Under the Patronage of H.H Sheikh Ahmed bin Saeed Al Maktoum, President of Dubai Civil Aviation Authority, Chairman of Dubai Airports, Chairman and Chief Executive of Emirates Airline and Group airportshow HYBRID* 24 - 26 MAY 2021 **VISITOR GUIDE** Co-located Events





Organised by





WELCOME TO AIRPORT SHOW HYBRID+

Taking place on 24-26 May 2021 this three-day event will provide a great opportunity to bring the global airport community together to participate in-person, digitally or a mix of both while engaging through our new and enhanced digital platform in 2021.

Platform opening hours:

24 - 26 May 2021 | 10am - 6pm (UAE time)



ATC FORUM

Monday | 24th May 2021 | Conference Room 1

TIME	SESSION			
09:00 - 10:00	WELCOME COFFEE AND NETWORKING			
10:00 - 10:10	WELCOME ADDRESS:Air Traffic Management in the post COVID era			
10:10 - 10:20	KEYNOTE ADDRESS 1: How to Secure your Airspace in Digital Times			
10:20 - 10:30	KEYNOTE ADDRESS 2: Digital Transformation of Air Traffic Systems			
10:30 - 11:30	PANEL DISCUSSION 1: The Future of Smart Digital Towers			
11:30 - 12:30	PANEL DISCUSSION 2: Driving Efficiency through Airspace Design			
12:30 - 13:30	LUNCH BREAK AND NETWORKING			
13:30 - 14:30	PANEL DISCUSSION 3: Safely Rebuilding Air Traffic Capacity			
14:30 - 14:40	KEYNOTE ADDRESS 3: Decarbonising Aviation through Improvements in ATC			
14:40 - 14:50	KEYNOTE ADDRESS 4: Preparing for Cyberattacks on Digital Air Traffic Control			
14:50 - 15:00	AFTERNOON COFFEE BREAK AND NETWORKING			
15:00 - 16:00	PANEL DISCUSSION 4: Global Regulations for UAS/UAV in Controlled Airspace			
16:00	END OF DAY			

ADDITIONAL TOPICS COVERED

- Building a Robust ATC Infrastructure for Growth
- Future Development of ATC at Middle East's Airports
- Maintaining ATCO Training and Licensing during Pandemics

FUTURE GSE

Monday | 24th May 2021 | Conference Room 2

TIME	SESSION			
09:00 - 10:00	WELCOME COFFEE AND NETWORKING			
10:00 - 10:10	WELCOME ADDRESS: The Impact of COVID-19 on the Ground Handling Industry			
10:10 - 10:20	KEYNOTE ADDRESS 1: Technology Innovation in Airport Ground Handling			
10:20 - 10:30	KEYNOTE ADDRESS 2: Increasing Operational Efficiency to Maximise Profitability			
10:30 - 11:30	PANEL DISCUSSION 1: Ground Handling Industry Gets Ready for Global Vaccine Distribution			
11:30 - 12:30	PANEL DISCUSSION 2: Digital Transformation of Ground Handling			
12:30 - 13:30	LUNCH BREAK AND NETWORKING			
13:30 - 14:30	PANEL DISCUSSION 3: The Future of Outsourcing in Ground Handling			
14:30 - 14:40	KEYNOTE ADDRESS 3: Sustainability on the Ramp			
14:40 - 14:50	KEYNOTE ADDRESS 4: GSE Excellence in Air Cargo Operations			
14:50 - 15:00	AFTERNOON COFFEE BREAK AND NETWORKING			
15:00 - 16:00	PANEL DISCUSSION 4: Latest Trends and Developments in Ground Handling Software			
16:00	END OF DAY			

ADDITIONAL TOPICS COVERED

- Ground Handling Safety Shifts Post COVID-19
- Redesigning the Ramp to Improve Efficiency and Safety
- The Growth of Self Driving, Automation and Robotics in Ground Handling

AIRPORT SECURITY

Tuesday 25th May 2021 | Conference Room 1

TIME	SESSION		
09:00 - 10:00	WELCOME COFFEE AND NETWORKING		
10:00 - 10:10	WELCOME ADDRESS: Maximising Passenger Convenience in the Airport Security Environment		
10:10 - 10:20	KEYNOTE ADDRESS 1: Ensuring Airport Security as Airlines Rebuild Capacity		
10:20 - 10:30	KEYNOTE ADDRESS 2: Threat Detection in the Digital World		
10:30 - 11:30	PANEL DISCUSSION 1: Preparing for the Cybersecurity Challenge		
11:30 - 12:30	PANEL DISCUSSION 2: Accelerating the Airport Security Digital Transformation		
12:30 - 13:30	LUNCH BREAK AND NETWORKING		
13:30 - 14:30	PANEL DISCUSSION 3: Integrating Surveillance Systems using Advanced Facial Recognition and Behavioural Biometrics		
14:30 - 14:40	KEYNOTE ADDRESS 3: Future Technologies Enhancing Airport Security		
14:40 - 14:50	KEYNOTE ADDRESS 4: Investing in Human Capital to Advance Capabilities		
14:50 - 15:00	AFTERNOON COFFEE BREAK AND NETWORKING		
15:00 - 16:00	PANEL DISCUSSION 4: Automation - the Future of Robots and Autonomous Drones in Airport Security		
16:00	END OF DAY		

ADDITIONAL TOPICS COVERED

- Reducing Touchpoints at Checkpoints
- Ensuring Post Pandemic Security Readiness
- Bringing Safe Travel Back to the Middle East



AIRPORT DIGITAL TRANSFORMATION

Tuesday | 25th May 2021 | Conference Room 2

TIME	SESSION		
09:00 - 10:00	WELCOME COFFEE AND NETWORKING		
10:00 - 10:10	WELCOME ADDRESS: Leveraging Technology to Deliver the Future Smart Airport		
10:10 - 10:20	KEYNOTE ADDRESS 1: How can Data Intelligence and Analytics Augment Airport Operations		
10:20 - 10:30	KEYNOTE ADDRESS 2: Emerging Technologies Transforming the Airport Digital Experience		
10:30 - 11:30	PANEL DISCUSSION 1: Preparing a new Innovation Strategy for a New Airport Experience		
11:30 - 12:30	PANEL DISCUSSION 2: The Growth of Robotics and Autonomous Technology Solutions		
12:30 - 13:30	LUNCH BREAK AND NETWORKING		
13:30 - 14:30	PANEL DISCUSSION 3: The Power of Al to Enhance Airport Operations		
14:30 - 14:40	KEYNOTE ADDRESS 3: Prioritising Digital Investment while Rebuilding Capacity		
14:40 - 14:50	KEYNOTE ADDRESS 4: Passenger Expectations Driving Airport Digital Strategies		
14:50 - 15:00	AFTERNOON COFFEE BREAK AND NETWORKING		
15:00 - 16:00	PANEL DISCUSSION 4: Integrating New Technologies to Legacy Systems		
16:00	END OF DAY		

ADDITIONAL TOPICS COVERED

- The Importance of Digital Integration with Aviation Stakeholders
- How Aviation can Help Deliver the National Digital Transformation Strategy
- Building a Digital First Culture for Success

AIRPORT PASSENGER EXPERIENCE

Wednesday | 26th May 2021 | Conference Room 2

	Real Control C		
TIME	SESSION		
09:00 - 10:00	WELCOME COFFEE AND NETWORKING		
10:00 - 10:10	WELCOME ADDRESS: Contactless Defining the New Passenger Experience		
10:10 - 10:20	KEYNOTE ADDRESS 1: Redesigning Passenger Flow to Enhance Passenger Experience and Maximise Efficiency		
10:20 - 10:30	KEYNOTE ADDRESS 2: Enhancing Passenger Experience to Build New Revenues		
10:30 - 11:30	PANEL DISCUSSION 1: Passenger Traffic Management in the Post COVID Environment		
11:30 - 12:30	PANEL DISCUSSION 2: Airport Concessions Trends to Meet Post-Pandemic Passenger Expectations		
12:30 - 13:30	LUNCH BREAK AND NETWORKING		
13:30 - 14:30	PANEL DISCUSSION 3: Passenger-centric Airport Information Solutions		
14:30 - 14:40	KEYNOTE ADDRESS 3: Rethinking Airport Terminal Design to Enhance Passenger Experience		
14:40 - 14:50	KEYNOTE ADDRESS 4: Delivering a Seamless Kerb to Destination Experience to Passengers		
14:50 - 15:00	AFTERNOON COFFEE BREAK AND NETWORKING		
15:00 - 16:00	PANEL DISCUSSION 4: Using Apps to Provide a World Class Digital Passenger Experience		
16:00	END OF DAY		

ADDITIONAL TOPICS COVERED

- Can Loyalty Programmes Help Rebuild Passenger Confidence and Retention?
- IATA Travel Pass Reimagining Passenger Travel
- ACI Airport Health Accreditation Program

FOR DIGITAL ATTENDEES

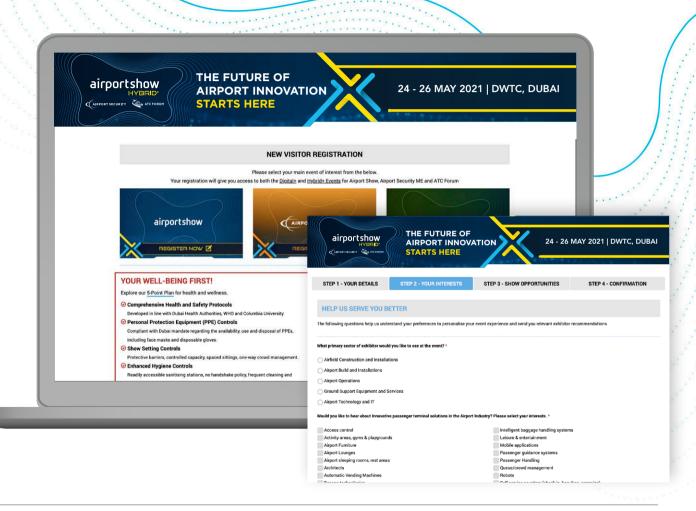
SIMPLY FOLLOW THE BELOW PROCESS TO GET STARTED

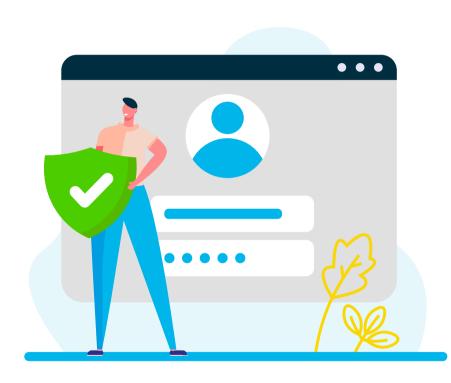
STEP 1

Register Online >

Make sure you have registered online giving us accurate information to personalize your matchmaking experience and send you relevant recommendations.

The Hybrid+ Platform is available until 2 weeks after the show.





✓✓ STEP 2

Access the Hybrid+ platform

Confirm your availability on the Hybrid+ platform and start sending/accepting meeting requests
 During the Event: Please attend your virtual meetings a few minutes earlier than scheduled and Rate your meetings after

Post Event: Continue networking for 2 weeks more to maximize your connections

STEP 3

Select your chosen Conference Sessions

2. Select the Conference Sessions you would like to attend and add to your 'Favorites'.

✓ STEP 4

Browse Exhibitor Products

✓ STEP 5

Receive your Agenda via Email

3. You will receive your Final Agenda via email around 5PM on 23 May.

✓ STEP 6

Enjoy the 3 day event!

4. View the latest product information by visiting Exhibitor Directory, Remote Connect Hub and Innovation Kiosks.

Page 6 | Hybrid+ Visitor Guide www.theairportshow.com

AIRPORT SHOW HYBRID+ TIMELINE

WEEKS TO GO

24 APRIL 2021

Make sure you have registered online giving us accurate information to personalize your matchmaking experience and send you relevant recommendations.

You will receive your passcode to access the Hybrid+ Platform 2 weeks before the event.

WEEKS TO GO

10 MAY 2021

The Airport Show Hybrid+ platform will open for 2 weeks prior to the event to give you time to pre-schedule your meetings & select the conference sessions you would like to attend.

After 24 hours of registering, you will receive a secure email invite with a passcode to access the Airport Show Hybrid+ platform to start networking!

DAY TO GO

23 MAY 2021

You will receive the Final Agenda via email around 5pm with a summary of your meetings and selected Conference sessions.

Please Note: It is recommended to finalize your meetings by this point.

DAY 1

24 MAY 2021

Start networking and attend your selected Conference sessions.

Enjoy the 3 day Event!

2 WEEKS AFTER

27 - MAY - 10 JUNE 2021

You can continue networking and watching on-demand content via the Hybrid+ platform for 2 weeks after the event.

USER GUIDE / HOW-TO AIRPORT SHOW HYBRID+ ACCESS

GET SET UP ON OUR NEW DIGITAL PLATFORM



Video Meet App Requirements

- Preferred medium:
 PC / Laptop (Desktop)
- ✓ Preferred browser: Chrome 85
- ✓ Connection speed > 1.5Mbps
- Mobile support: Android > 10 with Chrome browser iOS > 13 with Safari browser



Mobile System Requirements

- IOS/OS
 Safari (Latest version or 13.1.1 and above)
- Android
 Chrome (version 82 and above)
 Edge (version 80 and above)
 Opera (version 58 and above)
 Samsung Browser (version 12 and above)
 Firefox (Version 75 and above)



Audio & Video Permission

Please check audio & allow video permission upon joining the call

Mobile		Desktop/PC	
Android	•	Chrome	>
		Firefox	•
IOS	•	Microsoft Edge	•
.00		Safari	>



Web Browser Requirements

- Chrome (Version 80 and above)
 Download it here
- Firefox (Version 75 and above)
 Download it here
- Edge (Version 80 and above)
 Download it here
- ✓ Safari (Version or 13.1.1 and above)

 Download it here

IMPORTANT:

- ✓ Test your system beforehand with our Video Meet App Checker Click here
- Ensure that you have granted permissions of your microphone and camera to the browser: Instructions Here
- Enable Third-Party Cookies Click here

SUPPORT:

If you are still facing issues, even after meeting the criteria above, please email hybrid@theairportshow.com and a short description of the technical issue.

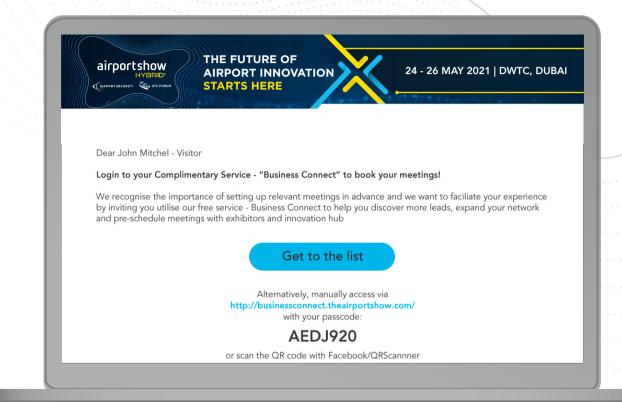
BUSINESS CONNECT:

AIRPORT SHOW HYBRID+ ACCESS

STEP 1

The Hybrid+ Platform will be available to access from 21 April.

Those who have registered will then receive a secure email invite with a passcode to access the Airport Show Hybrid+ platform to start networking!



Page 10 | Hybrid+ Visitor Guide www.theairportshow.com

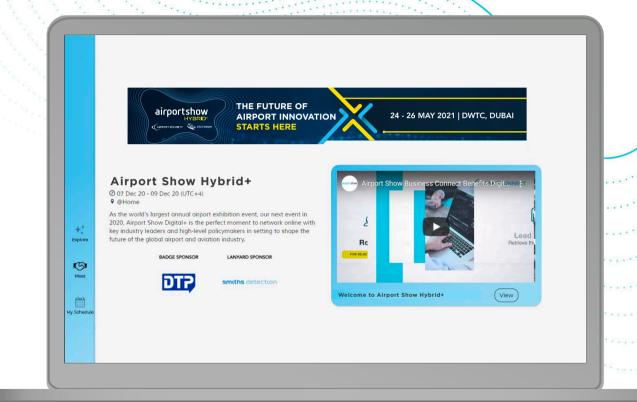
GET STARTED

STEP 2

Start Exploring

Once you login, you can view some recommendations based on your interests and activity on the platform.

- Recommended Profiles
- Recommended Sessions
- Requests Received



AGENDAS

STEP 1

Accessing Webinars/ Online Conferences:

- ► Toggle to the 'Agenda' tab
- Find session by date or filter the sessions using the drop-down options
- Click on the Video button to access the media content

STEP 2

Bookmarking Sessions to Favourites:

- Select the session you want to bookmark
- Click the 'Favourite' button

Your favorite sessions will appear in the final agenda you will receive via email before the event.

The bookmarked session will be listed on your 'My Schedule' tab



Page 12 | Hybrid+ Visitor Guide www.theairportshow.com

- You can initiate meeting requests to exhibitors
- Meetings are subject to invitee acceptance and reminders will be sent.

Top Tip:

Send your requests early so the team will have longer to follow up on your meeting requests.

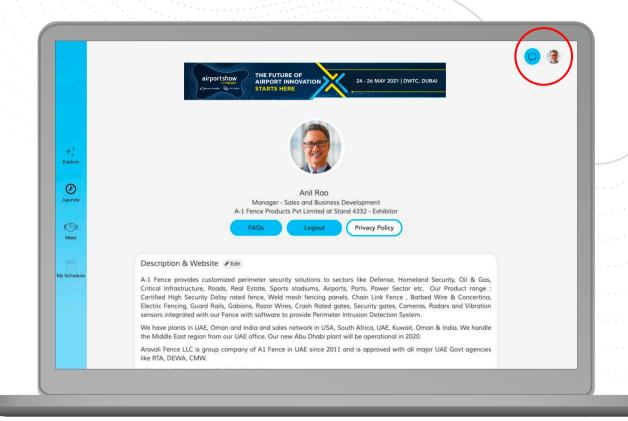


SET-UP YOUR MEETINGS

STEP 1

Upload your Photo

- ▶ To improve your visibility to other attendees.
- ▶ Go to 'Image' icon to update/view your own profile.



Page 14 | Hybrid+ Visitor Guide www.theairportshow.com

SET-UP YOUR MEETINGS

STEP 2

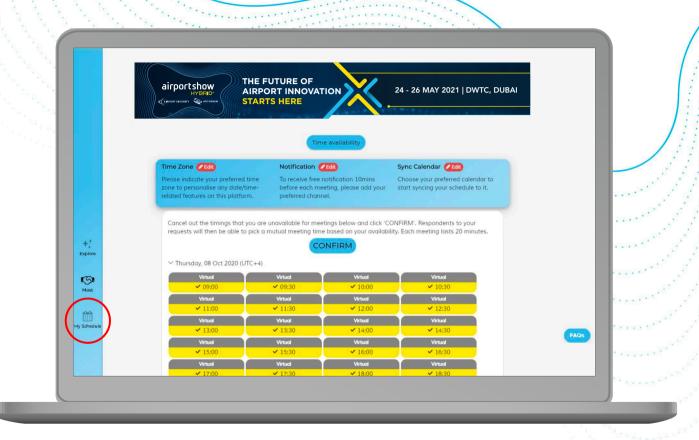
Click on 'My Schedule' to set your time availability and confirm your schedule before initiating a meeting.

To adjust your availability, **X** (unavailable time) or ✓ (available) the timeslots.

Click CONFIRM button to save your schedule.

Top Tip:

This step ensures exhibitors responding to your meeting requests can choose a time that you are available.



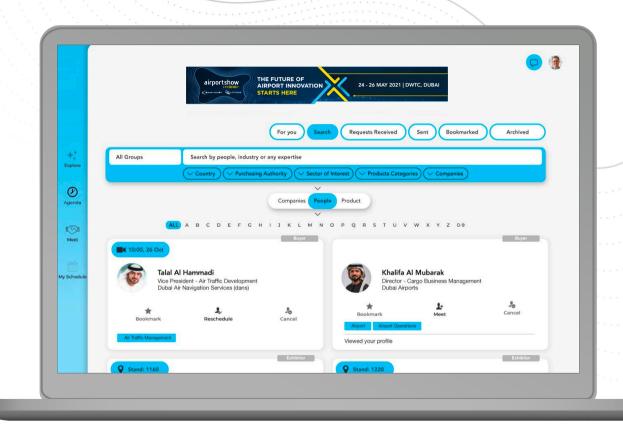
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SET-UP YOUR MEETINGS

STEP 3

Find relevant people or products/services:

- Click the 'search' bar at the top of the app
- Narrow down your search list by typing in the search bar OR select via filters provided (e.g. Companies, People, Products, Position)



Page 16 | Hybrid+ Visitor Guide www.theairportshow.com

SET-UP YOUR MEETINGS

STEP 4

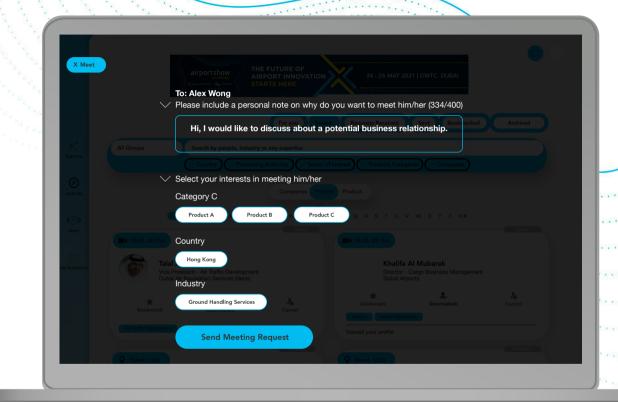
Send a meeting request:

- Click on 'Meet', enter an optional message to the other party
- Click 'Send' meeting request to confirm your arrangement
- The receiver will have the option to accept, or reject the meeting request.

Top Tip:

If a meeting request is pending for a while, simply cancel the request and find another prospect.

Login to your account on a regular basis to ensure you are on top of your meetings requests.



SET-UP YOUR MEETINGS

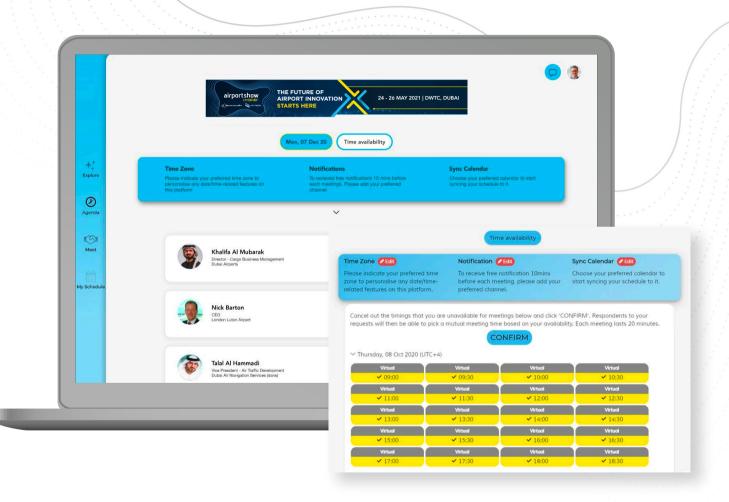
STEP 5

Meeting Calendar

You will receive your final schedule that will include all confirmed meetings 2-3 days before the event.

Top Tip:

Login to the digital platform a day before your meeting to see your latest schedule or update/cancel meetings under 'My Schedule/My Connection Tab'.



Page 18 | Hybrid+ Visitor Guide www.theairportshow.com

USER GUIDE / HOW-TO DURING THE EVENT

DURING THE EVENT

STEP 1

You will receive an SMS reminder 15 minutes before your meeting.

To ensure a seamless experience, use a laptop/PC to access the Airport Show Hybrid+ platform.

Access pre-arranged video meetings

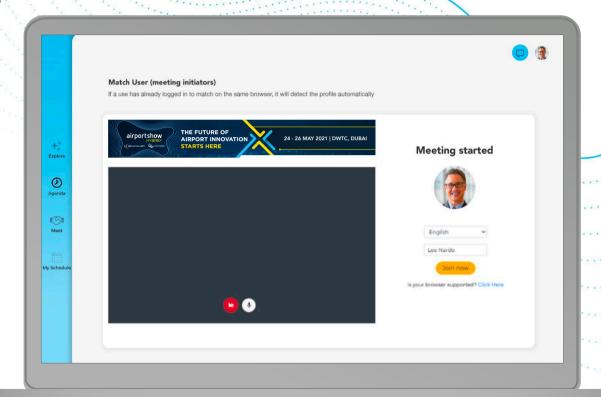
- Click on 'My Schedule'
- Click the 'Camera' icon next to the scheduled meeting
- Click 'Join Now' to enter the video meeting.

Please ensure the Microphone and Video Buttons are on before entering the room.

Please Note:

Please arrive 5-10 minutes before your meeting. The meeting room is only accessible during the scheduled date and will close automatically as per the scheduled time. You can continue to connect using the 'Chat' feature and 'Instant Call'.

For any assistance, email us at: hybrid@theairportshow.com



If you have available meeting slots you can continue to receive meeting requests during the event opening hours so it is advised to always be available on the platform.

Page 20 | Hybrid+ Visitor Guide www.theairportshow.com

DURING THE EVENT

Chat

Messaging is only available for connection/meetings that have been confirmed.

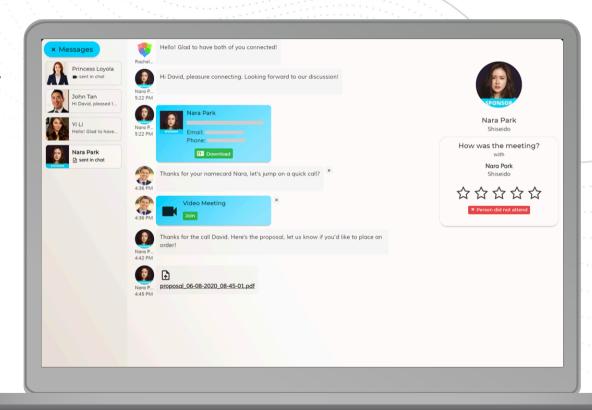
Chat is available during and after the event days only.

You can:

- Send images / documents
- Send Digital Business Cards
- ✓ Instant call (works best for web desktop view)
- Manage Meeting Details

To delete a message, click the X button.

NOTE: Deletion is irreversible



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DURING THE EVENT

Rate your connections

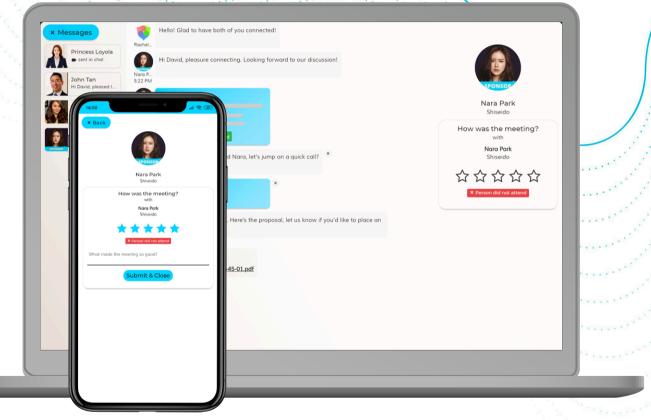
Provide feedback to improve meeting quality.

From Desktop Web Browser:

- Click on the connected attendee.
- Open the messaging platform
- On the right-hand corner it will prompt you to rate the meeting with the attendee

From Mobile:

- Click on the connected attendee
- Open the messaging platform
- Click on the 'Detail' button below the text bar, then a pop-up screen will prompt you to rate the meeting with the attendee



Page 22 | Hybrid+ Visitor Guide www.theairportshow.com

AIRPORT SHOW HYBRID ACCESS: DURING THE EVENT

Attend Conference Sessions

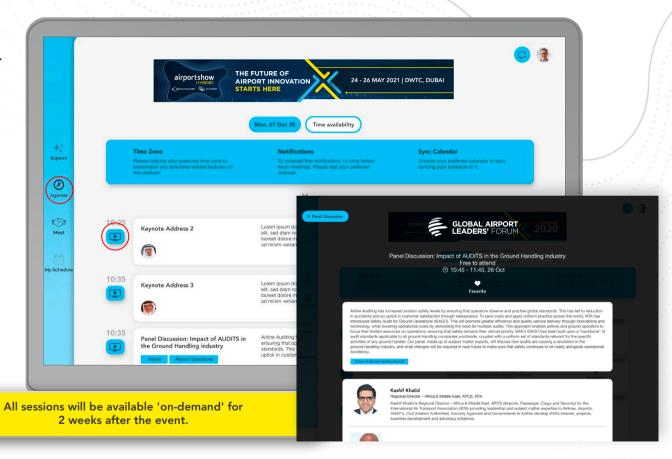
Your favorite sessions will appear in your final agenda.

There are over 20 sessions from the Global Airport Leaders' Forum taking place across the 3 day event see the programme on page 3.

Accessing Webinars/ Online Conferences:

- ► Toggle to the 'Agenda' tab
- Find session by date or filter the sessions using the drop-down options
- Click on the Video button to access the media content.

The bookmarked session will be listed on your 'My Schedule' tab.



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AFTER THE SHOW

You can continue to network for 2 more weeks using the same access details.

Meetings are still subject to invitee acceptance and they will be reminded on a regular basis.

Top Tip:

If you have missed any Conference Sessions, don't worry - you can access them all 'on-demand' on our website.



Page 24 | Hybrid+ Visitor Guide www.theairportshow.com

Learn more about Airport Show Hybrid+ here

Register to attend Airport Show Hybrid+ on 24 - 26 May here

FOR MORE INFORMATION CONTACT

MAI ISMAIL

Email: mai.ismail@reedexpo.ae



24 - 26 MAY 2021