

## HUMAN RESOURCES TRACK

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### A BRAND NEW CONFERENCE EXPERIENCE FOR 2023

ACI-NA is excited to implement several conference and exhibition enhancements to increase value and improve the overall attendee experience in 2023. New changes for 2023 include:

- A more comprehensive and balanced conference schedule.
- Expanded educational sessions with brand new tracks.
- Enhanced networking opportunities, including a host welcome celebration.
- More thought leadership on the future of the airport industry.
- Improved exhibition hall hours to better showcase industry solutions.

What's more, your conference registration allows you to attend any session open to registered conference attendees while with us in Long Beach! [Check out the latest conference agenda](#) to learn about our full range of educational sessions, workshops, committee meetings, exhibition hours, and networking events.

This track agenda compiles all the educational sessions and workshops related to [airport human resources and workforce issues](#) into one place!

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### Saturday, September 30, 2023

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7:30 AM – 5:30 PM **Check-in / Registration**

8:00 AM – 9:00 AM **Networking Breakfast**

9:00 AM – 5:00 PM **Committee Workshops**  
*Open to all registered attendees*

10:00 AM–10:30 AM **Networking Break**

12:00 PM-1:15 PM **Networking Lunch**

1:15 PM – 2:45 PM **HR Roundtable – Step into the Future of HR at Airports**

The future of HR at airports will require airports to build a resilient and high-performing workforce, ensuring their continued success in an ever-changing landscape. We will discuss, brainstorm, come up with potential solutions, and uncover industry best practices with fellow colleagues on the hot topics that human resources professionals currently are or will be facing at their airports.

2:45 PM – 3:15 PM **Networking Break**

3:15 PM – 4:15 PM **Business Information Technology Committee Workshop**  
**Embracing the Skies: Understanding AI Integration at Airports**

As the aviation industry progresses towards a technologically advanced future, the integration of Artificial Intelligence (AI) in airports is becoming increasingly prevalent. This panel aims to explore the critical aspect of policy, governance and vision surrounding the adoption of AI technologies in the airport context.

6:30 PM – 9:30 PM **Host Airport Welcome Event**

### Sunday, October 1, 2023

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7:30 AM – 7:00 PM **Check-in / Registration**

8:00 AM – 9:00 AM **Networking Breakfast**

9:00 AM–10:15 AM **Educational Session**

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### **Your Future Workers are 10-Years-Old**

The workforce challenges our industry are experiencing now are in part due to a lack of awareness of aviation career opportunities amongst students. Educating and engaging students about the airport industry at an early stage not only inspires their passion but also equips them with essential skills and knowledge required for future employment opportunities. Learn about the pivotal role that school outreach programs – aimed at students as young as elementary school - play in fostering a strong future talent pipeline.

10:15 AM – 10:45 AM **Networking Break**

10:45 AM – 12:00 PM **Educational Session**

### **When Does It Stop? Managing Your Airport's Brand in Perpetual Crisis**

Airport professionals face a barrage of crises any given day. From macro events like global pandemics and significant security events to micro disruptions like unhappy passengers and flight delays, airports are continually in a crisis response and recovery mode at every level. Each crisis impacts the airport's brand and reputation within its community, threatening its competitiveness and ability attract new passengers and air service options. This session will highlight the strategies and tactics airports are deploying to proactively manage what they can and respond to what they can't, all to protect the airport's brand.

OR

### **Educational Session**

### **Airport Safety Management at a Crossroads - Incorporates workforce Issues from the safety risk standpoint**

With the rollout of airport safety management system (SMS) requirements in the United States and ongoing efforts to in Canada to "modernize" its airport SMS programs, airport safety was a topic of intensive focus even before high profile safety incidents in the U.S. prompted the FAA's March 2023 "Safety Summit". In this session, we'll explore the next steps U.S. and Canadian airport operators can take on their safety journey, with a focus on SMS, apron safety, safety data analysis, and effective safety promotion.

12:00 PM – 1:15 PM **Networking Lunch**

1:15 PM – 2:15 PM **Educational Session**

### **Employee Experience Drives the Customer Experience**

Looking to improve your airport customer experience? Try looking at your employee experience. Airport workers – especially frontline staff – are important "value add" brand ambassadors and can have a positive impact on the airport's

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bottom line. But measuring and leveraging airport employee satisfaction is not an easy endeavor. This session will explore how airports are engaging in important work to examine employee satisfaction and how it impacts the customer experience.

2:15 PM – 2:45 PM

### Networking Break

2:45 PM – 4:30 PM

### Opening General Session

#### Sam Samaddar

*Airport Director, Kelowna International Airport  
Chair, ACI-NA*

#### Cynthia Guidry

*Director, Long Beach Airport*

#### Kevin Burke

*President and CEO, ACI-NA*

#### Zanny Minton Beddoes

*Editor-in-chief, The Economist*

Editor-in-chief of *The Economist* and named one of the “Most Powerful Women in the World” by Forbes, Zanny Minton Beddoes is a renowned global economics expert, sought-after for her authoritative perspectives on the world economy. She is renowned for delivering sophisticated insight on all facets of economic affairs. At the nexus of the global economy and policy, Minton Beddoes adeptly positions new developments that impact business and industry into the broader context of world events.

4:30 PM – 7:00 PM

### Exhibition Hall Grand Opening

*Reception in the exhibit hall*

## Monday, October 2, 2023

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8:00 AM – 4:00 PM

### Check-in / Registration

8:00 AM – 6:00 PM

### Exhibition Hall Open

*The Exhibition Hall will remain open during all educational sessions on Monday, October 2.*

8:00 AM – 9:30 AM

### Networking Breakfast in the Exhibition Hall

9:00 AM – 10:30 AM

### ACI-NA World Business Partner / Associate Member and Airport CEO Roundtable Breakfast

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*Invitation Only, RSVP Required*

- 11:30 AM – 1:00 PM **Networking Lunch in the Exhibition Hall**
- 1:00 PM – 2:00 PM **Educational Session**  
**Getting the Memo: Internal Communications and the Workforce of the Future**
- We have seen a rapid evolution in the way teams communicate and engage with the proliferation of more remote work options and an inter-generational workforce. With no shortage of communications tools and resources available, the real challenges are communicating with transparency, reaching the right audiences to make problem statements, actions, and goals known, and listening to feedback. From the c-suite to public relations to human resources, everyone has a role in internal communications. This session will focus on the best practices and principles of internal communications to align teams, drive effective action, and deliver results.
- 2:00 PM – 2:30 PM **Networking Break in the Exhibition Hall**
- 2:30 PM – 3:30 PM **Educational Session**  
**Diversity, Equity & Inclusion at Airports – A Work in Progress but Differences Made**
- 4:30 PM – 6:00 PM **Exhibition Hall Reception**

## Tuesday, October 3, 2023

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- 7:30 AM – 12:00 PM **Check-in / Registration**
- 8:00 AM – 9:00 AM **Networking Breakfast**
- 8:00 AM – 9:00 AM **ACI-NA Women in Aviation Breakfast**  
*Invitation Only, RSVP Required*
- 9:00 AM–10:00 AM **Track 1**                      **Track 2**  
**Airports Only**           **Airports Only**  
**Roundtable**             **Roundtable**
- 10:00 AM – 10:30 AM **Networking Break**
- 10:30 AM – 12:00 PM **General Session Keynote and Closing Remarks**
- 12:00 PM **Adjourn**