

AGENDA

DAY 1

November 17, 2023

Navarra Conference Room, NH Collection

14:30 – 17:00

CORE MANAGEMENT MEETING

18:00 – 22:00

NETWORKING, MIXER, AND DINNER

Join us for an engaging evening of networking at the NH Collection, The Palm Dubai.

DAY 2

November 18, 2023

Boardwalk, NH Hotel

07:00 – 07:30

STEP UP! FITNESS CHALLENGE

Embark on the AirlinePros Step Up! Fitness Challenge along the boardwalk behind the NH Hotel. Participants log steps, aiming for 5,000 steps daily until November 16, 2024. The top performer gets USD10 per day for achieving 5000 or more steps every day, which will be donated to a charity of their choice in their country at the end of year. Second and third runners up will also be awarded.

MORNING SESSION – FAIRMONT, THE PALM DUBAI

09:00 – 09:10

WELCOME ADDRESS

James Wesley Foster, *Chairman of AirlinePros International*

09:11 – 09:20

AVIATION INDUSTRY INSIGHTS

Thomas Windmuller, *Advisor to AirlinePros International*

09:21 – 09:40

ORGANIZATION & COMPLIANCE

Achma Asokan Foster, *Group Chief Executive Officer of AirlinePros International*

09:41 – 10:30

MEET YOUR CORE MANAGEMENT TEAM

A session focused on introducing our network to the advisors and functional leaders comprising part of our global shared services team.

10:30 – 10:50

COFFEE & TEA BREAK

- 10:50 – 11:30** **CENTER OF EXCELLENCE TEAM INTRODUCTIONS**
Get acquainted with the individuals comprising the other part our shared services team – the cornerstone of our operations – handling functions including accounting, customer service, marketing, and analytics.
- 11:20 – 11:40** **INTRODUCTIONS | AFRICAN PARTNERS**
- 11:41 – 12:00** **INTRODUCTIONS | LATIN AMERICAN PARTNERS**
- 12:01 – 12:40** **INTRODUCTIONS | NORTH AMERICAN & CARIBBEAN PARTNERS**
- 12:41 – 13:30** **INTRODUCTIONS | EUROPEAN PARTNERS**
- 13:31 – 14:30** **LUNCHEON**

AFTERNOON SESSION

- 14:31 – 15:30** **INTRODUCTIONS | MIDDLE EAST PARTNERS**
- 15:00 – 15:30** **INTRODUCTIONS | ASIA-PACIFIC PARTNERS**
- 15:51 – 16:10** **LIVING THE AIRLINEPROS WAY**
Achma Asokan Foster, *Group Chief Executive Officer of AirlinePros International*
- 16:11 – 16:30** **ACCOUNTING AND FINANCE – BEST PRACTICES**
Xavier Masule, *Group Chief Financial Officer of AirlinePros International*
- 16:31 – 17:00** **AIRLINEPROS ORGANIZATION | WORKING TOGETHER**
Shreyas Nanavati, *Deputy Chief Executive Officer*
- 17:01 – 17:19** **AIRLINEPROS BUSINESS DEVELOPMENT | WORKING TOGETHER**
Todd Neuman, *Chief Commercial Officer*
- 17:20 – 17:40** **AIRLINEPROS GLOBAL BRANDING | A UNIFIED CORPORATE IMAGE**
Anita Lukhele, *Chief International Relations Officer*

EVENING RECEPTION & GALA DINNER – FAIRMONT, THE PALM DUBAI

Join us for an evening of celebration, recognition, and networking.

- 19:30 – 20:20** **COCKTAIL RECEPTION & GROUP PICTURES**
- 20:30 – 21:00** **STARTERS**
- 21:00 – 21:30** **INTRODUCING FLYING CARPET**
Immerse yourself in the magic of the 'Flying Carpet' experience, complemented by a distinctive performance piece crafted to captivate and enchant.
- 21:30 – 22:00** **DINNER**
- 22:10 – 23:50** **THE MINGLE GAME & DANCING**

DAY 3

November 19, 2023

07:00 – 07:30 **STEP UP! FITNESS CHALLENGE**

Boardwalk, NH Hotel

MORNING SESSION – FAIRMONT, THE PALM DUBAI

09:00 – 09:30 **FLYING CARPET PRODUCT DEMONSTRATION**

Join Achma and the Flying Carpet team for a showcase of the 'Flying Carpet.' This segment offers a sneak peek into a cutting-edge travel solution designed to propel our industry into the future.

09:30 – 10:00 **FOSTERING EFFECTIVE COMMUNICATION**

Session on “Internal Communication, Data and Document Management”

Anil Mathew Asokan, *Chief Information Officer*

10:01 – 10:14 **COFFEE & TEA BREAK**

‘CHAMPIONING A TRANSFORMATIVE VISION’

Facilitated by Achma Asokan Foster & Thomas Windmuller

10:15 – 10:35 **David Gunnarsson**, *Chief Executive Officer of DOHOP*

‘Virtual Interlining is the future – Is MITA en route to obscurity?’

10:35 – 10:55 **Chris Engle**, *Chief Customer Officer of PlusGrade*

‘No business class seat unoccupied – A solution for higher airline yield.’

11:00 – 11:20 **Newton Muriithi**, *Customer Success Manager with EveryMundo*

‘Driving direct web sales for airlines – A dream come true!’

11:25 – 11:45 **Lauri Reishus**, *President and CEO of Airlines Reporting Corporation (ARC)*

‘Innovation Drives the Biggest BSP Equivalent in the World.’

11:55 – 12:15 **Stephan Copart**, *Head, Digital Transformation, IATA*

‘Future-proofing airlines – Leading aviation trends and powering innovation.’

12:20 – 12:35 **Mike Premo**, *Former President and CEO of Airlines Reporting Corporation (ARC)*

Business Travel Hall of Fame ‘USA market dynamics post pandemic.’

12:45 – 13:00 **Willy Boulter**, *Former Chief Commercial Officer with IndiGo*

‘What constitutes an effective GSA – An airline’s perspective on cost versus quality.’

13:05 – 13:45

Panel Discussion - *Collaborative Strategies for Success: Civil Aviation, Airports and Airlines*

David Savy

Former Chief Executive Officer of Air Seychelles

'Civil aviation, airports and airlines are a means to tourism growth and economic development.'

Elcia Grandcourt

Regional Director for Africa with the United Nations World Tourism Organization

'Does tourism growth have a conflict of interest with sustainable environmental goals?'

Gavin Eccles

Professor of Aviation and Tourism & Management Consultant

'AirlinePros product diversification a must – Unlocking airline services' success.'

13:45 – 15:00

LUNCH

15:30 – 18:00

AFTERNOON CONCLAVE

The afternoon slate will include announcements, demonstrations, and targeted regional sessions, all crafted to encourage collaboration and the exchange of insights within the AirlinePros network.

thank you!