



ICAO FACILITATION CONFERENCE 2025 (FALC 2025)

Facilitating the future of air transport: collaboration, efficiency, inclusivity
Streamlining Travel, Connecting Communities

DOHA, QATAR
Sheraton Grand Doha (Al Dafna)
14-17 APRIL 2025
PROGRAMME

Sunday, 13 April 2025

| TIME | |
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| 14.00 – 19.00 | ON-SITE REGISTRATION Sheraton Grand Doha Resort & Convention Hotel |


Monday, 14 April 2025


| TIME | |
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| 07.00 – 09.30 | ON-SITE REGISTRATION Sheraton Grand Doha Resort & Convention Hotel |
| 09.30 – 10.30 | <p>OPENING CEREMONY</p> <p>Introduction - Master of Ceremony: Mr. Abdoulrahman Alshammari, Qatar Television</p> <p>Opening Remarks</p> <ul style="list-style-type: none"> H.E. Mohamed Faleh Al-Hajri, Acting President, Civil Aviation Authority, Qatar <p>Cultural Performance</p> <p>Keynote Speaker</p> <ul style="list-style-type: none"> Dr. Tedros Adhanom Ghebreyesus, Director General, World Health Organization <p>Keynote Address</p> <ul style="list-style-type: none"> Mr. Salvatore Sciacchitano, President of the Council, International Civil Aviation Organization <p>Welcome Address</p> <ul style="list-style-type: none"> H.E. Sheikh Mohammed bin Abdulla bin Mohammed Al Thani, Minister of Transport, Qatar <p>Official Signing ICAQ Management Service Agreement (MSA) signing with Qatar</p> <p>Group Photo</p> |
| 10.30 – 11.00 | COFFEE BREAK |
| 11.00 – 11.15 | <p>Setting the Scene</p> <p>Presentation by Mr. Juan Carlos Salazar, Secretary General, ICAO</p> |

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| 11.15 – 12.30 | <p>Session 1</p> <p>High-level Panel for Exchange of Views on Expectations for FALC 2025 Facilitating the Future of Air Transport Facilitation</p> <p>This session delves on the contribution of air transport facilitation to the growth of the aviation industry, exploring innovative approaches that can drive progress towards a more sustainable development of civil aviation. It will discuss the capacity for expansion at airports to meet traffic growth, forecasting demand, and effective management of flow arrangements to ensure the improvement of terminal traffic-handling from the standpoint of all involved stakeholders. The Session will also discuss the role of aircraft operators and airport authorities in facilitating clearance and service operations, including support of initiatives for simplifying passenger travel.</p> <p>Moderator: Mr. Mohamed Khalifa Rahma, Director, Air Transport Bureau, ICAO</p> <p>Speakers:</p> <ul style="list-style-type: none"> • Mr. Willie Walsh, Director General, International Air Transport Association (IATA) • Ms. Poppy Khoza, Director, South African Civil Aviation Authority (SACAA) • Mr. Olivier Onidi, Deputy Director General, DG Home Affairs, European Commission • Mr. Essa Al-Malki, Representative of Qatar on the Council of ICAO & Chairperson, ICAO Air Transport Committee • Mr. Darryl Dowd, Vice-President, Safety Security Operations, Airports Council International (ACI) |
| 12.30 – 12.45 | <p>SKY TALKS Verifying Electronic & Digital Travel Documents – Live Demonstration</p> |
| <p>ALL DAY</p> <p>Live Demonstration</p> | <p>A demonstration area will be setup in the Exhibition wing of the Conference Venue where the coffee and lunch breaks will be hosted for the three days of the Conference. It will comprise:</p> <ul style="list-style-type: none"> • Two dedicated private testing areas, lead by ICAO experts, where attendees can learn more about the verification of their own passports and the tools and capabilities defined by ICAO to enable trust in traveller identity. • A separate demonstration and knowledge sharing stage where experts will provide focussed insights on matters related to issuance and verification of international travel documents. <p>A hands-on learning area where participants will be able to practically use and learn more about certain innovative technologies that leverage the capabilities and functions of ICAO travel documents, set up by supporting vendors.</p> |
| 12.45 – 14.00 | LUNCH |
| 14.00 – 15.15 | <p>Session 2</p> <p>Cooperation, Collaboration and Inter-Agency Coordination</p> <p>The participants to this session will be invited to provide insights to be considered for the enhanced development of a National Air Transport Facilitation Programmes (NATFP) and the set-up of a National Air Transport Facilitation Committees (NATFC) and to discuss communication strategies between national and international stakeholders involved in air transport facilitation.</p> <p>Moderator: Ms. Valdis Adalsteinsdottir, Representative of Iceland on the Council of ICAO</p> <p>Speakers:</p> <ul style="list-style-type: none"> • Mr. Abdennebi Manar, Director General, Arab Civil Aviation Organization (ACAO) • Ms. Adefunke Adeyemi, Secretary General, African Civil Aviation Commission (AFCAC) • Ms. Patricia Reverdy, Executive Secretary, European Civil Aviation Conference (ECAC) • Mr. Jaime Binder, Secretary General, Latin American Commission of Civil Aviation (LACAC) • Mr. Nari Williams-Singh, Director General, Civil Aviation Authority, Jamaica • Mr. Douglas Yeo, Director, Security Policy & Emergency Preparedness, International Relations and Security Division, Ministry of Transport, Singapore, Chairperson, Facilitation Panel (FALP) |
| | Questions & Answer Session |
| 15.15 – 15.45 | COFFEE BREAK |

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| 15.45 – 17.00 | <p>Session 3</p> <p>Passenger Experience</p> <p>This Session will explore strategies for expanding airport capacities to accommodate growing traffic demand, highlighting the roles of aircraft operators and airport authorities in facilitating clearance and service operations. It will examine the overall passenger experience throughout their journey and address key facilitation challenges, including the management of unruly passengers within airport facilities and onboard aircraft.</p> <p>Moderator: Mr. Ángel Luis Arias Serrano, Representative of Spain on the Council of ICAO</p> <p>Speakers:</p> <ul style="list-style-type: none"> • Ms. Andile Mtetwa-Amaeshi, Director General, Civil Aviation Authority, Eswatini • Mr. Abdulaziz A. Aldahmash, Executive Vice President for Quality and Customer Experience, Civil Aviation, Saudi Arabia • Ms. Feng Zhiwei, General Manager, Division of Exchanges and Conventions, Air Transport Association, China • Mr. Hamad Ali Al-Khater, Chief Operating Officer, Hamad International Airport, Doha • Mr. Abdul Wahab Teffaha, Secretary General, Arab Air Carriers Organization (AACO) |
| | Questions & Answer Session |
| 17.00 – 17.15 | <p>SKYTALKS Qatar Airways (Mr. Abdulla Ali)</p> |
| 17.15 – 18.30 | <p>Session 4</p> <p>Cargo Release Clearance and Automation Processes</p> <p>Overview of current ICAO initiatives and material and Annex 9 implementation experience of ICAO requirements in cargo matters will be discussed from the perspective of implementing States as well as aircraft and airport operators. Through sharing case studies and expertise, areas of improvement and/or adjustment of international standards for cargo release and clearance may be identified.</p> <p>Moderator: Ms. Hiwot Mosisa Deressa, Representative of Ethiopia on the Council of ICAO</p> <p>Speakers:</p> <ul style="list-style-type: none"> • Mrs. Safae Raddaf, Head, Airport Operations Department, Civil Aviation Authority, Morocco • Mr. Carlos Grau Tanner, Director General, Global Express Association (GEA) • Mr. Brendan O’Hearn, Acting Director, Compliance and Facilitation, World Customs Organization (WCO) • Ms. Yanying Li, Legal Office Negotiable Cargo Documents, United Nations Commission on International Trade Law (UNCITRAL) • Ms. Maria Vournou, Advisor to the Governor on Customs Related Matters, Independent Authority for Public Revenue & Chairperson, WCO Revised Kyoto Convention Management Committee, Greece |
| | Questions & Answer Session |
| 18.30 – 18.40 | Wrap-up of Day 1 by the Master of Ceremony |
| 19.00 – 22.00 | <p>GALA DINNER kindly provided by the State of Qatar</p> <p>Location: Ritz Carlton Doha – The Island</p> <p>Transportation provided (directly following closing of Day 1 of the Conference)</p> |

Tuesday, 15 April 2025

| TIME | |
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| 09.00 – 10.15 | <p>Session 5</p> <p>Travel Document Integrity and Border Control</p> <p>This Session will provide an overview of the standardized implementation of Machine-Readable Travel Documents (MRTDs) and electronic MRTDs (eMRTDs), along with a global approach to deploying new technologies for identity verification and border control. Discussions will explore innovative solutions for optimizing the issuance and inspection of travel documents in line with ICAO Doc 9303 specifications. The session will also address strategies to reduce congestion at departure and arrival control points and examine new paradigms for leveraging technology to streamline passenger and crew processing throughout their journey.</p> <p>Moderator: Mr. Dion Chamberlain, Director International and Product Strategy, Department Internal Affairs, New Zealand</p> <p>Speakers:</p> <ul style="list-style-type: none"> • Dr. Uwe Seidel, Head of Department, IT Forensics Documents, German Federal Criminal Police Office, Chairperson, New Technologies Working Group (NTWG) of TAG/TRIP • Mr. Florent Tournois, Project Director - France Identity, Agence Nationale des Titres Sécurisés (ANTS), France • Mr. Cor de Jonge, Team Lead & Business Owner Public Key Infrastructure (PKI), Ministry of Justice and Security of The Netherlands & Chairperson, ICAO Public Directory (PKD) Board • Mr. R. Rajeshkumar, International Organization for Standardization (ISO) Liaison Officer to ICAO |
| | Questions & Answer Session |
| 10.15 – 10.45 | COFFEE BREAK |
| 10.45 – 12.00 | <p>Session 6</p> <p>Addressing Inadmissible Persons, Deportees, Refugees and Stateless Persons</p> <p>This session will highlight the importance of handling inadmissible persons and deportees in a respectful manner and discuss the specific issues preventing refugees and stateless persons from accessing travel documents. It will discuss policies relating to inadmissible persons, deportees, refugees and Stateless persons, including issuance of ICAO Doc 9303 compliant MRTDs for refugees and stateless persons by all countries. It will also discuss innovation aspects for the shaping of future practices for the issuance of travel documents to refugees and Stateless persons.</p> <p>Moderator: Ms. Maria Cristina Liliana Ioniță, Representative of Romania on the Council of ICAO</p> <p>Speakers:</p> <ul style="list-style-type: none"> • Mr. Nelson Goncalves, Head Legal Identity Unit, International Organization for Migration (IOM) • Mr. Ahmed Mohsen, UNHCR Representative, United Nations High Commissioner for Refugees (UNHCR), Qatar • Mr. Saad Salem Al-Dosari, Assistant Director of Human Rights Department, Ministry of Interior, Qatar • Dr. Essame Patrice, Chief, Legal Division, General Delegation for National Security (DGSN), Cameroon • Ms. Linda Ristagno, Assistant Director, External Affairs, Infrastructure and Customer Experience, International Air Transport Association (IATA) |
| | Questions & Answer Session |
| 12.00 – 12.15 |  United Nations Office of Counter-Terrorism (Mr. Motaz Al-Rababah) |
| 12.15 – 14.00 | LUNCH |

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| 14.00 – 15.15 | <p>Session 7</p> <p>Addressing Human Trafficking and Irregular Migration</p> <p>This Session is intended to highlight feasible solutions to identify suspected incidents of trafficking in persons through civil aviation and the necessary coordination across State agencies, among States, and with stakeholders, including airport and aircraft operators. The Session will discuss the protocols to follow for clear lines of reporting to law enforcement agencies on suspected or actual cases of trafficking in persons, and the implementation of appropriate training of airport and aircraft operators' personnel in direct contact with the travelling public.</p> <p>Moderator: Mr. Sergio Martes, Representative of Italy on the Council of ICAO</p> <p>Speakers:</p> <ul style="list-style-type: none"> • Mrs. Simona Ardovino, Head of Unit Migration Management Response and Counter-Smuggling, Directorate-General for Migration and Home Affairs (DG HOME), European Commission • Dr. Sabelo Mbokazi, Head of Labour, Employment and Migration Division, African Union • Mr. Bhaskar Mishra, Global Technical Lead, Legal Identity, United Nations International Children's Fund (UNICEF) • Mr. Luis Benavides, United Nations Security Council Expert on Haiti |
| | Questions & Answer Session |
| 15.15 – 15.45 | COFFEE BREAK / NETWORKING |
| 15.45 – 17.00 | <p>Session 8</p> <p>Assistance to Aircraft Accident Victims and their Families</p> <p>This Session will discuss implementation of States' legislation, regulations, policies and procedures related to family assistance and relationship between insurance companies and victims, families and airlines. It will also discuss which mechanisms are existing to assist Member States in developing family assistance plans to support aircraft accident victims and their families, by notably highlighting both the most expeditious procedures practical to facilitate the movement of family members and authorized representatives of the operator and the best practices for insurance companies.</p> <p>Moderator: Mr. Pascal Luciani, Deputy Director, Air Navigation and Aviation Safety, ICAO</p> <p>Speakers:</p> <ul style="list-style-type: none"> • Mr. David Benito Astudillo, Director General, National Civil Aviation Administration, Spain • Ms. Pilar Vera Palmés, President AVJK5022 Accident Victims Association and Chair, Air Crash Victims' Families' Federation International (ACVFFI) • Ms. Aysha Al Hamili, Assistant Director General, Air Accident Investigations Sector, United Arab Emirates (UAE) • Mr. Albert Urdiroz, Deputy Head of Accident Investigations and Prevention, Airbus Commercial Aircraft • Mr. Amdye Fanta, Director, Aircraft Accident/Incident Investigation Bureau, Ethiopia • Mr. Richard Ossendorp, Netherlands Representative to ICAO |
| | Questions & Answer Session |
| 17.00 – 17.15 |  ICAO Facilitation Courses and iPacks (Janet Chemeli) |

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| <p>17.15 – 18.15</p> <p>Session 9</p> | <p>Capacity Building and Implementation Support for States</p> <p>This session will discuss provision of technical assistance to States, auditing and oversight of Annex 9 provisions implementation as well as capacity building initiatives. The enhancement of regulatory capacity and operational capabilities of States and the promotion of international cooperation and regional collaboration to share resources and expertise and to address common challenges and leverage regional strengths will also be discussed.</p> <p>Keynote Speaker: Mr. Jorge Vargas, Director, Capacity Development and Implementation, ICAO</p> <p>Moderator: Ms. Florence Cormon Veyssi re, Representative of France on the Council of ICAO</p> <p>Speakers:</p> <ul style="list-style-type: none"> • Mr. Celier Aparicio Arispe Rosas, Representative of Bolivia on the Council of ICAO • Mr. Dion Chamberlain, Chairperson of the Implementation and Capacity Building Working Group (ICBWG) of the TAG/TRIP • Mr. Melvin Cintron, Director, Western Hemisphere, Federal Aviation Administration (FAA) International Affairs • Ms. Wafa Abdulla Al Obaidli, Senior Director Oversight and Inspection, Aviation Security Affairs, General Civil Aviation Authority, United Arab Emirates • Ms. Olive Lumonya, Deputy Director General, Civil Aviation Authority, Uganda • Ms. Anita Adjei Nmashie*, Representative of Ghana on the Council of ICAO |
| | <p>Questions & Answer Session</p> |
| <p>18.15 – 18.25</p> | <p>Wrap-up of Day 2 by the Master of Ceremony</p> |

Wednesday, 16 April 2025

| TIME | |
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| 09.00 – 10.15 | <p>Session 10</p> <p>Passenger Data Systems</p> <p>This Session will examine the Implementation of Advance Passenger Information (API) and Passenger Name Record (PNR) data systems, along with the categorization and standardization of various Electronic Travel Systems (ETS). Discussions will emphasize the need for greater consistency in the deployment of passenger data systems, with a focus on leveraging National Air Transport Facilitation Committees (NATFCs) to enhance coordination and support for API and PNR development. The session will also explore best practices for implementing ETS with fully automated and interoperable validation systems.</p> <p>Moderator: Mr. Michael Gill, Director, Legal Bureau (LEB), ICAO</p> <p>Speakers:</p> <ul style="list-style-type: none"> • Mr. Motaz Al-Rababah, Countering Terrorist Travel, United Nations Office of Counter-Terrorism (UNOCT) • Lieutenant Colonel Michael Jones, Executive Director, Implementation Agency for Crime and Security (IMPACS) of the Caribbean Community (CARICOM) • Mr. Fabrizio DiCarlo, Senior Coordinator of Police Data Management, International Criminal Police Organization (Interpol) • Ms. Sabine Kloss-Tullius, Head of Applications Processing Unit, Frontex-ETIAS |
| | Questions & Answer Session |
| 10.15 – 10.45 | COFFEE BREAK |
| 10.45 – 12.00 | <p>Session 11</p> <p>Accessibility in International Civil Aviation</p> <p>This session will discuss the importance of facilitating air travel for persons with disabilities and reduced mobility. It will highlight the different barriers and various requirements throughout the passenger journey for persons with disabilities including visible and non-visible disabilities with the objective to achieve a disability-inclusive air transport system in collaboration with all stakeholders. It will also discuss the necessary development of an effective ICAO strategy on accessibility for passengers with disabilities and reduced mobility.</p> <p>Moderator: Dr. Olumuyiwa Benard Aliu, Lifetime Goodwill Ambassador of ICAO</p> <p>Speakers:</p> <ul style="list-style-type: none"> • Ms. France Pégeot, CEO, Canadian Transportation Agency • Mr. Turki Ahmed Halabi, Consultant, Disability Inclusion, Saudi Arabia • Ms. Linda Ristagno, Assistant Director, External Affairs, Infrastructure and Customer Experience, External Affairs, IATA • Mr. Roberto Castiglioni, Director, Reduced Mobility Rights Ltd., London |
| | Questions & Answer Session |
| 12.00 – 12.15 |  Emirates |
| 12.15 – 14.00 | LUNCH |

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| <p>14.00 – 15.15</p> <p>Session 12</p> | <p>Maintaining Health and Sustaining Safe International Air Transport During Public Health Emergencies of International Concern Affecting Air Travel</p> <p>This Session is intended to focus on preparedness, management and resilience when dealing with public health-related events in Aviation. It necessitates contingency planning, operational management and emergency response for use both during routine operations and emergency situations. As such, mechanisms are required in terms of capacity building, disinsection and disinfection requirements for aircraft and airports, and supporting aviation personnel and passengers to not only mitigate the spread of contagious diseases by air, but to also minimize the potential adverse impact of public health events (disease and non-disease related) on the aviation sector. Coordination, collaboration and communication between the relevant stakeholders in the health and aviation sectors are essential to ensure the implementation of the World Health Organization (WHO) revised International Health Regulations (IHR); the ICAO public health related SARPs, the recommendations of the High-level Conference on COVID-19 (HLCC 2021) and the guidance of the ICAO Facilitation and CAPSCA (Collaborative Arrangement for the Prevention and Management of Public Health Events in Civil Aviation) programmes to achieve the objective of successfully managing public health-related matters in aviation.</p> <p>Keynote Speaker: Mr. Esono Anguesomo, Representative of Equatorial Guinea on the Council of ICAO, Chairperson of the Council Aviation Recovery Task Force (CART)</p> <p>Moderator: Dr. Ninglan Wang, Head Border Health, Points of Entry and Mass Gatherings, World Health Organization (WHO)</p> <p>Speakers:</p> <ul style="list-style-type: none"> • Dr. Ansa Jordaán, Chief, Aviation Medicine Section, ICAO • Dr. Soha Al-Bayat, Department director at Ministry of Public Health, Qatar • Ms. Diantha Raadgers, Coordinating Senior Policy Advisor, Ministry of Infrastructure and Water Management Directorate General of Transport and Aviation Safety and Security Unit, Kingdom of the Netherlands • Dr. Bargo Yousif, National Coordinator, CAPSCA, Chad Civil Aviation Authority |
| <p>15.15 – 15.45</p> | <p>Questions & Answer Session</p> <p>COFFEE BREAK / NETWORKING</p> |

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| <p>15.45 – 17.00</p> <p>Session 13</p> | <p>Innovation in Facilitation</p> <p>This session will discuss interactions with innovators in air transport facilitation and how to incorporate innovation in ICAO's global standards in a timely fashion with the objective to accelerate a culture of innovation in ICAO by facilitating the uptake of technologies and processes, with respect for transparency and accountability, following the processes of due diligence to prevent conflicts of interest and comply with good governance principles. It will notably discuss strategic deployment of technologies and innovations in facilitation for better travellers' journeys and enhanced user experience, keeping in mind the significance of global standardization and interoperability. This encompasses passenger identification, automated border control, biometrics and digital travel documents with the effective use of the ICAO PKD.</p> <p>Moderator: Mr. Christian Schleifer, Representative of Austria on the Council of ICAO</p> <p>Speakers:</p> <ul style="list-style-type: none"> • Mr. R. Rajeshkumar, International Organization for Standardization (ISO) liaison officer to ICAO • Mr. Soonil Hwang, Deputy Director Fast Travel Team, Incheon International Airport Corporation (IIAC) • Ms. Linda Schucroft, Vice President Innovation and Guest Experience, King Salman International Airport, Kingdom of Saudi Arabia • Mr. Gaëtan Pradel, Cybersecurity Specialist, Cryptography and ID Management, Luxembourg • Mr. Bader Al Sada, Assistant Director, Cyber Threat Department, National Cyber Security Agency, Qatar |
| | <p>Questions & Answer Session</p> |
| <p>17.00 – 17.10</p> | <p>Wrap-up of Day 3 by the Master of Ceremony</p> |
| <p>19.00 – 22.00</p> | <p>TOUR OF QATAR NATIONAL MUSEUM kindly provided by the State of Qatar</p> |

Thursday, 17 April 2025

| TIME | |
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| 09.00 – 09.30 | OPENING HIGH-LEVEL ADDRESSES His Excellency , Mohammed bin Abdullah bin Mohammed Al Thani, Minister of Transport, Qatar Mr. Salvatore Sciacchitano , President of the Council, ICAO PRESENTATION OF THE MINISTERIAL DECLARATION Mr. Juan Carlos Salazar , Secretary General, ICAO |
| 09.30 – 10.30 | Ministerial Statements |
| 10.30 – 11.00 | COFFEE BREAK |
| 11.00 – 12.00 | Ministerial Statements (continued) |
| 12.00 – 14.00 | LUNCH |
| 14.00 – 15.15 | Ministerial Statements (continued) |
| 15.15 – 15.45 | ADOPTION OF DOHA DECLARATION ON FACILITATION OF INTERNATIONAL AIR TRANSPORT Mr. Salvatore Sciacchitano , President of the Council, ICAO |
| 15.45 – 16.15 | CLOSING OF MINISTERIAL SEGMENT Mr. Juan Carlos Salazar , Secretary General, ICAO Mr. Mohammed bin Faleh Al Hajri , Acting President, Civil Aviation Authority, Qatar |

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