

IATA

WORLD

FINANCIAL

SYMPOSIUM

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SYMPOSIUM

Chicago, USA
25 – 26 October 2023

WPS: ACCESSIBILITY



Co-host Airlines:



IATA WORLD FINANCIAL SYMPOSIUM

IATA WORLD PASSENGER SYMPOSIUM

Wednesday, 25 October

WPS: Accessibility Track

Masters of Ceremony

Laura Pierallini, Name Partner at Pierallini Studio Legale - Professor at Luiss University of Rome

& **Michael Swiatek**, Chief Strategy Officer, ABRA group

14h00 – 14h05

Opening and Welcome Remarks

- **Conrad Clifford**, Deputy Director General and Corporate Secretary, IATA
- **Michael Swiatek**, Chief Strategy Officer, ABRA group

14h05 – 14h15

Why accessibility in aviation needs a top-down approach

This keynote speech will look at the industry's progress in meeting the needs of passengers with disabilities, address some of the barriers that remain, and how we can continue to move forward to ensure all passengers, including those with disabilities, can travel safely with dignity and independence.

- **Stephanie Cadieux**, Chief Accessibility Officer of Canada

14h15 – 15h00

Thinking of accessibility in terms of economic benefits and financial challenges

Supported by data, the panel discussion will look at the economic benefits of transporting persons with disabilities by air and the financial challenges for airlines in the implementation of accessibility provisions. The scope is to generate an understanding of the levels of investment required to achieve and maintain compliance with regulations.

Moderator: **Andrew Matters**, Director Policy and Standards, IATA

- **Kerianne Wilson**, Director, Customer Accessibility, Air Canada
- **Michael Swiatek**, Chief Strategy Officer, ABRA group

15h00 – 15h30

Regulatory 'risks' and 'opportunities'. How can an effective regulation promote accessibility and make it work in practice?

An overview of applied or expected accessibility regulations from the voice of the policymakers.

Moderator: **Douglas Lavin**, Vice President, Member & External Relations North America, IATA

- **Tim Cade**, First secretary at the British Embassy, British Embassy
- **Carlos Eduardo Gomes Souza**, Federal Deputy, Secretaria Nacional de Aviação Civil - (TBC)
- **Sonia Gangopadhyay**, Director of the Centre of Expertise for Accessible Transportation, Canadian Transportation Agency

15h30 – 16h00

NETWORKING BREAK

*Times are subject to change



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WPS: Accessibility Track

16h00 – 17h00

En Route to Accessible Air Travel: Research in Progress

Professors Michael Mulvey and doctoral student Valentina Primossi, have assembled an intersectoral research team to understand accessibility through an "ageing and disability lens" for a seamless and accommodating travel experience for individuals living with dementia. During the presentation, they will discuss the barriers identified and potential solutions.

Presentation:

- **Michael S. Mulvey**, Associate Professor of Marketing, LIFE Research Institute
- **Valentina Primossi**, Ph.D. Candidate in Digital Transformation and Innovation, University of Ottawa

Based on research and data collected, this session will provide several recommendations on training and assistance service to improve travel for passengers with visible and invisible disabilities.

Moderator: **Kathy Kennedy**, Senior Principal Auditor, DOT Consumer Protections, Alaska Airlines

- **Mike May**, Navigation technology advisor, American printing house for the blind
- **Paul White**, CEO, The Hidden Disabilities Sunflower
- **William Harkness**, Head of Accessibility, Boeing

17h00 – 17h30

Lessons for an inclusive transformation in the tourism sector and its relation to connectivity and accessibility

Making tourism more accessible is not only a social responsibility – there is also a compelling business case as it can boost the competitiveness of countries and destinations. We will learn from the stakeholders' experts in the field.

Moderator: **Stephanie Lanza-Efthimiou**, Head of Accessibility, Jetblue

- **Almudena Alcaide**, R&D Director, Fundación ONCE
- **Neha Arora**, CEO and Founder, Planet Abled
- **Ronald Pettit**, Director, Disability Inclusion & ADA Compliance, Royal Caribbean

17h30

NETWORKING DINNER