



# CONFERENCE PROGRAMME

## Day 1 | 1000 | Arrival and registration

### 1100-1110 | Welcome and introduction

Adele Gammarano, Head of Regulation and Compliance – AirportsUK

### 1110-1130 | Opening address from the Government

Ian Elston, Deputy Director Aviation Resilience & Connectivity – Department for Transport  
Q&A

### 1130-1155 | Keynote address from industry

Katherine Leahy, Chief Operations Officer – NATS  
Q&A

### 1155– 1240 | CAA regulatory update

Mark Griffiths, Ground Handling Policy Specialist  
Matt Roberts, Policy Principal Aerodromes  
Q&A

## 1240-1250 | Commercial Presentation: NATS

### 1250-1400 | Networking Lunch

### 1400-1445 | Enabling the airports of the future: CAA's regulatory approach to AI and automation

James Bell, Innovation Strategy Lead – CAA  
Q&A

## 1445-1455 | Commercial Presentation: Egis Group

### 1455-1530 | Networking Break

### 1530-1620 | Resilience for airports: Operations & Infrastructure in a changing world

Rachel Burbidge, Senior Policy Officer, Environment and Climate Change– EUROCONTROL  
Georgie Covill, Senior Aviation Resilience Policy Advisor, Airspace, Resilience and Connectivity – DfT  
Nick Orwin, Emergency Planning Manager– London Luton Airport  
Mike Sparrow, Policy Specialist Aerodromes– CAA  
Q&A

### 1620-1640 | Accelerating growth: Elevating the airport performance

Monika Simonaityte, Chair of the Technical Operations & Safety Committee – ACI Europe

### 1640-1700 | Rebuilding stronger: How to prepare

Fabian Steinman, Lecturer in Organisational Resilience and Change – Cranfield University

### 1700-1705 | Closing remarks

Adele Gammarano, Head of Regulation and Compliance – AirportsUK

### 1915-2000 | Pre-dinner drinks

## 2000 | Dinner

## Day 2

### 0800-0900 | Breakfast

#### 0900-0910 | Welcome and introduction

Adele Gammarano, Head of Regulation and Compliance – AirportsUK

#### 0910-0940 | Keynote address from industry

Chris Woodroofe, Managing Director – Manchester Airport

Q&A

#### 0940-1030 | Protect, adapt and recover in the context of fire safety management

Graeme Day, RFFS Policy Specialist – CAA

John Moriarty, Life Safety Senior Engineer – London Luton Airport

Mark Proudley, Group Head of Fire Safety Policy and Standards –MAG

### 1030-1040 | Commercial Presentation: TBC

### 1040-1110 | Networking break

#### 1110-1135 | From terminal to tarmac: The blueprint for seamless traveler experiences

**Presentation:** Baroness Grey-Thomson DBE, Member of the House of Lords

#### 1135-1215 | Panel session

Liz Boadella-Burton, Head of Product & Passenger Experience – Wilson James

James Freemantle, Senior Manager, Consumer Policy and Enforcement – CAA

Baroness Grey-Thomson DBE, Member of the House of Lords

Lauren McDaniel, Senior Commercial Operations Manager - London Gatwick

Steve Wilson, Assisted Travel & Medical Manager– Jet2 and Jet2 Holidays

Q&A

#### 1215-1250 | Future-proofing airports: Harnessing technology

Lisa Allen, Aerodrome Compliance Manager – Heathrow Airport

Ian Astles, Senior Airfield Services Engineer – Farnborough Airport

Q&A

### 1250-1400 | Buffet lunch

#### 1400-1445 | Clear skies: Cultivating Psychological Safety

Lisa Ward, Head of Health and Wellbeing - Heathrow Airport

Emma Meenan, Head of Health & Safety at London Luton Airport

Samantha Cartwright, Health and Wellbeing Lead, London Luton Airport

Joanna Faustina, Principal Health and Wellbeing Specialist, Rail Safety and Standard Board

Q&A

#### 1445-1500 | Closing remarks

Adele Gammarano, Head of Regulation and Compliance – AirportsUK

### 1500 | Conference closes

*\*Speakers, topics & timings may be subject to change*



# CONFERENCE PROGRAMME

## AirportsUK Operations Conference 2025

**Date:** Tuesday 24 – Wednesday 25 June 2025

**Venue:** [Radisson Hotel, Manchester Airport](#)

### Conference Summary Overview

#### **Objective:**

This conference will unite aviation and airport stakeholders—leaders, regulators, and policymakers—to develop more resilient airports that can withstand disruptions which include modernising infrastructure and technology, enhancing operational efficiency, and bolstering business continuity and recovery. As post-pandemic passenger and cargo volumes continue to grow, the event highlights collaboration and shared learning as essential to creating agile, passenger-focused airports for the future.

#### **Conference Theme: *‘Protect, Adapt, and Recover – Resilient Airports’***

#### **Proposed Topics:**

- **Disruption Management and Recovery**  
Exploring strategies to maintain continuity and quickly restore operations after unforeseen events
- **Enhancing Operational Efficiency**  
Examining methods to improve resource allocation, reduce delays, streamline processes, and ensure smoother passenger flow.
- **Implementing Best Practices – Review Lessons Learned**  
Drawing on real-world examples to highlight successful strategies, case studies, and insights from past challenges.
- **Regulations Overview – CAA**  
Understanding key guidelines from the Civil Aviation Authority and their impact on operational decision-making and airport compliance.
- **Integration & Automation**  
Investigating how emerging technologies can integrate systems for improved accuracy, cost-saving, and scalability in airport operations.
- **Travel for All – Accessibility**  
Emphasising inclusive design and policies to make air travel accessible and seamless for passengers of all abilities.
- **Workplace Psychological Safety**  
Addressing employee well-being, stress management, and organizational culture to foster a healthier, more resilient workforce.