Navigating the COVID-19 Disruption for Airports and Airlines
Jointly organized by Embry-Riddle Aeronautical University (ERAU) and the Civil Aviation Authority of Singapore (CAAS)

PROGRAM

18 May: Navigating the COVID-19 Disruption for Airports and Airlines: Impact and Challenges

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<td>4.00pm</td>
<td>Opening Remarks</td>
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<td>Dr Michael Lim</td>
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<td>4.05pm</td>
<td>The COVID-19 cybersecurity attacks: Analyzing impacts and exploring solutions</td>
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<td>Nargiza Bekmamedova</td>
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Since January 2020, threat actors have seized on the media attention surrounding the 2019 Novel Coronavirus (COVID-19) global pandemic to launch highly sophisticated spear phishing campaigns designed to distribute malware to unsuspecting users. Other attacks have included DDoS.
(Distributed Denial of Service Attack), attacks launched against the remote desktop protocol and teleconferencing platforms.

In this session, we will dive into some of COVID-19 related Indicators of Compromise (IOCs) and analyze few MITRE ATT&CK techniques in order to understand the impact of COVID-19 on cybersecurity. Few solutions and security controls will be discussed on how to defend against COVID-19 related emerging threats.

4.25pm **Covid-19 - Legal issues for the airline industry**  
*Michael Scheurich*

This session will focus on regulatory and contractual issues connected to the COVID-19 pandemic.

4.45pm **Challenges faced by airlines**  
*Lawrence Chng*

Ensuring safety of crew and frontline staff; managing crew resources, aircraft downtime, re-bookings and refunds; as well as maintaining Inflight service level, flight schedules and committed slots; and complying with urgent regulatory restrictions in the network are some of the key challenges airlines worldwide are facing. There is also a balancing shift in workload and protection of key resources. This session will examine these challenges and issues faced by airlines.

5.05pm **Challenges faced by the airport community**  
*Lawrence Chng*

This session will examine some of the key challenges faced by airport arising from the COVID-19 pandemic. Issues such as ensuring the safety of workforce; participating in initiatives by the government and airport operator; sharing key information during emergencies; maintaining committed service level and resources; managing disrupted supply chain or excess stock; complying with increasing regulatory restrictions and optimizing manpower deployment will be discussed.

5:30pm **End of Day 1**
19 May: Navigating the COVID-19 Disruption for Airports and Airlines: Insights and Lessons Learnt

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<td>4.00pm</td>
<td><strong>COVID-19 and international trade: Is this the death of free trade?</strong></td>
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<td><em>Dr Somi Shin</em></td>
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Most economists would agree that trade is beneficial for everyone, at least in theory. The benefits of trade arise due to comparative advantage. If you focus on goods that you can produce with lower costs and exchange them for another, both parties in the trade will be better off, the theory suggests. The COVID-19 pandemic is challenging such suggestion, as countries struggle to maintain production due to the disrupted supply from China, which has become the world’s manufacturing centre in recent times. Some countries also ban exports of essential items, such as food and medicine. This session will discuss what the future holds for a small economy such as Singapore, which relies heavily on international trade.

| 4.20pm | **Insights on capacity and deployment of Commercial UAS during the COVID-19 outbreak** |
|        | *David Cirulli*                                                       |

This session takes a pragmatic look into possible UAS deployment options with-in the emergency response that includes planning for systematic capabilities amplification of government actions, effectiveness, and agility through the cooperative access to commercial operations to bring dynamic impact to the emergency situation. The discussion includes topical consideration for today and tomorrows UAS capability along with consideration for unified response planning framework with regulatory agencies, emergency responders and private industry.

| 4.40pm | **COVID-19 Pandemic: What we learnt for airports and airlines**         |
|        | *Lawrence Chng*                                                       |

Understanding new playing fields, reconfiguring business strategies, forward planning with realistic timelines, aligning with national strategies and daring to be first to introduce bolt changes as well as preserving cash
reserves and developing contingencies for disruption to supply chain are some of the areas that will be covered in this session.

5.00pm  The Private Jet Life: Insights and lessons learned from COVID-19 Shankra Krishna

We all know the COVID-19 Pandemic has ravaged world economies and commercial aviation/travel industry was one of the hardest hit, with millions in lost revenue and even legacy airlines looking for government bailouts, but not much has been said about Private Aviation. How has it been impacted? What awaits the Private Aviation post COVID-19? Shankra will share some insights with you from a management and a front-line engineer perspective.

5:30pm  End of Day 2
**20 May: Navigating the COVID-19 Disruption for Airports and Airlines: Business Continuity and Best Practices**

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| 4.00pm  | **Crucial Conversations - Communicating uncertainty in an open society**  
Kim Chua |

COVID-19 has thrown our once safe world into a state of turmoil and uncertainty. Opening the door to uncertainty, to the unknown or little known, often induces fear and may lead key stakeholders to conceal or minimize uncertainty.

This session will discuss uncertainty communication in the transparency era, the psychological relevance of causality in reducing uncertainty, challenges of uncertainty communication and some strategies for communicating uncertainty effectively. It will utilize case-studies from the aviation industry.

4:20pm **Business Continuity Plans of Airlines and Airport Community**  
*Lawrence Chng*

Business Continuity Planning (BCP) is especially relevant in effective management of health pandemics. This session will discuss the availability, currency and suitability of BCPs; supporting hardware, software, human resources and amenities; compliance with regulatory requirement and guidance, that are required to be aligned with national strategies and with other agencies and members of the community. Preparation for implementation, activation of BCPs and sustainability under a worst-case scenario will also be covered.

4:40pm **Responses to COVID-19 in the aviation sector: Best practices for airports and airlines**  
*Lawrence Chng*

This session will cover the best practices and strategies relating to the suspension of direct links and denial of entry for those with travel history; implementation of border health control and pre/post flight Health Declaration; unity and support strategies for the community; as well as the
different types of business models. Regulatory requirements and cooperation at international levels within the industry will also be discussed.

5.00pm **Crucial Measures in managing importation of the Coronavirus: Airports and airlines’ perspective**  
*Lawrence Chng*

Careful management of repartition flights, transit passengers and the conduct of pre-departure temperature screening upstream are some measures implemented to manage and contain the COVID-19 pandemic. This session will deliberate on implementation strategies in ensuring safe service standards, vigilance procedures for managing unwell passengers on board, and minimizing crew layover and activities at overseas stations, as well as managing travel policies for employees in the travel industry.

5:30pm **End of Day 3**
SPEAKERS’ PROFILE

Nargiza Bekmamedova
Lead Cyber Security Consultant, Nova Systems

Currently, Nargiza is the Lead Cyber Security Consultant at Nova Systems and she is responsible for end-to-end security for the client projects. Prior to that she worked at CITI and Bank of America as the manual ethical hacker and penetration tester. At ERAU-Asia, she has been teaching since mid-2014, focusing mainly on Information Systems and ERP Systems, Computer Applications and Data Science, Management of Information Security and Introduction to Research Methods. She holds a PhD in Information Systems from Swinburne University of Technology (Australia) and worked as the Postdoctoral Research Fellow at the University of Melbourne for a short while. These days she mainly works with security risk of emerging technologies such as big data stack, blockchain/DLT and AI/ML based projects. Occasionally, she participates in HackerOne and Capture-The-Flag events.

Michael Scheurich
Attorney at Law and Lecturer, IATA & ERAU

Looking back at twenty years of professional experience, Michael is an Attorney at Law with the High Courts and Courts of Appeal of the Federal Republic of Germany and a qualified Judge since early 2000. He has worked in private practice for law firms such as KPMG Legal and EY Law in the fields of Corporate Law, Commercial Law, M&A and Litigation.

For more than a decade he dedicated his skills to Emirates Airline & Group (ten years) in Dubai, UAE where he was employed as Legal Counsel, as well as to Cargolux Airlines International S.A. (Luxembourg) as General Counsel and Company Secretary, and most recently to Gulf Air where he held the position of General Counsel.

Michael is specialized in international Aviation Law, holds an MBA in Aviation Management from Coventry University (UK) and the IATA Diploma in International Air Law.

He is currently teaching numerous subjects such as Airline Management, International Aviation Law & (Airline) Contract Law at the International Air Transport Association (IATA), the University of Geneva and Embry-Riddle Aeronautical University.
Lawrence Chng
Principal Specialist (Emergency Preparedness), CAAS

Lawrence is currently the Principal Specialist (Emergency Preparedness) in the Civil Aviation Authority of Singapore (CAAS). Prior to his joining CAAS in July 2016, Lawrence led a crisis management team in Singapore Airlines (SIA) and maintained a corporate emergency response plan for the SIA group of airlines and its subsidiary, Vistara. His experience included assisting in the responses to Silkair’s MI 185 and Singapore Airlines SQ 006 events. He previously chaired the IATA Emergency Response Task Force, Star Alliance Emergency Response Committee and Association for Asia Pacific Airlines Emergency Response Working Group.

Somi Shin
Assistant Professor, ERAU

Dr Somi Shin is an adjunct assistant professor at ERAU Asia, where she teaches Economics and Research Methods. She received her PhD and Master’s Degrees from Massey University in New Zealand and BA from Seoul National University in Korea. Dr Somi’s area of specialization is Microeconomics and Applied Research, and she published research articles in academic journals such as Health Economics and New Zealand Economic Papers. She considers herself as a citizen of the world as she was born in Germany, raised in Korea and lived in New Zealand for 10 years before moving to Singapore 6 years ago. In her spare time, she likes to hang out with her 2 year-old baby girl and 10-year-old dog.

David Cirulli
Group Engineering Director, Kambyan Networks

David Cirulli is a UAS Certified Remote Pilot and Embry Riddle Aeronautical University Professor. As Group Engineering Director of Kambyan Networks, a multinational organization for the betterment of technology in society, he is humanizing artificial intelligence through robotics process automation into field operations through ManUsIA™ a seamless and sentient ecosystem connecting Intelligent Machines and Applications in a complete Solution Platform as a Service (SPaaS).

He specializes in compliance to high reliability and safety guidance standards for FAA systems. He was verification lead on the RTCA SC-228 Detect and Avoid committee for Unmanned Systems. Most recently he began his teaching profession with Embry Riddle Aeronautical University as professor and UAS subject matter expert.
David has a BS in Aerospace Engineering from Pennsylvania State University and an MBA from the Keller Graduate School of Management.

**Shankra Krishna**  
*Technical Services Engineer, Execujet Asia*

Shankra Krishna is a driven individual with years of experience in aviation engineering and project management. His aviation career started in Singapore Airlines Engineering Company, where he carried out technical and project management duties for both SIA and customer aircrafts. After 4 years in SIAEC, he moved on to become a technical services engineer with Execujet Asia, a private aircraft management company that manages the private jets of high-net worth individuals and corporations. By night however, he turns from practical tasks to teaching theory, as a lecturer with Embry Riddle Aeronautical University. He has strong ties to the educational establishment, having done his undergraduate Bachelor’s of Science in Aeronautics degree with ERAU. After the completion of his undergraduate degree, he completed a master’s degree in Systems and Project Management at Nanyang Technological University. He takes pride in continuously looking to improve himself, with the firm belief that learning never ends.

**Kim-Chua**  
*Assistant Professor, ERAU*

Kim-Chua is currently a fulltime faculty with Embry-Riddle Aeronautical University Asia and instructing primarily in academic and technical communications in undergraduate and professional development courses. Additionally, she also conducts customized Aviation English courses for flight ops and is a rater for the ICAO Language proficiency requirements for Aviation Personnel. Kim received a Master’s in Asian Studies from S. Rajaratnam School of International Studies, Nanyang Technological University in Singapore and a Master’s degree in Education Studies from the University of York. A firm believer of global citizenry, Kim completed a United Nations University International Course in 2010 for UN Systems, Peace and Human Rights and collaborated with UN practitioners to propose suggestions on pressing global issues, including youth employability, gender equality, diversity and inclusion and sustainable education through the achievement of the SDGs. More recently, she received a full sponsorship from the East-West Center in University of Hawaii to participate in the 18th run of the Asia Pacific Leadership Program where
she had the opportunity to work on social innovation labs and learn from some of the world’s leading experts on adaptive leadership, crucial communications and human performance. As of April 2020, she has been selected to be part of the 2020 Cohort of IEP Ambassadors for Positive Peace.

REGISTRATION

This webinar is complimentary, please register early at this link [here](#) or scan the QR code.

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