896 0805294**Email:** daniel.novacek@bartsch.de

For over 50 years, Bartsch International has provided innovative printed matter, in particular security printing for IATA documents, among others. The product range includes ATBs, ATB covers, boarding passes, wallets, baggage tags, TATs, manual tickets, AWBs, accountable travel documents, railway and

ferry tickets, in addition to most continuous forms. In terms of new technologies, Bartsch manufactures RFID baggage tags, boarding passes and cargo labels, as well as special CUSS boarding passes and baggage tags. Bartsch produces, stores, distributes and retails its secure, high-quality products worldwide.

BLIP SYSTEMS**Stand:** 1740**Stand Representatives:** Niels Hammerich**Address:** Haekken 2, Vodskov, DK-9310, Denmark**Tel:** +45 25690400**Fax:** +45 9825 8300**Email:** niels.hammerich@blipsystems.com**Web:** www.blipsystems.com

Blip Systems – mobile tracking and marketing. Blip Systems is a privately held Danish wireless technology company. It was founded in 2003 as an MBO of the Bluetooth activities within Ericsson Denmark. Blip Systems has developed and implemented a Bluetooth-based queue monitoring and passenger tracking solution that helps airports optimise the use of their resources – people, space and processes. We also develop and implement BlipZones, a complete mobile proximity marketing platform enabling airports or airport retailers to reach their target audience and offer one-to-one interactive communication. Through these solutions Blip Systems helps airports improve the passenger experience and the airport image.

BLUE EYE VIDEO**Stand:** 1800**Stand Representatives:** Pierre-Jean Riviere, Fabien Pelisson, Adrian Exton, Sebastien Pesnel**Address:** 12 Rue Ampere, Grenoble, F-38000, France**Tel:** +33 476 228735**Fax:** +33 476 227652**Email:** pjr@blueeyevideo.com

Web: www.blueeyevideo.com

Proven queue measurement technology. Innovative B-Queue solutions allow airport operators and airlines to measure queue performance and react accordingly, thus enhancing passenger experience including: control and optimise human resources; react in real time; reassure passengers with estimated wait times; guarantee service-level agreement compliance by continuous and very accurate measurement, and increase indirect revenue by giving passengers the time to enjoy shopping. Discrete and easy to install, B-Queue was developed in partnership with a major airport operator (Paris Airports) and integrates with existing business information systems. Talk to Blue Eye Video about your queue problems.

BRAATHENS IT SOLUTIONS

Stand: 1507

Stand Representatives: Svein

Björnstad, Sven Wiborg, Torbjörn Olsson, Tone Fiva

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Fax: +47 67580769

Email: support@braathensitsolutions.com

Web: www.braathensitsolutions.com

Is your finger on the pulse of self-service solutions? Visit our stand for a demonstration of our automated boarding solution using privacy-friendly biometrics (biocryptics), or see the most user-friendly booking and check-in solution for mobile ever made. Braathens IT Solutions is a leading provider of innovative IT solutions for airlines and airports. As a part of the Braathens Aviation corporate group, we offer solid and extensive experience from the aviation and travel sector, along with a wide collection of business-critical e-commerce applications.

BRUNNER GMBH

Stand: 1385

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Web: www.brunner-group.com

Brunner has been a leading manufacturer of contract furniture for more than 30 years. The products are made in Germany and are unique in terms of appearance, design, workmanship and quality. We provide a special range of furniture and seating solutions for departure lounges, public spaces and VIP areas of airports. An intelligent programme of highly engineered components that can be configured to form an infinite variety of seating options. Wherever and however it is used, the Take range brings high-end design into public seating areas. Its inherent versatility and flexibility also means it complies with the idiosyncrasies of the different applications for which it has been designed.

BURC GROUP

Stand: 1875

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Email: sgomdeniz@gmail.com

Web: www.burc.com.tr

Established in 1976, Burc Group has been one of the market leaders in supply, maintenance, delivery and installation of airport equipment and systems, security and ID systems, such as: x-ray, GPU, UPS, BHS, meteorological AWOS, ATIS, FIDS, PBAX, PA, FAS, CCTV and ACC. Burc Group has accomplished turnkey projects for international airports, installation of flight information and display systems, installation of

meteorological systems and other systems as mentioned above, in Ukraine, Azerbaijan, Turkmenistan, Georgia and Turkey. With its strong partners from Europe and USA, and utilising its vast experience in the market and innovative team, Burc Group ensures the best solutions that will meet your demand for airport projects.

BURO HAPPOLD LTD

Stand: 1990

Stand Representatives: Hana Whittington, Nuala Rhodes

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Fax: +44 8707 874148

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Web: www.burohappold.com

Buro Happold provides cutting-edge multi-disciplinary engineering services for buildings and infrastructure projects worldwide. Our extensive knowledge and experience of the airports sector enables us to find innovative solutions to complex challenges in a range of environments. The company maintains an active R&D programme to ensure our clients gain maximum benefit from emerging technologies. Recent initiatives include the development of new modular construction techniques and advanced airport baggage flow modelling software. A number of our projects are also notable for their use of 'green' strategies and technologies designed to save energy and reduce the carbon footprint of development.

C-TRUE LTD

Stand: 1075

Stand Representatives: Moty Grossman

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Fax: +972 89474133

Email: moty@ctrultd.com

C-True delivers the C-Gates facial recog-

ation travellers authentication solution. By using the most non-intrusive biometric method, C-Gates ensures that only the passenger granted a specific boarding pass will cross security checks and board the plane to his designated destination. In addition to security usage, C-Gates assists commercial departments and airport authorities to grant access to VIP lounges, and even grant special promotions and discounts to the airport's frequent travellers. C-Gates offers fast, user-friendly, simple registration/verification. C-True develops real-time face recognition integrated vertical solutions for HLS, access control, etc.

CADDIE SA

Stand: 1490

Stand Representatives: Pierre Letzelter, Georgina Loya, Maurice Amer, Jean-pierre Inninger

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Web: www.caddie.com

The Caddie Air System is composed of a cart storage station, a terminal for payment and a computer to run the system. The user inserts money into the terminal, which frees a cart. When he puts the cart back, he gets his money back. The system is managed with a computer (RFID technology). A conductor can see on his screen the cart storage stations as well as the number of carts stored. An alarm is operated when one storage station is unbalanced. In this case, the conductor asks a staff member either to put more carts in or to take some carts out of a storage station. Due to a microchip, each cart location is known. Each one has its own number and all numbers are managed by the system.

CIAT

Stand: 1760

Stand Representatives: Xavier Charrondiere

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Web: www.ciat.com

CIAT, Europe's leading manufacturer of air-conditioning equipment, provides the most extensive PCA (Pre-Conditioned Air) range of equipment for cooling or heating of aircraft while parked at the gate or in the hangar. CIAT Airports, a division of CIAT Group, offers airports, airlines and aircraft manufacturers three PCA systems: point of use, centralised and hybrid. Such extensive PCA ranges enable our clients to choose the best PCA system taking into account investment, operating and maintenance costs. Please get in touch with us to define the most innovative PCA solution for your needs and the large, reliable classic HVAC offers and services for your airport's facilities.

COFELY

Stand: 1565

Stand Representatives: Mark Raymond, Chris Donohue, Phil Taylor

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Email: mark.raymond@elyo.co.uk

Web: www.elyo.co.uk

Baggage handling systems and airport services outsourcing are a key thrust of Elyo's attendance at this year's Passenger Terminal EXPO. Under the umbrella of GDF Suez Energy Services, Elyo, will be on stand 1565 along with specialist sister companies Logan Teleflex and Axima Airport Services, to demonstrate to airport operators our integrated total outsourcing capability. Our combined expertise ranges from design, financing and implementation of the latest energy-efficient technologies, to long-term

operation and maintenance solutions of critical airport facilities with guaranteed performance levels.

COLEBROOK BOSSON SAUNDERS

Stand: 1970

Stand Representatives: Gordon Long

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Colebrook Bosson Saunders is a designer, manufacturer and worldwide distributor of award-winning ergonomic furniture accessories and AV solutions. We believe passionately in design, focusing on creating space through the imaginative relocation of IT equipment. With more than 15 years' experience, CBS has been involved in a range of airport projects worldwide, including Heathrow Terminal 5. Our products allow an ergonomically sound environment for users of small-footprint working areas such as check-in or security desks. We also offer a range of AV solutions and are constantly looking at new ideas and concepts for the aviation industry. Colebrook Bosson Saunders – think of the possibilities.

CONRAC GMBH



Stand: 1550

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Conrac GmbH, market leader for public displays and complete FIDS, will be show-

casing several new developments and features for its range of displays and software. Conrac introduces a new series of narrow bezel displays which, used as a cluster, are the ideal solution for large arrival/departure boards. Various configurations, e.g. integrated controllers, IPCs or monitor-only versions, are available. On display at PTE will be an outdoor display with touch panel, providing an interactive display solution for FIDS/PIDS. The narrow bezel displays and the outdoor series can be supplied with transfective panels for applications involving direct sunlight.

COWI AS

Stand: 1715

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Cowi – a leading consultant within the airport and aviation sector, with more than 600 completed airport projects, which form the basis for our experience in airport planning, design, operation and maintenance. Recent major projects comprise all phases, from master planning to construction supervision of Muscat and Salalah International Airports in Oman, master planning and conceptual design of Hyderabad Airport in India. In February 2009, a strong team including Cowi, NSW and Norconsult won the tender for a several billion Norwegian Krone expansion of Oslo Airport, increasing capacity from 20 to 28 million ppa in the first phase and further to 35 million ppa at a later stage.

DAMAREL SYSTEMS INTERNATIONAL

Stand: 1912

Stand Representatives: John Boulton, Nick Beckett, Paul Bruton, Rebecca Ferguson

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Damarel's class-leading solutions for passenger and ground handling have a proven record of reducing costs, increasing efficiency and maximising resources. We set a global standard for price and performance. Our exhibition includes the Babel range of advanced, cross-platform emulators and CLFs, as well as our popular local DCS. For gate operations we will be showing Embark LBA2, the automated boarding system. Ground handlers will benefit from the FiND-net suite, a comprehensive system for managing schedules, recording chargeable services and automated billing. At the forefront of technology, our products help customers control IT costs, reduce passenger queuing times and maximise IT investment.

DAN DRYER AS

Stand: 1740

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Web: www.dandryer.com

Dan Dryer warm-air hand dryers are top-quality dryers in white aluminium or stainless steel, boasting a five-year guarantee, also covering vandalism. Low noise level, low running costs and maximum reliability are only a few of the features making Dan Dryer the preferred brand in passenger terminals worldwide. The new elegantly de-

signed Dan Dryer Stainless Design series offers three dryer models, an electronic soap dispenser, a sanitary bin, a waste bin, a toilet roll holder and a paper towel dispenser. The impressive Dan Dryer baby changing table, carrying more than 400kg, is ideal for nappy changing in public lavatories.

DANE TECHNOLOGIES INC

Stand: 1485

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Maximise productivity and reduce the potential for injury: one person can do the work of many, faster and more safely with power assist systems from Dane Technologies. The battery-powered Wheelchair Mover Airport allows one person to easily transport wheelchair-bound passengers up and through jetways with secure control. QuickKART M3 gives one person the ability to manoeuvre rows of baggage trolleys through the airport with ease, safety and control. The QuickKART M3i and the RCM – both battery powered – move heavy wheeled loads of nearly every configuration with unparalleled manoeuvrability and control. See them all at Stand 1485.

DANISH EXPORT ASSOCIATION

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We build your future airport. Danish Airport Group organises a large number of indus-

tries capable of supporting the construction of tomorrow's airports from the development of the master plans to baggage handling, giving them an unrivalled overview of just how airports can meet the challenges. In order to provide a reliable and easy shortcut to these companies, the Danish Airport Group was founded as an export network for consultants, manufacturers and subcontractors, all of which are highly experienced and have built a solid reputation within the global airport and aviation industry.

DESKO GMBH

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Desko Solutions from check-in to boarding. FP 500 – the alternative check-in/boarding device. The new boarding pass and passport scanner is fast, reliable, easy to use and the smallest device available. With this device barcodes, passports, visas and any form of travel document can be read. Gate Reader Solution Kit: the modular Desko GRSK was developed for modern boarding requirements and offers the most flexible and effective boarding solution along with the proven flatbed BCBP scanner technology. Desko's passport and document readers offer a full range, from swipe OCR/MSR reader to high-end full-page scan technology for security and passenger services.

D.S. BROWN COMPANY

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The D.S. Brown Company is a worldwide supplier of engineered products to the highway, airport and bridge construction industries. We are a fully integrated manufacturer, performing and controlling functions such as research and development, engineering and CAD design, dynamic load testing, compounding, rubber mixing, extruding and moulding and custom steel fabrication and machining. Pavement products include: Delpatch elastomeric concrete for spall repair and airfield lighting applications; Delastic paving seals for joint sealing protection on highways, airport aprons and runways; Delastic 800 and 900 silicone products used to seal new or existing concrete and asphalt joints.

EPSON EUROPE

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Epson is a global leader in imaging products including printers, 3LCD projectors and small and medium-size LCDs. With an innovative and creative culture, Epson is dedicated to exceeding the vision and expectations of customers worldwide with products known for their superior quality, functionality, compactness and energy efficiency. Epson will showcase a range of printing devices supporting passenger and baggage processing, including boarding pass printers using high-speed thermal and inkjet technology, dot matrix printers for passenger manifest printing, and printer mechanisms for self-service passenger processing. For further information please visit www.epson-europe.com.

ESP.CO.UK

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ESP, a specialist provider of bespoke and innovative IT support and infrastructure solutions for the airport, airline and travel industry, has extended its geographical reach to offer its clients a truly global IT lifecycle service. ESP offers a centrally managed but locally delivered service through the use of ITIL compliant call handling and asset management tools, 24 hours a day, 365 days of the year. Today, ESP is delivering value to its clients in over 50 countries, reducing the cost of IT asset ownership and management with individually tailored reports available to clients online.

EXPRESSO GMBH

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Expresso baggage cart systems create revenue. Most important for gaining and sustaining market position is to reduce costs and create new revenue. This is why international airports and railway stations decide on Expresso baggage cart management and recirculation systems. Baggage cart service is a costly but inevitable task. For Expresso customers, however, our decades of experience and high-quality products ensure noticeable cost reduction. For more than 20 years Expresso cart vending systems have created remarkable revenues, and the ideas of Expresso's AdCart sys-

tem make the baggage carts a perfect 3D advertising medium for profitable renting.

FERFOR SA

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Ferfor offers a wide range of seating solutions for waiting and transit zones. The company, designing and manufacturing since 1968, is specially focused on indoor and outdoor applications for airports as well as other transport sectors.

FINBIN PRODUCTS/ LASSILA TIKANOJA PLC

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FinBin waste collection solutions for terminals. The FinBin product range is extensive, including litter bins and ashtrays for every need, indoors and outdoors. Modern and functional design fulfils the requirements of any surroundings: shopping centres, terminals, public areas. By request FinBin litter bins and ashtrays can be designed and customised according to the client's specifications. New FinBin Bermuda series bins and recycling bins: the new FinBin Bermuda is designed especially for passenger areas in terminals and retail facilities. Product range consists of three different models – one, two or three compartment bins – and can be used for collection of different waste fractions.

FKI LOGISTEX

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FKI Logistex specialises in the design, installation, commissioning and support of complete baggage handling systems. FKI Logistex is synonymous with the speed, safety and reliability of systems to ensure baggage is efficiently conveyed to the right place at the right time. The product range includes conveyors, sorting systems, tote system, EBS, HBS, control and information systems and RFID. FKI Logistex presents an innovative high-speed sorting system featuring substantial energy cost savings and the latest RFID/barcode scanning technology. Our technology experts are present to answer questions and discuss future projects, based on references from more than 40 major airports worldwide.

FLOWCRETE UK LTD

Stand: 1660

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The airport is a truly multifunctional environment, which is why Flowcrete offers the complete flooring solution to meet your airport flooring needs. From our high-performance self-smoothing Isocrete floor screeds through to our trafficable floor coatings and car park decking, we have the tailor-made seamless flooring systems in place to transform all zones of the airport terminal building.

Having already undertaken a number of high-profile airport projects such as Manchester, Birmingham and Gatwick to name but a few, Flowcrete has a wealth of experience and innovative products just waiting to help you with your next project.

FMO FLUGHAFEN MUENSTER/OSNABRUECK GMBH

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Munster Osnabruck International Airport (FMO) is one of the most successful international airports in Germany. FMO invented a new system: GAVS Gate Access Verification System. GAVS is a software suite that automatically verifies the validity of boarding passes at security checkpoints. The verification result is shown like traffic lights. Green, accepted; yellow, attention; red, rejected. The system allows a variety of different ways of checking boarding passes, no matter if the passenger presents a standard (ATB2) magnetic-stripe boarding pass or any other barcode boarding pass including those on mobile phones. Due to these experiences, which were discovered in many projects, FMO is able to serve the necessities and customers' demands with products and consulting services in a very effective way.

FS WALKER HUGHES

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Founded over a decade ago, FS Walker Hughes provides airport operations systems, support services and ongoing consultancy to airports across the world. Our next-generation Chroma airport suite offers a wide range of state-of-the-art solutions to maximise airport efficiency and operations. Chroma Airport Suite comprises the following modules: Fusion (AODB), Insight (FIDS/PIDS), Assign (resource allocation), Catalyst (billing), Advance (passenger forecasting), Relay (SMS FIDS), Validate (internet check-in and boarding pass verification), Aspect (airport asset management and monitoring) and Courier (operations messaging system).

GATE

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Since 1992, Gate has been the German umbrella association for prime airport suppliers. Gate is the number-one contact and broker worldwide for solving infrastructural tasks in the airport sector. The increasing complexity of logistical challenges, such as information logistics and passenger handling together with the task of linking them into integrated airport technology, calls for expertise that extends far beyond the skills of a single system supplier. Gate bundles this knowledge by uniting top German equipment suppliers and their core skills into one strategic alliance. Gate continues the dialogue with the fast-expanding airport industry at Passenger Terminal EXPO 2009.

GEO. ROBSON & CO (CONVEYORS) LTD

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Robson has been a market leader in mechanical handling systems for more than 100 years. A significant part of Robson's business is the design, supply and installation of baggage handling systems and Robson has provided more than 100 systems worldwide in the last 25 years. In addition to supply of systems, Robson offers consultancy services, concept design incorporating computer simulation and a complete after-sales service including maintenance. Robson's involvement ranges from check-in or arrivals systems to multimillion pound fully automated baggage handling systems. In addition, Robson has gained extensive experience in the integration of 100% hold baggage screening into airport baggage handling systems.

GRAMAC QUARTZ SYSTEMS

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Gramac Quartz Systems offers a comprehensive range of powered belt curves, merges and spiral conveyor units for incorporation into airport baggage handling systems. Great attention to engineering

standards gives the products valuable additional benefits over and above their proven functionality and reliability. The endless belts can be changed in an exceptionally short time span. Actively guided belts generate very low running noise levels. The robust steel frame construction ensures a long service life requiring minimal and easy maintenance routines. Gramac Quartz Systems has supplied thousands of its products over many years for airport baggage handling projects throughout the world.

GRENZEBACH AUTOMATION GMBH

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The company will present its baggage loading cell where a robot, equipped with a specially developed tool, feeds baggage from the transport belt into containers or onto ramp carts. Advantages: less physical strain on operating personnel; minimised misloads and damage; great process security; increased loading quality and reduced handling costs per piece of luggage. The innovative technology is the missing link of automation in the circle of the baggage handling process and is part of the new baggage system installed by Vanderlande Industries BV at Amsterdam Schiphol Airport Nieuw Zuid, where 60% of all baggage will be lifted by robots.

HERBERT SYSTEMS

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HOEFT & WESSEL AG

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Höft & Wessel's business units Almex and Materna supply turnkey solutions for common-use self-service (CUSS) check-ins for airports, airlines and ground handlers. The CUSS systems include CUSS software and check-in applications, kiosk hardware, internet check-in, mobile phone check-in, operation and support. Almex also supplies hand-held terminals for in-flight sales, roaming check-in and e-ticketing.

HUB TÉLÉCOM

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Hub télécom (Aéroports de Paris group) is an expert in airport telecommunications for airports, ports and logistic centres in France and abroad. Its expertise and added value make it both a telecommunications operator and an integrator of communication solutions for transport and logistics. Hub télécom offers customised solutions to communication issues, ensures data convergence in networks and helps optimise supply chain processes for clients who are seeking new ways to improve productivity. Hub télécom provides telecommunication services to more than 1,350 companies in airports and exhibition centres, with 150,000 daily users.

IBM CANADA LTD

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The IBM self-service solutions centre specialises in end-to-end design, development, implementation and support of self-service solutions for air travel. This year the full potential of the IBM check-in application will be demonstrated across kiosk, mobile and web channels. The kiosk application will be shown running on both the IBM N Series and A Series CUSS kiosks. IBM will have live web check-in available via the websites of a number of airlines for anyone who would like to get their boarding pass at the show before they leave. Come visit the IBM booth to understand how IBM is aligning its products with the IATA Fast Travel programme.

ICDM

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International Construction Design and Management Ltd (ICDM) is a team of experienced professionals, providing a positive proactive approach in delivering multi-disciplinary airport projects. Our areas of experience include design, structural and engineering services, architecture, project and cost management, CDM coordination and other construction and environmental related services in all areas of airport operations. Based at Birmingham International Airport, working throughout the UK and worldwide, we have been able to advise on projects ranging in value from £80,000 to

£400 million across all commercial sectors. ICDM successfully delivers projects safely, on time, with quality and within budget.

ICIT D.D.

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Icit d.d. is a software development company that has developed world-class software solutions for workforce management. We at Icit have built on our extensive experience in staff planning and scheduling, our knowledge and understanding of the airport industry, our commitment to always providing the highest-quality products and services, and our efforts to supply advanced and innovative products and services. Scheduler Expert is a software solution designed to automate the scheduling and daily management of a company's workforce, providing increased efficiencies from the creation of rosters right through to integration with your payroll software.

IEE SA

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Luxembourgish sensing specialist IEE will present two airport safety solutions: a people counting application which can be implemented for entrance control or emergency evacuation, and a single-person detection application for automated border controls or

check-in procedures, where only one person at a time can enter the area for verification of passports or boarding documents. The technology is based on the company's patented 3D MLI sensor and uses modulated infrared light to obtain a 3D image of the monitored area, which provides extremely low false-alarm rates and is more reliable than any other technology on the market.

IER

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IER provides innovative solutions to safely process and optimise the management of passengers and baggage. In 2009, IER proposes an exciting range of solutions to automate and secure baggage drop-off operations at the airport. Also on display will be the Speed Boarding Gate, which enhances the security controls at boarding, including biometric or barcode readers to automate the boarding control procedures. IER Software Solutions offers a range of self-service applications for passenger check-in: online, on a CUSS kiosk or with a mobile phone. Finally, IER also presents its multifunction 2D barcode printers and readers for check-in and boarding operations, integrating RFID functionalities.

INDEPENDENT GLASS CO LTD

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Independent Glass, the UK's leading supplier of safety glazing products for rail, road and marine passenger vehicles is also a major supplier of architectural glazing products for passenger transport terminals. From four manufacturing sites (one in Northern Ireland, two in Scotland and one in England) totalling 200,000ft² with 300 employees utilising the most modern glass processing equipment, the company offers solutions to glass requirements from simple walkway walls to glass floor footbridges. Independent Glass is an approved manufacturer of Vanceva coloured laminated and Dupont SentryGlas Ionomer laminated. Visit us on Stand 1674 for more information.

INDRA

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With more than 25 years' experience in the ATC field, in the airport domain, Indra offers a complete array of products and services, ranging from systems integration to a complete IT airport systems suite and tailor-made solutions. Main airport products include: operational suite (AODB, FIDS, RMS, billing, voice communications, apron surveillance management system, CDM); common infrastructures (multiservice network and telephony), security (CCTV, ACS and perimetral); commercial (parking, EPOS), TWR control systems and nav aids (ILS, VOR, DME). Main services include systems integration, airport management centres, outsourcing, on-site support, and maintenance and consulting.

INECO TIFSA

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Ineco Tifsa has been at the forefront of national and international transport engineering activities for more than 40 years, providing leading-edge technologies for the development of all kind of studies and projects related to transport. The organisation has demonstrated an undeniably international approach, being present in more than 25 countries. Its shareholders are the main public entities in the transport sector in Spain (AENA among them). Thanks to its team of more than 2,700 highly qualified professionals, Ineco Tifsa offers a global service approach that encompasses all modes of transport, and covers from viability studies to integrated project management.

INFOLOGIC NEDERLAND BV

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Infologic is a developer and provider of dynamic display solutions. Our roots lie in advanced FIDS. We continuously present the next generation in information display technology while retaining our core principles of reliability, flexibility, performance and user-friendliness. Our software is being used at prestigious airports such as Amsterdam, Frankfurt, Helsinki and Singapore. In addition, affordable yet dedicated high-tech solutions have been implemented at

EXHIBITOR LISTINGS

numerous small to medium-size airports around the world. Our dynamic display solutions are cost effective, scalable and easily implemented. Our solutions are modular, based on open architecture and offer support for over 200 languages.

INFORM GMBH

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Inform is a team of raised-in-industry ICT professionals who research, develop and deliver cutting-edge software solutions to improve airport and ground handling operations and who provide consulting services. Inform's flagship product, GroundStar, used by over 50 organisations in more than 200 airports worldwide. It is recognised for its unsurpassed optimisation capabilities, comprehensiveness and flexibility at the strategic, tactical and operational levels. GroundStar provides tools for planning and real-time deployment of mobile and immobile resources, and staff rostering in all areas of ground handling operations.

INTEGRATED PROJECT MANAGEMENT

Stand: 1850

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IPM continues to deliver success for its clients in managing the development and delivery of airport project. This year we

are proud to be able to demonstrate a new addition to our toolset: an emulation system that accurately demonstrates baggage system software functionality prior to site implementation. We are excited to showcase the technique of baggage system emulation, as it not only provides a means to ensure that software is delivered to site complete and ready to run but also allows for hands-on training and familiarisation of staff before the baggage system even hits site. Come and see for yourself on stand 1850.

ISMOKE AB/ MEDIALOUNGE

Stand: 1605

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Medialounge – a star is born. Medialounge enters the airport scene with a unique business deal, elegantly solving the complete problem of smoking at airports, at no cost for the airport. With patented technique and an exclusive design, Medialounge positions itself as the best solution, not only financially but also as the best service provider for today's demanding passengers. Medialounge will exhibit the 'star of the show', the Medialounge unit, plus arrange a special event only for invited delegates. For more information about the possibilities of the Medialounge solution at your specific airport, just send an e-mail to info@medialounge.se.

ISS (UK) LTD

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ISS (UK) offers a wide range of services to assist the client throughout the project lifecycle. We have significant experience and strengths in the commercial aviation, transportation and materials handling industries. Our PM and consultancy division has undertaken roles as diversified as client's representative, client's project manager and client team leader on multimillion pound airport long-term strategy planning. The baggage handling division in partnership with Pteris Global Ltd has completed numerous BHS projects within the UK and Europe. Within ISS Cargo, our services range from maintenance through to the design and installation of new systems and modification of existing systems.

JBT AEROTECH, JETWAY SYSTEMS

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JBT AeroTech, Jetway Systems is a leading supplier of customised solutions and services used for high-value applications in the air transportation industry. We design, manufacture and service technologically sophisticated ground support equipment, airport gate equipment and services for airport authorities, airlines, air freight and ground handling companies, and the military. We are a leader in the manufacture and maintenance of ground support equipment. From touchdown to take-off, our products and services are created as a solution for faster aircraft turn times, lower operating costs, and overall improved assets

management. We bring to our customers the convenience of a single source supplier for passenger boarding bridges, pre-conditioned air units, 400Hz ground power converters and more.

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Jane's Airport Review (JAR) is recognised as the premier source for authoritative reporting on developments affecting the airport market. *JAR* provides comprehensive, accurate and impartial editorial coverage of passenger terminal technology, security, design, operations and management, air traffic control and ground handling. Our global audience comprises key decision makers and senior executives from the airport/airline industries in over 200 countries, and helps management professionals make strategic decisions to improve an airport's profitability and efficiency. Collect your free copy at the Jane's stand. No other organisation matches Jane's for raising your profile at events worldwide.

KABA GALLEN SCHUTZ GMBH

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German manufacturer Kaba Gallenschütz displays one of its solutions for automated border control. The system consists of an

interlocking sensor barrier equipped with a document reader outside and a biometric device inside the passageway. For this purpose, any standard document reader and biometrical device can be applied. As an additional feature, Kaba's system is equipped with an infrared sensor to detect that just one person at a time is inside the interlock – an essential requirement for reliable border control. If the system detects an error when verifying the passenger's identity, the second door remains closed and the person can be encountered by an official at a checkpoint.

KING ABDULAZIZ INTERNATIONAL AIRPORT DEVELOPMENT PROJECT (KADP)

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KAIA Jeddah was opened in 1981 and is the leading airport in Saudi Arabia. KADP is a top priority project by the Government to transform KAIA, accommodate continuous growth and enhance customer service, by creating a new state-of-the-art 30mmpa terminal complex, plus a transportation centre for new high speed rail link to Makkah and Madinah. The project includes extensive infrastructure and support facilities, management restructuring to promote commercialisation, development of a cargo village and an airport city, while retaining essential elements of the existing airport, such as the iconic Hajj Terminal. We are gathering momentum – real transformation is under way.

KS AIRPORT SERVICE APS

Stand: 1715

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Web: www.ksairportservice.dk

KS Airport Service presents its programme of luggage trolleys for all purposes, among these the KS Airborne and the Schiphol Shopper airside trolleys, specially designed for transit and shopping areas in international airports. The product range further includes landside luggage trolleys, remote-controlled, electrical-powered trolley retrieval vehicle operated by only one person, RFID-based track-and-trace systems and the unique and innovative PRM lifting equipment, ErgoPort, which ensures easy and dignified handling of PRMs right into or from the aircraft seat, without any manual lifting at all.

KUSCH + CO SITZMOEBELWERKE GMBH & CO KG

Stand: 1165

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Airport seating in a new dimension: 7300 Terminal. As a leading manufacturer of airport seating with more than 100,000 seat units sold to more than 140 airports worldwide, Kusch + Co has developed a new concept: Series 7300 Terminal. The level of comfort on a waiting bench is also a question of privacy. Less eye contact means that one feels less observed and more at ease. Ideally suited for furnishing shopping areas, the upholstered benches can comfortably

EXHIBITOR LISTINGS

seat up to eight people. You may choose from a puristic, straight bench or a harmonically elliptical or oval bench. By linking the benches, you can even set up a continuous and flexible row.

LINDNER AKTIENGESELLSCHAFT

Stand: 1625

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Lindner is one of the leading contractors and suppliers of interior fit-out for airports. Products manufactured and offered by Lindner include: ceiling systems, lighting systems, partition systems, raised floor systems, wall linings, claddings, lounges, façades and many more. We have extensive experience in the design, manufacture and installation in many large airport projects worldwide. In the past we have carried out contracts for airports in Dubai, Munich, Hong Kong, Dublin, Barcelona and London, to name just a few. London Heathrow T5, with a contract value of more than Euro 120 million, was the largest airport project carried out by Lindner.

LOGAN TELEFLEX (UK) LTD

Stand: 1565

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The whole baggage handling system life-cycle is a key thrust of Logan Teleflex's attendance at this year's Passenger Terminal EXPO. Together with sister companies of the GDF Suez group, Logan Teleflex will be on Stand 1565 to show airport operators that

considering not just design and integration of baggage handling systems but also their long-term operation and maintenance has many benefits. Within GDF Suez Energy Services, Logan Teleflex together with its sister firms offer airports a total capability, from implementing the latest class-leading energy-efficient technologies to providing long-term operation and maintenance of baggage handling systems.

LOGIBAG

Stand: 1250

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Logibag leads the electronic luggage locker market, with business wins with some of Europe's leading railway operators (SNCF in France, SNCB in Belgium, ADIF in Spain) and airports (Schiphol and recent contracts for the new terminals at Charleroi and Barcelona). Logibag offers a wide range of financing models from rental or leasing to fully outsourced management of concession operations. Logibag will exhibit its latest generation of electronic lockers including innovations such as large touch-screen interface, EMV credit card payment processing, vein biometric recognition systems and Near Field Communication (NFC) to enable transactions via mobile phone. Please visit us on stand 1250.

LOGPLAN

Stand: 2014

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Logplan is an independent engineering firm specialised in providing professional services for automated people mover systems, baggage handling systems with in-line baggage screening systems and airport terminal planning. Logplan also provides simulation services to verify operations and project designs. Founded in 1987, Logplan is an experienced company that has provided its services for a variety of airport projects in Europe, Asia, the Middle East and the United States. Logplan offers highly skilled planners/designers, engineers and other support personnel for design, planning, tendering, project management, testing/commissioning and O&M support.

LUGGAGE LOGISTICS LTD

Stand: 1745

Stand Representatives: Adam Dalby, Ian Byass, Anthony Timson

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Luggage Logistics Load & Track offers a new dimension to baggage reconciliation (BRS). Designed specifically for an industry still struggling with outdated BRS, Luggage Logistics offers a high-quality system utilising a concise, intuitive user interface and available with zero infrastructure that can be implemented in days. Configurable to the unique requirements of modern airports, Load & Track provides total control of worldwide baggage data and operations. While legacy solutions fail to quickly and cost effectively adapt to changing industry requirements, Load & Track's architecture enables users to utilise and manage invaluable baggage data throughout their network. Come to stand 1745.

LYNGSOE SYSTEMS**Stand:** 1835**Stand Representatives:** Ida Wetche**Address:** Lyngsoe Allé 3, Aars, 9600, Denmark**Tel:** +45 96 980 980**Email:** idw@lyngsoesystems.com**Web:** www.lyngsoesystems.com

The Lyngsoe Airport solutions are dedicated to elevating the passenger travel experience through optimising airport logistics from streamlining operational processes, identifying and removing bottlenecks, increasing baggage handling capacity and delivering efficient tracking as well as reducing the quantity of mishandled bags, trolleys and other assets. Based on our extensive worldwide experience, we offer logistic flow analysis and recommendations for significant improvements of operations, performance, smooth integration and operational support.

MAGNETIC AUTOCONTROL GMBH**Stand:** 1230**Stand Representatives:** Oliver Semling, Dominik Kaiser**Address:** Grienmatt 20, Schopfheim, D-79650, Germany**Tel:** +49 7622695655**Fax:** +49 7622695603**Email:** kontakt@ac-magnetic.de

Magnetic Autocontrol Group, a globally operating organisation with headquarters in Germany and subsidiaries in USA, Australia, China, Malaysia, Germany, Brazil and India. The group offers innovative high-quality solutions for vehicle and pedestrian access, fare control and servicing. Magnetic Autocontrol has built up extraordinary competencies in the security business. Key businesses are: automated immigration and boarding, access control for staff, crew and visitors. Product availability, service and support are guaranteed by the global Magnetic network.

MASTEK UK LTD**Stand:** Sponsor**Stand Representatives:** Howard Wilson, Steve Pavitt**Address:** Crown House, 1a High Street, Theale, RG7 5AH, Berks, UK**Tel:** +44 1189301400**Email:** marketing@mastek.co.uk**Web:** www.mastek.co.uk

Mastek is a global IT software solutions company with a revenue of £114 million for the year 2007/2008 and over 4,000 employees across UK, Europe, US, Asia Pacific and the Middle East regions. Mastek has long-standing experience of delivering large-scale, business-critical IT solutions. Mastek has operated in the public sector, healthcare, insurance and financial services markets for over 25 years, and has successfully implemented market-leading solutions both in the UK and globally.

MATERNA GMBH**Stand:** 1125**Stand Representatives:** Reinhard Augustin, Andreas Gehling, Reinhard Burhop, Michael Overkämping, Dieter Büttendender**Address:** Vosskuhle 37, Dortmund, 44141, NRW, Germany**Tel:** +49 1570 112 0632**Email:** ute.frosch@materna.de**Web:** www.materna-communications.com

Höft & Wessel's business units Almex and Materna supply turnkey solutions for common-use self-service (CUSS) check-ins for airports, airlines and ground handlers. The CUSS systems include CUSS software and check-in applications, kiosk hardware, internet check-in, mobile phone check-in, operation and support. Almex also supplies hand-held terminals for in-flight sales, roaming check-in and e-ticketing.

MATTEOGRASSI SPA**Stand:** 1360**Stand Representatives:** Massimo Grassi**Address:** Via Padre Rovagnati 2, Mariano Comense - Como, I 22066, Italy**Tel:** +39 0317 57711**Fax:** +39 0317 48388**Email:** fiere&eventi@matteograssi.it**Web:** www.matteograssi.it

Since 1990 Matteograssi has applied its experience in the contract sector to the field of international airports. Its very versatile products give importance to finding ergonomic, functional and innovative solutions. Matteograssi products can be used in a multitude of different airport settings, according to the area and end uses involved. Matteograssi furnishings are extremely competitive in relation to the quality/price ratio and due to the level of service offered. Matteograssi interacts with customers of various countries, adapting to specific customer requirements; it can provide an all-inclusive service and can undertake delivery and assembly operations the world over.

MILESYS**Stand:** 1910**Stand Representatives:** Yves Dufayet**Address:** 7 Ter Rue De La Porte Du Buc, Versailles, F-78000, France**Tel:** +33 1309 70670**Fax:** +33 1302 11720**Email:** yves.dufayet@milesys.fr**Web:** www.milesys.fr

In order to improve access to public transport for disabled people, Milesys has developed its reception system for disabled passengers. Reception and call points are specifically designed and adapted to facilitate easy use for a variety of disabilities. Such a product is an efficient solution to the regulations No 1107/2006 of the European parliament concerning the rights of disabled passengers travelling by air.

MLOGIC

Stand: 1070

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MLogic is one of the leading construction logistics companies in the UK construction industry. For more than five years MLogic has been providing its services to the aviation sector. Key services offered include: pre-development feasibility studies, strategic development planning and programming, specialist hoarding and area delineation, material handling and delivery management, traffic management, waste management, construction cleaning, security and access control, fire and first aid management and equipment, site office accommodation, welfare and catering, temporary services, general builders work, multiservice gangs. All services are delivered to agreed service levels and measurable quality standards.

MOBIQA

Stand: 2016

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Mobiqa is a world leader in mobile boarding solutions and offers carriers an extended range of products and services including its industry-leading mobi-pass mobile barcoded boarding pass product, mobile check-in and flight status alerts. Mobiqa has specialist experience in sending industry standard barcodes to passengers' mobile devices via MMS, WAP and email

technologies. With an extensive database of mobile devices and relationships with mobile network operators worldwide, clients of Mobiqa include the leading players in the airline industry. Mobiqa is a strategic partner of IATA and is at the leading edge of development and testing of mobile bar-coded boarding passes (mBCBPs).

NATS

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NCR CORPORATION

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As travellers increasingly choose to do business with the companies that let them connect, interact and transact on their own terms, providing self-service convenience is critical to long-term success. The leading provider of self-service solutions worldwide, NCR Corporation is helping airlines strengthen customer relationships and weather these challenging economic times with multichannel solutions that improve efficiency, reduce costs and drive incremental revenue. See why NCR customers report up to 90% self-service usage, far higher than the industry average. Visit NCR at PTE, booth 1045, to learn how to optimise your self-service programme. www.ncr.com/travel

NETWORK RAIL

Stand: 2019

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Network Rail is the 'not for dividend' owner and operator of Britain's railway infrastructure, which includes the tracks, signals, tunnels, bridges, viaducts, level crossings and stations. We've completed an incredible amount of work to improve rail travel, but there's a lot still to do. We're striving to deliver a rail network fit for the 21st century. To do that, we're taking on some of our biggest projects yet, such as Crossrail – the biggest civil engineering project in Europe, and the £5.5 billion overhaul of the Thameslink route. Join us and you'll find out exactly what makes this a job worth doing.

NEUROPIE SOLUTIONS LTD

Stand: 1545

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At Passenger Terminal EXPO NeuroPie Solutions exclusively releases a brand-new version of its flagship product Zeus. Rel. 3.0 builds on Zeus' proven strengths as the leading software for real-time airport operations management and CDM solutions. Visitors have the chance to experience the latest features for service-level management, continuous process optimisation, and situation visualisation at our Booth 1545 – naturally in real time. We look forward to discussing with you the success factors of versatile and modular airport information systems, how to successfully implement

airport CDM projects, achieve transparency and continuously enhance process efficiency in intertwined businesses.

NKI GROUP BV

Stand: 1335

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Leading in passenger terminal solutions. More than 35 years in the airport business have resulted in over 400 projects in 75 countries around the world. Based on this experience, NKI Group developed outstanding know-how and competence in the highly specific airport business. New solutions will be presented by NKI Group at the Passenger Terminal EXPO. We will show the latest high service check-in counter and drop-off point, a slimline signage concept, a special security barrier and taxiway guidance signs with LED technology. We will welcome you on our stand 2080 to show you the latest technologies and designs.

OBERMEYER PLANEN + BERATEN GMBH

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Obermeyer Planen + Beraten ranks among Germany's largest independent consulting companies. The consultancy, employing some 700 staff in Germany and more than 1,200 worldwide, advises, plans and

supervises in almost every sphere of civil engineering and building construction, including airport facilities such as passenger terminals, airside flight operation areas, and landside traffic development. Prime examples of Obermeyer's relevant experience are the design of the new passenger terminal T2 at Domodedovo Airport Moscow, Russia, as well as project management services for DHL's new central European hub at Leipzig/Halle Airport, Germany.

OMK ASSOCIATES LTD

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PARKING LOCATOR

Stand: 1600

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Parking Locator provides an easy way for people to find their automobiles in large, crowded parking facilities. This is accomplished in two ways: either by use of a ticket retrieved from an on-site dispenser or through the use of an exclusive text message arrangement that texts your car's location to you for later retrieval. The product's greatest attribute is its simplicity. The product is easy to explain, easy to use, and nearly everyone alive has needed it at one time or another. It is designed for airports, arenas and stadiums, amusement parks, hospitals, shopping malls, and hotels/casinos.

PARSONS

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Parsons, one of the largest engineering and programme management companies in the world, solves the toughest logistical challenges and delivers landmark projects worldwide. Our ability to programme, plan, design, construct, and operate infrastructure systems has satisfied our clients' needs for more than 60 years. Recognised as a leader in aviation programme/construction management – 415 airports, 40 countries, £140 billion – Parsons Aviation is currently providing services at 34 airports worldwide. Working collaboratively with clients managing large, complex programmes, Parsons delivers financially and technological integrated services expediting implementation as a programme manager with ability to team as an equity partner.

PASCALL+WATSON ARCHITECTS

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Pascall+Watson architects are experts in the design and construction of transport architecture and airport design. Our unique experience has been gained from significant UK projects at Heathrow, Manchester, Birmingham, Leeds Bradford, Gatwick and Stansted. Internationally, we have and are developing designs at Abu Dhabi, Sharjah, Swaziland, Sierra Leone, Trivandrum, Naples, Florence, Nice, Dublin, Montenegro,

EXHIBITOR LISTINGS

Pafos and Larnaka airports. This level of expertise led to our appointment as delivery team leaders for the design of the highly complex Heathrow Terminal 5, for BAA, and more recently as concept architects for Dublin Terminal 2. We are one of the world's leading architectural aviation teams.

PASSENGER TERMINAL EXPO 2010

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The organisers of Passenger Terminal EXPO 2009 will be announcing the eagerly awaited destination and dates for the 2010 event. Everyone is welcome to visit the stand, where exhibition floor plans will be available, to discuss next year's show in more depth.

PASSENGER TERMINAL WORLD

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Passenger Terminal World magazine is the industry's leading publication in

the field of airport terminals, globally acknowledged as the most readable and best designed magazine in the sector. With an ABC audited circulation in excess of 10,500 worldwide, the magazine reaches the most senior decision makers and influencers in airports, airlines and transportation authorities, offering an outstanding array of articles, latest development news, interviews and case studies – all to the highest editorial standards. Visit our stand to meet the team and pick up your complimentary copy of the magazine.

PERKINS+WILL PERKINS + WILL

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Established in 1935, Perkins+Will is an integrated design firm with 1,600 employees in 21 offices worldwide. With landmark aviation projects including Chicago O'Hare's Terminal 5 and Concourses 2 and 3 at Dubai International Airport, Perkins+Will offers services including airport landside and terminal planning, programming and architectural/interior design. In addition, Perkins+Will is recognised as one of the world's preeminent sustainable design firms, with more LEED-accredited professionals than any other firm in North America. Routinely ranked among the world's top design firms, Perkins+Will has received hundreds of awards, including the prestigious AIA Firm of the Year award.

PKS SERVICES LTD

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pk services has supported the travel industry and its service providers since 1998. Operating from our custom-built facility close to Heathrow Airport, pks provides return-to-base workshop repairs, on-site maintenance and support, preventative maintenance, manufacturing and design resources, a parts and logistics service and a state-of-the-art tracking system. We support products such as bag tag and boarding pass printers, gate readers, self-service kiosks, data gathering keyboards, information displays and back office printers from manufacturers including IER, Dassault, Genicom, Texas Instruments, OKI, Fujitsu, Vidtronix, Desko and Access. We warranty our workmanship for six months.

PRESSALIT AS

Stand: 1740

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Pressalit is a leading manufacturer of toilet seats, founded in 1954. The Duroplast seats are manufactured in the Pressalit factory in Denmark. The product range also includes a wide assortment of wooden seats and a number of accessories. The company is represented on more than 50 markets and has an export share of 80%. Pressalit has a wide range of toilet seats, especially suitable for: the specification market, housing

associations, residential homes, hotels and airports, etc. The product range is adapted to the individual markets, with models focusing on visual design, optimal function and technical innovations.

PSI LOGISTICS GMBH

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PSI presents modern, reliable and efficient airport software solutions. Within the presented virtual terminal, passenger information can be planned and simulated with the flight information display system. Connected to flight plan management systems and multimedia sources, the comprehensive tool allows easy and flexible integration of commercials at the most perceived areas. In the area of baggage and freight logistics, the company will also be exhibiting its applications and its master control centre for material management, as well as applications for mobile scanner devices to control the flow of baggage or shipments.

REAL KALISZ

Stand: 1680

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Real has been producing varied seats for 20 years and from the very beginning put great emphasis on the development of seating systems for public utility spaces. Huge experience is reflected in the ergonomic, safe

and durable line of products. Our benches have been chosen by many airports and port terminals as well as bus and train stations. With Real's products there are seating systems with aluminium or steel construction for indoor and outdoor use. The quality of products and sophisticated design are confirmed by numerous references.

REAL TIME ENGINEERING

Stand: 1310

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Real Time will be launching our RT-Scan 2.0 BCBP validation solution. RT-Scan is already used by 14 airports to validate paper and mobile BCBPs at security. Version 2.0 will see the flight and duplicate check extended to include integration with DCSs, TSA Digital Signature validation, and passport reconciliation. Our RT-Queue Bluetooth passenger tracking and queue management solutions will be live on our stand, along with demonstrations of the FirstPass IATA mobile BCBP platform (in use with bmi, Austrian Airlines and Lufthansa Systems) and FirstPlanIT, our airport forecasting and resource management package.

RECORD AUTOMATIC DOORS

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record FlipFlow – the right choice for effective

control of passenger flow. The record group has developed, produced and sold automatic doors for more than 50 years. record offers a complete range of automatic anti-pass-back tunnels for effective passenger flow control to divide Schengen from non-Schengen passengers or doors as a physical barrier for exiting customs. record offers the right solution at the right location. The product range encompasses automatic sliding and swing doors, folding doors, burglar- and smoke-proof doors as well as security products for escape and rescue routes. record is also proud of its extensive service and maintenance services.

RESA

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Resa is the only CUTE system provider to have internally developed a coherent and wide-reaching product range covering all the operational needs of airports in terms of passenger and baggage processing (local DCS, BRS, tracking system), operations management (AODB, billing systems, FIDS) and communication (information broker). 160 airports worldwide, for which integration, reliability and performance of their systems are major concerns, have already put their trust in Resa solutions. In 2009, Resa will be pleased to demonstrate its entire range of products, especially its newly developed software, Paxtrack: a comprehensive passenger tracking system.

RNIB JMU ACCESS PARTNERSHIP

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RNIB Access Consultancy Services can help you meet the needs of your disabled passengers in practical and cost-effective ways. See a demonstration of the latest RNIB React speaking signs, which can help guide people through transport environments. Talk to us about our range of services designed to help you improve accessibility for disabled passengers, including access audits, website assessments, disability awareness training and accessible information. We look forward to meeting you on stand 1245.

SAGEM-SECURITE

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Sagem Sécurité's biometric technology is used worldwide for preventing fraud and enhancing security. Applying its experience to biometric identity solutions, Sagem Sécurité provides governments with biometric ID/travel document production capacity. The company delivers innovative multi-biometric, ICAO-compliant solutions to airports around the world. These solutions are compatible with all passports and travel documents. They include a number of fixed or mobile biometric identification terminals and one-person e-gates, where travellers are identified automatically by their biometric features (fingerprint, face or iris).

Our ID documents and airport solutions are used in over 60 countries.

SEGWAY INC



Stand: 1123

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Segway Inc is focused on developing safe, clean transportation products that are already redefining personal transportation for consumers and businesses. Airports, railway stations, police and security installations, manufacturing/distribution enterprises, and daily commuters have chosen the Segway Personal Transporter (PT) as their preferred mode of transportation. Visit us at stand 1123, visit www.segway.com or call 1-866-4SEGWAY for more information.

SERVICETEC AIRPORT SERVICES INTERNATIONAL LTD



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When it comes to keeping airport systems running 24/7, ServiceTec is the partner of choice for the world's largest and busiest airports. For over 14 years ServiceTec has

successfully partnered with airports and airlines of all sizes to ensure the ongoing availability of critical systems including passenger check-in systems, baggage handling systems, common-use kiosks, biometrics and access control systems. Today, with over 1.5 million hours' experience, ServiceTec supports over 50,000 systems and 1,000 self-service devices to some of the world's most stringent SLAs. ServiceTec's proven managed IT service capabilities extend across the entire airport IT infrastructure.

SHANGHAI XIAN DAI ARCHITECTURAL DESIGN GROUP CO LTD

Stand: 1220

Stand Representatives: Di Jiang

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Shanghai Xian Dai Architectural Design (Group) Co Ltd is a modern scientific and technological enterprise specialising in architectural design. Over 20 professional companies including East China Architectural Design & Research Institute and Shanghai Institute of Architectural Design & Research are members of the group. The group was ranked among the top five places in The Top 60 Engineering Design Firms in China in 2008. The group has been ranked by the US magazine *Engineering News Record* as one of The Top 200 International Design Firms and one of The Top 150 Global Design Firms since 2001.

SHENZHEN CIMC-TIANDA AIRPORT SUPPORT LTD

Stand: 1765

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Web: www.cimc-tianda.com

CIMC-TianDa specialises in design and manufacture of passenger boarding bridges, air cargo handling systems, catering trucks, automatic logistics systems and seaport passenger boarding bridges, etc. The newest product line includes the A380 passenger boarding bridge, which accommodates the upper deck door of the giant A380 aircraft.

SICK AG

Stand: 1915

Stand Representatives: Reinhold Kilian, Klemens Wehrle, Roland Karch

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Sick AG's activities focus on producing increasingly intelligent sensors and sensor solutions for factory, process and logistics automation. Continuous innovation, its technological lead and tight cost control ensure Sick's leading position in numerous world and application markets, including a number of airport applications like luggage identification, dimensioning, weighing and scanning of airport goods, monitoring of ground traffic, guidance of airport vehicles and queue management. Sick is presenting two solution highlights in airport applications: the ALIS400_hybrid tunnel: the complete barcode and RFID solution from a single source; and the revolution in queue management: the TVS100.

SIEMENS AG

Stand: 1640

Stand Representatives: Silke Plötzner, Markus Fuchs

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Siemens is a leading supplier of integrated systems and solutions for airports. With our broad expertise we are able to equip complete airports from top to bottom. Our business is to help airports and airline operators optimise all their processes and efficiently accept the challenges of ever-increasing passenger numbers and security demands. Siemens specifically focuses on environmental care and develops all products and solutions with only one goal: maximum efficiency. Saving resources is one vital contribution to climate protection. Siemens gives you fascinating answers to the most pressing questions of environmental care.

SIMCORE SARL

Stand: 1980

Stand Representatives: Jacques Natchia

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Web: www.pax2sim.com

Simcore will exhibit PAX2SIM. PAX2SIM is a data-driven solution to plan resources, and optimise passenger flows and waiting times in terminals. It is a perfect tool for sharing planning and anticipating changes brought by new security measures such as liquid detection or biometric identification. It is also used for sizing check-in areas, taking into account the rise of self-service processes. Integrated with airport information system data, PAX2SIM technology is used by planners for short-term, mid-term and long-term capacity planning. Simcore will demonstrate PAX2SIM and will show how it is used for terminal resource planning optimisation.

SIMTRA AEROTECH AB

Stand: 1865

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Web: www.simtra.com

Simtra celebrates its 20th anniversary and proudly presents the latest version of its famous PathPlanner software and the recently launched Aircraft Data Viewer. The CAD-based PathPlanner A5 offers aircraft tracking with display of FAA and ICAO clearances and jet blast impact. The software also contains a powerful set of docking and gate features to optimise the gate layout. Professional presentation features allow users to transfer the technical design into impressive videos. Aircraft Data Viewer presents aircraft specifications in a user-friendly interface where information such as wingspan, door sill heights, service points and jet blast impact can be looked up.

SITA

Stand: 1820

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Searching for innovative ways to create value for tenants? Learn how SITA's airport know-how can help you create an environment that allows tenants to meet the most demanding passenger expectations. Visit booth 1820 to see SITA's latest innovations: a sleek new kiosk model, an exciting bag drop solution, and a self-service solution that allows passengers to register their own lost bags. Plus, be on hand when the results of the 2009 baggage report are released, to gain ideas on how to improve

EXHIBITOR LISTINGS

baggage management at your airport. Also, don't miss our Enhancing Customer Service with New Technologies presentation on Thursday 26 March.

SKIDATA AG

Stand: 1315

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Email: info@skidata.com

Skidata Group is an international market leader in access management and ticketing for controlled access of persons and vehicles to buildings and venues. Skidata products and services are designed to meet the requirements of airport operators and airlines in terms of technology, reliability and user friendliness. Currently more than 6,000 Skidata applications are in operation at airports, shopping centres and venues worldwide. Reference clients include the world's top airports, such as London Heathrow, Zurich, Hong Kong International, Munich and Dubai International. Skidata is a member of Switzerland-based Kudelski Group (SWX: KUD.VX, www.nagra.com), a world leader in digital security technology.

SMITHS DETECTION

Stand: 1255

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Smiths Detection provides government-regulated technology products and advanced services to security experts and governments worldwide, to detect and identify CBRNE material and other dangerous or illegal objects. At Passenger Terminal EXPO 2009 Smiths Detection highlights its HISCAN 6040aTiX system for the automatic

detection of explosives and liquids in carry-on baggage, and its revolutionary millimeter-wave-based people screening portal for non-intrusive threat detection. Furthermore, visitors will be able to attend live demonstrations of the worldwide-proven trace detection systems Ionscan 500DT and Sabre 4000. Additionally, Smiths Detection has prepared special simulation tools to illustrate its versatile EDS and Air Cargo screening solutions.

STRULIK GMBH

Stand: 1350

Stand Representatives: Wolfgang

Herter, Stephan Eidmann, Faris

Ramatalla, Reimund Dr. Jaeger

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Strulik is a specialised supplier of engineered solutions for air diffusion systems in special occupied environments such as historic buildings, concert halls and museums, with more than 25 years of experience. One major field of Strulik's work is airport terminals. The company's activity includes design concepts, system development, manufacturing and testing of suitable products and the supply of finished articles. Strulik is generally involved with the consultants and architects at a very early stage of the project, and continues this close cooperation until the handover stage is completed.

TAV IT CO

Stand: 1080

Stand Representatives: Ugur Yigiter, Nazmi Hugal

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Email: karen.maskalaci@tav.aero

Sometimes you might have no chance to

come across the best fit for your business and to proceed, without experiencing the properly tailored IT solutions blended with an in-depth airport domain knowledge that leads you to redefine your look at the business. At Passenger Terminal EXPO 2009 you will have the chance to experience our sophisticated product portfolio. Come and visit us at stand 1080 and let us show the comprehensive features of our product family and guide you to pick the right solutions. TAV IT is a core technology provider company, delivering turnkey airport systems and infrastructure solutions for airport authorities and airlines.

TAWI AB

Stand: 1120

Stand Representatives: Mark Roberts

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Web: www.tawi.com

Tawi is the leading manufacturer of lifting equipment VacuEasylift, the original vacuum lifter; VacuCobra, a model for high-frequency lifting; Protoma electric lifts; and Lyftman overhead crane systems. VacuCobra is ideal for baggage handling, end-of-line packing and roll cage loading. The VacuCobra characteristics are well suited for airport baggage handling areas. The suction cup will secure the goods safely from the side as well as from the top. Swivelling action achieves the highest possible precision with very little effort. The quick-release function makes sure no time is wasted when releasing the load.

TERKOM

Stand: 2055

Stand Representatives: Tomasz Darmolinski, Marcin Rdest

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net.pl

Web: www.terkom.net.pl

Terkom was founded in 2005 as a leader in IT support. In 2005 we established Airport Services as a separate division. This is now a national business, providing IT support for the specialised needs of airport customers. The Terkom team has been providing managed support services to public and private sector organisations of all sizes for more than five years. With a national base of clients that includes professional service organisations, public utilities, manufacturers and local and national government, Terkom has a proven track record of delivering total solutions to help organisations maximise their IT investment and run more efficient operations.

THE MANSER PRACTICE

Stand: 1232

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Web: www.manser.co.uk

The Manser Practice architects have a reputation for the design and procurement of elegant, efficient low-cost transport buildings. We have key project experience in a range of transport buildings and offer a range of services and expertise, from feasibility studies, through brief development, design and construction. Low-cost carriers are driving a requirement for efficient low-cost transport facilities. At PTE 2009, we illustrate how our buildings meet this demand with sensible solutions and present our most recent project, Southampton's Ocean Terminal, due for competition next month.

THYSSENKRUPP ELEVATOR ES/PBB GMBH

Stand: 1455

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Email: cristina.gudin@thyssenkrupp.com

Web: www.thyssenkrupp-elevator-espbb.com

ThyssenKrupp Airport Systems is part of the global business unit for escalators/passenger boarding bridges of ThyssenKrupp Elevator. This business unit is one of the most important suppliers for passenger boarding bridges, escalators and moving walks in the world. ThyssenKrupp Airport Systems has already successfully installed passenger boarding bridges to serve the A380 aircraft at international airports such as London, Paris, Frankfurt, Zurich, Madrid, Guangzhou, Dubai, Cairo, Brisbane or Los Angeles. ThyssenKrupp Elevator is the right choice for small and large airports, regardless of their location. At stand 1455 we will show you our latest innovations and solutions.

TOPSYSTEM SYSTEMHAUS GMBH

Stand: 1690

Stand Representatives: Patrik Schlepuetz, Elmar Perkuhn

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Web: www.topsystem.de

Since 1995, topsystem GmbH, Germany, has been developing IT systems for the business branches of aviation and logistics. For airport customers, topsystem's portfolio focuses on the complete integration of aviation IT systems. Here, a comprehensive standalone AODB in combination with a sophisticated message broker featuring extensive interfaces are available as a basis for unlimited cross-system data exchange (e.g. FIDS, IATA messaging, etc.). With its GHS-System, topsystem's aviation department also offers an extensive modular software solution for controlling operative processes from contract drafting, flight scheduling, resource management and service and fee recording up to the invoicing.

TRANSOFT SOLUTIONS (EUROPE) BV

Stand: 1770

Stand Representatives: Yorick Keeven, Richard Böck

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Web: www.transoftsolutions.com

Technology changes everything. Discover how AeroTURN Pro 2.0, the industry's first complete CAD airside design software from Transoft Solutions Inc, can make the difference in your airport designing and planning projects. With a few mouse clicks and a full library of more than 200 different aircraft and passenger boarding bridges, you can simulate aircraft manoeuvres, jet blast envelopes, and support vehicle operations to check for clearance, accessibility and traffic patterns at various airport facilities. AeroTURN Pro's core functionality also includes SmartBridge technology for real-time slope calculations between aircraft and PBB during the gate layout and analysis process.

UFIS AIRPORT SOLUTIONS GMBH



Stand: 1678

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With solutions and services from UFIS Airport Solutions, our customers can gain a tangible competitive edge. They can optimise their resources and maximise the services that they provide to their own customers. UFIS-

AS is demonstrating the Universal Flight Information System UFIS, a sophisticated traffic and resource planning and management system for airports, airlines and handling agents, and other service providers, offering a new degree of efficiency in facility and resource management. The latest trends in the company's product development will be showcased too – UFIS JB, the web-based FIDS (WebFIDS) and the Ground Operations Control Center (GOCC) applications.

ULTRA ELECTRONICS AIRPORT SYSTEMS

Stand: 1700

Stand Representatives: Andrew O'Connor, Tim Griggs

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Ultra Electronics is a leading supplier of airport and airline IT solutions. Ultra supplies the following offerings: airport information systems (AODB, FIDS, resource planning), baggage systems (reconciliation, reflighting), passenger processing (common use – CUTE/CUPPS, local DCS, airline emulators) and a systems integration capability, including building SI. Ultra is launching two major innovations at the show: UltraCUSE Enterprise – delivery of its common-use solution from centrally hosted data centres using VMWare and thin-client technology; and also secondly a brand-new global message distribution subscription service, including BSM delivery, which is also capable of routing all airline messages.

UNIMARK

Stand: 1252

Stand Representatives: Jim Larson, Ron Mears

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Email: jlaron@microcomcorp.com

Web: www.unimark.com

Unimark Products has taken a practical approach to passenger handling and processing. Through innovation and simplicity of design, Unimark's new ET6500 multi purpose printer and EC3000 boarding gate reader offer economical solutions with uncompromised reliability, performance, versatility and ease of maintenance. The robust ET6500 is a heavy-duty workhorse printer with the industry's longest MTBF and the simplest upgrade to RFID capability. Despite its sleek ergonomic design, the durable EC3000, with state-of-the-art components and industrial plastics, is built to last in tough environments. Please ask us about evaluation equipment for your airport or airline.

UNISYS

Stand: 1040

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Unisys provides solutions in passenger facilitation, airport operations and security. Our solutions, consultancy and systems integration services help you resolve the conflict between improved passenger service and increased security, while addressing the need to reduce costs, enhance revenues, and manage risk. We have decades of global experience in securing and transforming our transportation clients' businesses. And we help our clients recognise that they don't need to make trade-offs between risk management and business innovation. Visit our booth at the expo to see the innovative, pragmatic airport solutions we have implemented with our clients around the globe.

UNITED OFOQ

Stand: 1905

Stand Representatives: Haytham Arafa

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UNIVERSAL CODIC

Stand: 1655

Stand Representatives: Enrique Costa, Vivian Feher, Alexander Jalnine

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Email: marketing@codic.com

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Universal Codic, international supplier of trolley management systems, offers a full programme of products designed and constructed to individual requirements. On show will be the company's range of products: Aerocodic – luggage trolley dispensing system; Kartrak – luggage trolley location, positioning, inventory and theft prevention system; and our TrakService – full trolley management service. For more information please come and visit our booth and we will be very happy to find a solution customised to meet your specific needs.

VACULEX

Stand: 1610

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Web: www.vaculex.com

Vaculex offers airport baggage handling

using lifting equipment based on vacuum technology. The Vaculex BaggageLift is an ergonomic solution to the high injury risks associated with manual baggage handling. Loading and unloading baggage from a chute, conveyer belt or baggage loader to carts should be as quick and easy as manual handling. The unit is mounted to a light aluminium overhead rail system. This enables any work area to be covered and several units to be installed in one work area. This specially designed light rail system is only 1.3kg per metre, which means only low forces are required to move the bridge, which in turn makes this system ideal for high-frequency handling.

VANDERLANDE INDUSTRIES

Stand: 1805

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Web: www.vanderlande.com

In March 2009 London Heathrow's Terminal 5 will have been in operation for one year. The first year's performance of the baggage handling product has proven that the system from Vanderlande Industries is the new benchmark for quality in baggage handling services. Targets have been consistently achieved and frequently exceeded since the start of summer 2008. What were the key factors that made this possible? What method and tools are available, what are the essential preconditions to be successful? Let us inform you at Passenger Terminal EXPO 2009 in London, and meet us on stand 1805.

VIA GUIDE GMBH

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Web: www.viaguide.de

Securing aeroplanes with JetTrac. Via Guide GmbH, a leading producer of public guidance systems based in Germany, will be exhibiting the 20m JetTrac webbing system. It will also be exhibiting the Beltrac post range, and nine-post ShuttleTrac transporter. JetTrac has one, or optionally two, belt mechanisms with a belt length of 20m each. So airport staff can quickly and effectively secure aeroplanes during short ground handling times up to 40m. Beltrac posts are equipped with a centrifugal belt-braking system. ShuttleTrac is an innovative public guidance storage system that supports staff in transporting and storing posts.

VIDTRONIX LLC

Stand: 1670

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The newly built Branson Airport is the only privately owned commercial airport in the USA. VidTroniX has contracted to supply all airport equipment including the boarding pass/bag tag printers, gate readers, credit card/passport readers, FIDS, displays, baggage scales, keyboards, boarding pass/bag-tag stock and a 6x30ft wall display for entertainment and advertising. In 2008, VidTroniX signed American Airlines to replace all its boarding pass and bag tag printers, leaving only one major US carrier that we have not supplied through direct sales. In addition to the British Airways T5 Terminal, VidTroniX is

continuing to expand its international train and cruise line customers.

VIENNA INTERNATIONAL AIRPORT PLC - SKYLINK FLUGHAFEN WIEN AG



Stand: 1240

Stand Representatives: Peter Mayerhofer, Tania Baharyan-Pfeffer

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Web: www.viennaairport.com

Join Vienna International Airport at stand 1240 to learn more about our airport's passenger quality and VIP products, as well as the progress of our terminal expansion Skylink. With our new Skylink and our existing VIP facilities, Vienna International Airport is setting new standards in flexibility and comfort for passengers. You are always welcome at Vienna International Airport during Passenger Terminal EXPO.

VISUAL DEFENCE INC

Stand: 1200

Stand Representatives: Noel Shone, Christian Studder, Simon Jerome

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Web: www.visualdefence.com

Visual Defence prides itself on mastering the 'art of integration'. We tailor advanced security solutions for governments, airports, transit and commercial clients around the world. Leveraging 3C, our proven security management platform, visual defence integrates video, VoIP, IP access control and situational awareness applications into a single unified solution that meets exact business objectives. By turning functionality and interoperability requirements into

intelligent, scalable and easy-to-manage solutions that provide end-users with the security insight they need, we help organisations improve operations and effectively prevent and mitigate risk.

VITRA INTERNATIONAL

Stand: 1285

Stand Representatives: Pascal Berberat, Gregor Butz, Johannes Thomas, Florian Werz

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Web: www.vitra.com

For more than 40 years Vitra has manufactured public seating systems (e.g. the Eames Tandem Seating), in close collaboration with world-renowned architects and designers. AIRLINE is an example – a modular waiting system for airports designed by the famous architect Norman Foster. The advantages of AIRLINE include: highly economical use of space, great flexibility, minimal maintenance and exceptional robustness and longevity. Through its clear, aesthetic lines, it adorns the gates and terminals of many major airports worldwide: London Heathrow T5, Singapore Changi, Frankfurt, Amman, Gothenburg, Bangalore, Hyderabad, Munich, Porto, Toronto, etc. Visit us at our stand 1285.

VOICE PERFECT LTD

Stand: 1550

Stand Representatives: Barbara Laing, Nicky Spiers

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Web: www.voiceperfect.co.uk

Voice Perfect, maker of SCAS voice announcement systems for UK metro and rail, is pleased to announce the launch of SCAS-Air at Passenger Terminal EXPO. SCAS-Air

has been developed to provide airport termini with: live and automatic flight announcements in any real voice, accent or language; housekeeping announcements; scheduling of announcements (time, day, frequency and zone); recording and storage of user announcements; text/visual paging messages linked to announcements; background music; integration with existing airport infrastructure. Working closely with FIDS suppliers and system integrators has helped develop the key features that will be of real benefit to airport operators.

VP ISCON VIDEO IMAGING INC

Stand: 1657

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WANZL METALLWARENFABRIK GMBH

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Web: www.wanzl-airport.com

Wanzl is known as one of the world's largest providers of transport trolleys, customer guidance systems and prestige shopfitting solutions, evolving from years of pioneering in the field of shopping trolleys. Wanzl luggage trolleys can be found at many major international airports. The product range comprises: luggage trolleys in various designs, luggage trolleys for escalators/autowalks, airport shopper for transit and duty-free areas, porter trolleys, vending units, trolley monitoring system, maintenance software, guide rails, entrance systems, shopfitting for duty-free stores. In

addition to our standard products, we also develop many special solutions required by our customers.

WORKBRIDGE AS

Stand: 1780

Stand Representatives: Christian Moller, Erik Sorensen, Dave Cauvin, Jacob Colding

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Web: www.workbridge.com

WorkBridge delivers next-generation resource management solutions for ground personnel. Optimising ground handling processes and resource utilisation through automated planning, rostering, real-time resource allocation, situation awareness and support for wireless hand-held devices and QA reporting. Support for automated workload calculations, optimised shift and roster generation/control, cost analysis, real-time automated scheduling and dispatching, situation awareness, field crew management. HR database, holiday and sickness management, payroll control, post-labour analysis and service registration with the use of hand-held mobile devices.

WSP DEVELOPMENT & TRANSPORTATION

Stand: 1130

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WSP's aviation team offers planning, design and management services across the full lifecycle of airport projects. Our work ranges from front-end services such as corporate strategy and master planning right

through to detailed design and implementation. The team includes niche specialists in fields such as traffic forecasting, sustainability and passenger flow modelling, as well as recognised experts in pavement design, AGL and facilities planning. Because we understand the challenges inherent in developing infrastructure within the operational areas of an airport, we can produce innovative designs to overcome those challenges, combining proven and new technology to achieve optimal results.

WWB SERVICES LTD

Stand: 1010

Stand Representatives: Clive King

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The Concourse Wheelbox 2009 system provides ground service operators with a unique on-location, on-demand, PRM wheelchair service for airports. Housed in a secure toughened glass enclosure, and accessed by the PRM via touch-screen kiosk, the elegant and compact Wheelbox can be located, unattended, at check-in, retail concourses and gates. The system stores airline reservation information, user data, the time and location of wheelchair use, allows multiple location allocation, and provides asset and staff management services. International patents have been applied for. The Wheelbox is time saving, space saving and money saving, and is designed and manufactured in the UK.

XENICS INFRARED SOLUTIONS

Stand: 1000

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YRM

Stand: 1500

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