



ACI World Report

January 2011

Message

from the Director General



Dear colleagues,

ACI World is off to a great start in this New Year, with the first stages of our move to Montreal going smoothly and many new activities for

members planned throughout the year.

Our first World event will be the popular Trinity Forum in Bangkok, jointly organized with The Moodie Report. An outstanding speaker selection is drawing strong attendance for this retail and revenue-centric conference, so I hope to see high levels of airport participation to interact with our global retail and brand partners.

In March 2011 we will welcome the ACI Economics and Finance Conference in London, jointly organized by ACI World and ACI Europe. How encouraging for all of us to see that this year's programme can focus on positive market growth and what that implies for airport operations, capacity development, investment and finances.

The new Airport Excellence (APEX) in Safety programme launches with a World/Africa safety conference, in cooperation with ICAO, to be held in March in Marrakesh. Also, the first pilot project for the APEX programme will be developed in the

Africa region. It will serve as an early opportunity to work with ICAO and other safety partners on fine-tuning the programme parameters to ensure a dynamic roll-out in 2011.

ACI Global Training drew record numbers of students in 2010. In 2011 we will offer over 100 courses, adapted to all levels of management training and skills development needs, and relying on our 11 partner training centres and new online options for course delivery. We continue to work closely with the ACI Regions and with ICAO to ensure that our course offering, and the languages in which they are delivered, are well suited to global and regional needs.

We strive to continue to deliver a high level of quality services, all the while asking for your forbearance during this transition period. I am truly enthusiastic and optimistic and look forward to working with our airport and world business partner members this twenty anniversary year to achieve best results for our airport sector.



Angela Gittens
Director General, ACI World

ACI World *working with Partners*

ACI supports ATAG Industry Participation at UNFCCC Cancun Meeting

Xavier Oh



The United Nations Framework Convention on Climate Change (UNFCCC) met in Cancun Mexico late in 2010. It is planned that international aviation (“bunker”) fuels will be included in any new post-Kyoto climate agreement, so there is plenty at stake for the aviation industry.

ACI participated in the ATAG delegation at Cancun with industry partners including IATA, CANSO and aircraft manufacturers, promoting the united aviation industry position on addressing aviation fuel emissions through a global sectoral approach under ICAO, including global efficiency targets, a 2020 carbon neutral growth goal and a long term emissions reduction goal. The delegation monitored developments, informed national delegates of industry positions and actions, and held several side events on technology, infrastructure, operations and biofuels.

The Cancun meeting did not (as expected) result in a binding agreement, so no decisions were made on how to address international aviation. Although small, enough progress was made to restore some faith in the UNFCCC process and avoid the collapse of the talks altogether.

For aviation, two important threats were averted. The first was the possibility that responsibility for addressing emissions from international aviation would be moved from ICAO back to the UNFCCC. However, ICAO gained strong support from member States to continue to its efforts. The second potential adverse outcome is the introduction of new taxes on aviation that would be used to raise funds for adaptation to climate change. While such proposals are not currently proceeding, the possibilities remain and the industry and ICAO must continue to resist such inappropriate measures.

*For more information please contact:
Xavier Oh, Senior Manager Environment ACI World xoh@aci.aero ✉*



Common Agreement Document - Boeing 747-8 Airport Compatibility Group - (BACG)

David Gamper

ACI and Boeing have just published the document in December 2010, following its endorsement by five CAAs (Australia, France, Germany, Italy and the Netherlands) as appropriate guidance. The recommendation letter was signed by ACI Director General Angela Gittens and Boeing Vice-President Flight Services Sherry Carbary. This publication is timely, since the B747-8's entry

into service is expected in 2011. ACI and Boeing expect that many other CAAs will regard it as a suitable basis for planning for the introduction of the Boeing 747-8 at existing airports.

The BACG group was set up in 2007, and was convened and chaired by ACI (represented by David Gamper, Director of Safety and Technical Affairs), with Boeing acting as secretary. Other members were from Civil Aviation Authorities (CAAs), airports, IATA and Cargolux, the planned first operator. The BACG group produced the draft "Common Agreement Document" of the BACG in November 2008. Since then, CAAs have undertaken internal approval processes, which have necessarily taken some time.

The Boeing 747-8 is a development of the 747-400 with a fuselage stretch and wingtip extensions, and although it is classified as an ICAO Code F aircraft, its wingspan exceeds the limit of Code E by less than 4 metres. The freighter, which will be the first version to be introduced (operated by Cargolux) will travel to a large number of airports, and it is important that all these airports (which are mostly ICAO Code E) should be able to accommodate it with the least possible modifications whilst meeting all safety requirements.

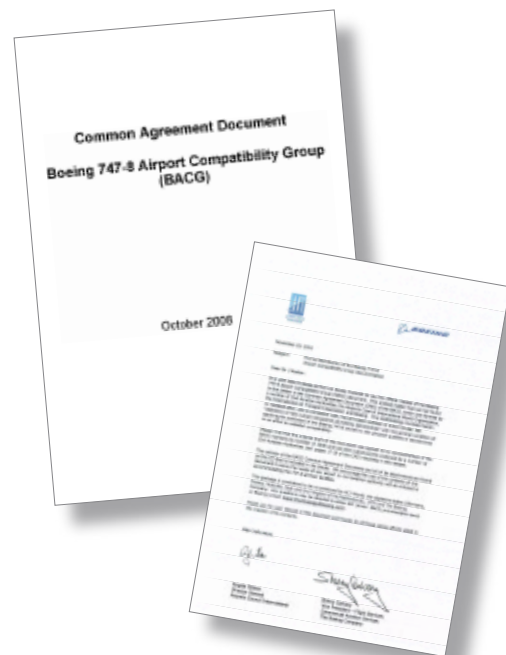
According to the BACG, it is not necessary for airports receiving the 747-8 to be modified to meet the full ICAO Code F design standards. The mitigations developed in the BACG Agreement are acceptable for existing Code E airports, however, for extensions of existing airports and for new airports, CAAs may still wish to see the full Code F standards implemented.

The BACG document sets out operational requirements for airports, and allows for mitigations based on the characteristics and performance of the aircraft. The document notes that "the operational guidelines developed for

the 747-8 are recommendations proposed by an informal group. It is stressed that the authority to approve any deviation from ICAO Annex 14 specifications shall rest solely with the state having jurisdiction over the aerodrome".

The 747-8, which includes the 747-8 Intercontinental and the 747-8 Freighter, was launched in November 2005. According to Boeing's website, there are 109 orders for the 747-8: 33 for the 747-8 Intercontinental and 76 for the 747-8 Freighter. The first 747-8 Freighter is scheduled to be delivered in mid 2011, and the Intercontinental version later in 2011. Eighteen feet longer than the 747-400, the 747-8 Intercontinental has 51 additional seats to accommodate 467 passengers in a typical three-class configuration, and it also offers 26 percent more cargo volume.

The full document is available on the ACI website please click [HERE](#) for the images below to download.



For more information please contact:
David Gamper, Director Safety ACI World
dgamper@aci.aero ✉

ACI World Standing Committees

Vacancies on the ACI World Facilitation & Services Standing Committee

Nominations are invited from airport management professionals who are interested in serving as a 'Member at Large' on the ACI World Facilitation & Services Standing Committee.

The **Facilitation and Services Standing Committee** covers the following issues:

- facilitation of passengers and their baggage, freight and mail;
- quality of service at airports (standards and measurement);
- automated services for passengers and baggage, freight and mail;
- use of information technology, automated systems and telecommunications to support business and operational processes at airports;
- surface access to airports and inter-modal issues;
- measures to combat drug trafficking;
- slot allocation and schedule coordination and the inter-relationship between facilitation and security.

The Committee's role is to assist ACI World and to:

- Monitor industry developments and trends and their implications on airports;
- Advise on strategic, policy and technical issues, and help formulate industry positions;
- Help define industry best practice and standards;

- Assist in the production of guidance material, training content and other publications;
- Advise on the need and assist in the development of industry benchmark surveys, analysis and reports; and
- Advise on the Facilitation and Customer Service training and development needs of airports.

The Committee meets, on average, once every 8 months and has monthly webinars / conference calls. The next meeting is a joint meeting with the World Security Standing Committee in Sydney, Australia on 1-2 March, 2011.

As a Member-at-Large, you would normally serve for a period of 3 years.

Airport management professionals interested in serving on the Committee should obtain the support and endorsement of their employers, as the costs of participation in the world standing committees are borne by the airport concerned.

Interested persons are advised to write to Craig Bradbrook, Director, Security & Facilitation at cbradbrook@aci.aero ✉, enclosing a resume of their qualifications and experience.



PaxFlash and FreightFlash November 2010

November global passenger traffic up by 7% Robust growth to yield best year ever

Airport participants in the ACI PaxFlash and FreightFlash monthly traffic reporting exercise have indicated that passenger and freight traffic continued to rise in November 2010. Total passenger traffic increased by 6.9 percent compared to November 2009, with international traffic up by 8.1 percent and domestic by 6 percent. For the first eleven months of 2010, world passenger traffic increased by 6.5 percent, international traffic growing by 7.7 percent and domestic traffic by 5.5 percent.

Director General Angela Gittens comments, "November reporting indicates that 2010 will set a new record for global airport industry traffic with total passenger growth near 7 percent. Within that overall increase there are marked regional differences. While the Asia Pacific, Middle East and Latin America-Caribbean regions surged well beyond pre-crisis passenger volumes, Europe and North America lag behind previous peak performance. Nonetheless, Europe appears to be on track to becoming the largest traffic region in 2010 for the first time ever, moving ahead of the North America market. It remains to be seen how significantly the harsh winter weather will affect December traffic results."

Freight traffic growth is still slowing relative to its rapid rebound in the first half of 2010. Comparing November 2010 to November 2009, total freight increased by 4.3 percent, international freight rose by 5.3 percent and domestic freight by 1.3 percent. Year to date in 2010, global freight growth reaches 18.2 percent, with international freight at 23.4 percent and domestic freight at 9 percent for the 11-month period.

Gittens comments, "Freight growth was exceptional in 2010 and despite a marked slowdown in the second semester, the overall increase of close to 18 percent more than compensates for the 8 percent drop in 2009. The divergence among the regions is less pronounced than in the passenger sector, as all regions enjoyed double digit growth earlier in the year."

Table 1: Summary Worldwide Traffic Results, November 2010 (% change)

	Nov 2010 over Nov 2009	YTD Jan - Nov 2010	Rolling 12 months to Nov 2010
PaxFlash			
International passenger	8.1	7.7	7.5
Domestic passenger	6.0	5.5	5.5
Total passenger	6.9	6.5	6.4
FreightFlash			
International freight	5.3	23.4	23.8
Domestic freight	1.3	8.6	9.2
Total freight	4.3	18.2	18.6

YOY: Year over year same month comparison; YTD: Year to date, starting January 2010, compared to same period previous year; YE: Year end, based on rolling 12 month period, compared to same prior 12 month period

Passenger traffic

Russia, India, Egypt, Brazil, South Korea, United Arab Emirates contributed most significantly to a global 6.5 percent increase in passengers worldwide. Individual airports outside of these countries that had a favourable impact on passenger numbers worldwide were Shanghai Hongqiao (+24.5%), Barcelona (+15%), Boston (+13%), Amsterdam (+11%), Munich (+11%), Kuala Lumpur (+10.5%), New York/ LGA (+10%), Istanbul Ataturk (+12.5%), Manila (+16.5%).

The worldwide growth average was slightly dampened by results reported from Athens (-9.5%), Mexico City (-9.5%), London Stansted (-7.5%), and Tokyo Narita (-6). Overall, however, only 15 percent of airports in the sample registered a decrease in passengers.

Domestic traffic was strong in China, India, Brazil, Turkey and the US. For international traffic results, Mexico City (-22%) and Tokyo Narita (-7.5%) suffered the largest declines, while Muscat (29.5%), Moscow Sheremetyevo (+24%), Cairo (+23%), Barcelona (+20%), Incheon (+20%), Dubai (+16%) gained significant international traffic.

Regional passenger traffic growth ranged between 5 percent (North America and Latin America -Caribbean) and 13 percent (Middle East). Africa grew by 10.3 percent, Asia Pacific by 8.2 percent and Europe by 6.9 percent. Growth in Africa was driven by Egypt, Tunisia and South Africa strongly characterized by international leisure travel. In Asia Pacific, the largest market China has slowed to single digit growth, which is the slowest growth rate in the region since July 2009. Europe benefits from very robust growth in Russia and Turkey. North America results are pushed by domestic carrier competition especially on the East Coast, whereas Latin America-Caribbean results were dragged down by traffic drops in Mexico where the security situation weighs on demand for inbound travel.

Freight traffic

Freight growth has been slowing down considerably since mid year. In November total freight volumes grew by 4.3 percent, the slowest growth since October 2009. To put that figure in perspective, however, it must be noted that these results compare with November 2009 which already saw a healthy 11 percent post-crisis increase.

Overall growth was lifted by 8 percent growth in Europe and 7.5 percent growth in international freight in North America making these two regions the fastest growing in November. The hitherto very robustly growing regions Middle East, Latin America and Asia Pacific are in consolidation mode as their freight volumes surged during the reference period at the end of 2009.

Growth stagnated in Singapore and Dubai, while Shanghai Pudong (-2%) and Incheon (-1%) registered negative growth. A number of US and European airports showed robust growth.

For more information on Airport Economics, please contact aschimm@aci.aero✉



October 2010
monthly **WATR**✉
& **IPFR**✉ are now
available



Click [HERE](#)✉ to read
the Full PaxFlash and
FreightFlash Press
Release

www.aci.aero/datacentre✉



The **ACI Airport Service Quality Programme** is please to extend a warm welcome to:

ASQ Assured Programme



Aéroports de Montréal, Canada

ASQ Survey Programme



Bahrain International Airport, Bahrain



Regina Airport Authority, Canada



Ronald Reagan Washington National Airport and Washington Dulles International Airport, USA



BWI (Baltimore Washington) international Airport, USA



St. John's International Airport, Canada

For more information on the ASQ Programme, visit www.airportservicequality.aero or contact Craig Bradbrook at cbradbrook@aci.aero

www.airportservicequality.aero

Magazines
Airport World



Click on the magazine to read it online

In the spotlight: Safety and Security
Airports: Halifax, Antalya and Paris
Special focus: Advertising opportunities
Plus: Airport 'products', newsstands and WAGA review

Airport World:
Asia-Pacific Airports



Click on the magazine to read it online

In the spotlight: Safety and Security
Airports: Bangkok and Gold Coast
Special report: ICAO's regional director
Plus: Hotels and Malaysia's regional gateways

Departures and Arrivals



ACI World Geneva Office says farewell to:

Ben Zulauf

Coordinator Website and Design

ACI World Headquarters in Montreal welcomes new staff:



Rubens Abboud

Manager, IT and Database Services



Natascia Impellizzeri

Administrative Assistant, Receptionist



Tina de Simone

Assistant Manager, Finance and Administration



John Webster

Manager Global Training

See what is happening in the ACI Regions - click on the map for each region

ACI AFR



ACI Africa is gearing up for the **ACI World / ACI Africa Safety Seminar** 31 March - 1 April, Marrakech, Morocco

6th ACI Asia-Pacific Regional Assembly, Conference and Exhibition

5 - 8 April 2011
New Delhi, India

ACI APAC



ACI EU



20th ACI Europe Airport Trading Conference and Exhibition, 4 - 6 April 2011, Dublin, Ireland

Read the Bulletin from the **ACI LAC 19th Regional Annual General Assembly (RAGA)**

ACI LAC

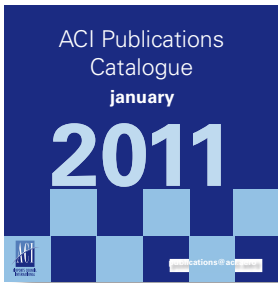


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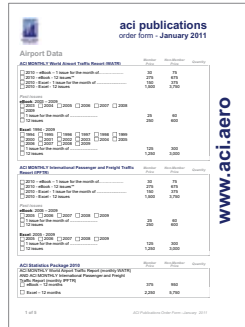
Public Safety and Security Spring Conference
4 - 7 April, Kansas City, USA
Operations and Technical Affairs Spring Conference
4 - 7 April, Kansas City, USA

ACI Publications



Click to download the **ACI Publications Catalogue 2011**

Click to download the **ACI Publications Order Form 2011**

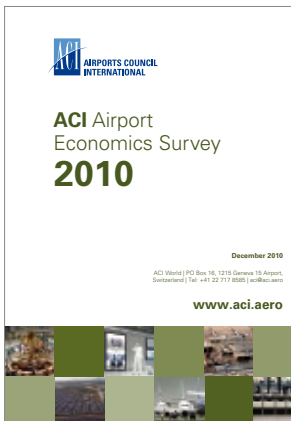


French edition
Click **HERE** to order your copy of the **Guide sécurité côté piste 2010** available in PDF from ACI World or in paperback from



Spanish edition
Click **HERE** to order your copy of the **Manuel de seguridad en el lado aire 2010** available in PDF from ACI World or in paperback from

New Publications



Click here to order your copy of the **ACI Airport Economics Survey 2010**



French edition
Outil d'audit et d'analyse d'écart du référentiel ACI des meilleures pratiques de gestion de la sécurité (SGS)
Click **HERE** to order

Spanish edition
Herramienta de análisis y auditoría de desviación del Sistema de Gestión de la Seguridad (SGS) de mejor práctica de la industria de ACI
Click **HERE** to order



The **Annual Airport Traffic Report (WATR) 2009**, available in PDF and Excel formats is an excellent companion to the ACI Airport Economics Survey.



www.aci.aero/publications

ACI Events 2011

February

9-11 February

The Trinity Forum 

Bangkok, Thailand

March

1 - 2 March

3rd ACI Airport Economics and Finance Conference 

London, UK

31 March to 1 April

ACI World / ACI Africa Safety Seminar

Marrakech, Morocco

April

4 - 6 April

20th ACI Europe Airport Trading Conference and Exhibition 

Dublin, Republic of Ireland

5 - 8 April

ACI Asia-Pacific Regional Assembly, Conference and Exhibition 

New Delhi, India

11 - 13 April

Global Airport Cities 

Memphis, TN, USA

May

9 - 11 May

4th ACI Europe Regional Airports' Forum (formerly SMAG) 

Cagliari, Italy

June

June

Panamerican Safety Conference

Mexico City, Mexico

15 - 17 June

ACI Europe 21st Annual Assembly, Congress and Exhibition 

Lisbon, Portugal

27 - 28 June

ACI North America Small Airports Conference 

Cincinnati, OH, USA

September

13-15 September (TBC)

The Power of India 

New Delhi, India

October

16 - 18 October

ACI North America 20th Annual Conference and Exhibition , San Diego, CA, USA

31 October - 2 November [NB Date change]

21st ACI World/Africa

Annual General Assembly, Conference & Exhibition

Cairo, Egypt



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ACI World
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ACI Africa / ACI World Safety Seminar

31 March - 1 April 2011
Marrakech, Morocco

ACI has launched the ACI Airport Excellence in Safety (APEX) initiative, a **new safety advancement** initiative, that will ensure that airports contribute proactively to the demands of a safe and secure air transport system. As a part of this initiative, ACI Africa and ACI World have organized a Safety Seminar, in broad cooperation with ICAO, which has established a special safety programme for Africa.

The seminar aims to sensitize participants to the importance of safety in the aviation field and the importance of implementing a safety management system at airports. It also aims to share views with others stakeholders and demonstrate the importance of cooperation to improve the level of safety at airports.

- 📌 Topics will include:
- 📌 Certification and SMS
- 📌 Runway Safety
- 📌 Airside Safety

- 📌 Aviation accidents: lessons to learn
- 📌 Wildlife hazard: risk, prevention, new methods of prevention, scaring, and detection
- 📌 How technology can improve safety
- 📌 Safety culture: Human factors in safety management, training, resource management
- 📌 Aviation Global Safety Plan: Status reports by ICAO (USOAP, Safety Roadmap)
- 📌 Safety in Africa: Status reports by ACI (Airport Excellence in Safety (APEX) Strategy, Programme for Africa)

The seminar will include the launch of the ACI Airport Excellence in Safety (APEX) initiative in Africa. The 45th ACI Africa Board and Working Groups meetings (29 - 30 March, 2011) will precede this seminar in Marrakech.

Further information will be available on the ACI Africa website www.aci-africa.aero and the ACI World website www.aci.aero

▼ Programme Schedule





The Trinity Forum 2011


9 - 11 February
Bangkok, Thailand

Harnessing Collective Industry Power

The Trinity Forum, the world's leading airport

commercial revenues conference is back and will be held in Bangkok, Thailand, from 9-11 February 2011, featuring an unprecedented strength of speaker line-up. The Trinity is the premier event that offers airport senior executives and commercial directors the opportunity to meet with the world leaders in duty free and luxury good suppliers as well as the world's largest travel retailers.

Organised by Airports Council International (ACI) and The Moodie Report as well as being hosted by King Power International Group and Airports of Thailand (AOT). The venue for the Forum will be the highly acclaimed King Power Complex and Aksra Theatre, located next to the official Conference Hotel the Pullman Bangkok King Power Hotel.

Click [here](#) to download the [Conference Brochure](#) 

The Trinity Forum seeks to improve dialogue and mutual understanding between airports, concessionaires and brands to the benefit of all stakeholders and of that critical fourth party, the consumer.

To ensure plenty of quality time to network during the event you should not miss out on the Cocktail Reception on 9 February in the fabulous Sala Rim Naam at the Oriental Hotel courtesy of Airports of Thailand. The Gala Dinner on 10 February will be held at the Pullman King Power hotel with pre dinner drinks being served by the outdoor pool.



3rd Annual Airport Economics and Finance


1 - 2 March, 2011,
London, UK

ACI World and ACI Europe are pleased to invite the global airport industry to attend the **3rd Annual Airport Economics and Finance** two-day conference and exhibition on financial management and the economic sustainability of airports. This international event will take place in London from 1 - 2 March, 2011.

A global economic slowdown, weakening demand, tight credit markets, volatile energy prices and changing regulatory frameworks mean it is vital for the industry to gather together to find long-term solutions.

Now is the time for airport CEOs, CFOs and finance managers as well as investors, airport proprietors, regulators and academics to come together to discuss the implications, share expertise, exchange ideas and solutions and formulate strategic responses to these fundamental challenges.

The forum provides a one stop, global platform to facilitate discussion of the key issues that will shape the financial performance and help ensure the long-term financial health of your airport business.

Click [here](#) to download the [Conference Brochure](#) 

www.aci-economics.com 



20th ACI Europe Airport Trading Conference & Exhibition

4-6 April 2011, Dublin, Ireland

This unique annual forum brings together key commercial executives and their business partners from retail, food and beverage, travel services, media and

telecommunications, car parking and rental and other enterprises from around the world, who are focused on delivering non-aeronautical revenue success at airports.

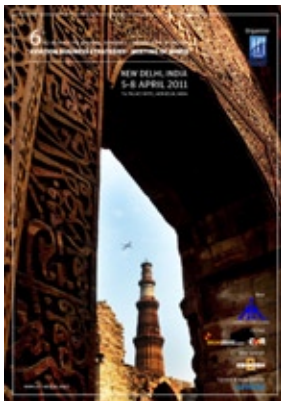


21st ACI Europe Annual Assembly & Congress

15 - 17 June 2011, Lisbon, Portugal

The ACI Europe Annual Congress is firmly established as THE annual meeting place for air transport Chief Executives and industry leaders.

Addressing the most important issues facing the aviation industry, this event typically attracts over 500 senior executives from airports and airlines as well as national and European-level legislators and regulators, consultants, suppliers and the media.



6th ACI Asia-Pacific Regional Assembly, Conference & Exhibition

"Aviation Business Strategies – Meeting of Minds"

5 - 8 April 2011, New Delhi, India

Join us in New Delhi, India for an excellent fact finding and networking opportunities.

New Delhi is the premier destination for business and tourism. A place rich in cultural heritage, it is a great place to meet. This is your chance to network with senior airport management and position your company brand as a world leader.



20th ACI North America Annual Conference and Exhibition

16 - 19 October 2011, San Diego, CA, USA

Do you want to exhibit at the ACI North America 20th Annual Conference & Exhibition in San Diego? Click [HERE](#) for more information about becoming an exhibitor.



www.aci.aero/events



FORMERLY
SMAG
May 9 - 11, 2011
Cagliari, Italy

**ACI Europe's Regional Airports'
Forum 2011**
9 - 11 May, 2011
Cagliari, Sardinia, Italy

ACI Europe are pleased to invite all the regional airport industry to attend their 4th Regional Airports' Forum (formerly Small & Medium Size Airports Action Group - SMAG) Conference and Exhibition 2011. This event will be hosted by Cagliari Airport and co-located with Routes Europe from 9 - 11 May 2011 in Cagliari, Sardinia, Italy. This event is open to all the industry, including non-Regional Airports' Forum members

The forum was created in June 2006 to better address the specific needs of the small and medium sized airports members of ACI Europe and provide them with a more visible platform to exchange knowledge, share best practices and discuss issues of common interest. The forum has grown rapidly and now has over 200 registered participants representing 115 regional airports in Europe.

[Click here for more information](#) 

Or please contact
teresa@airportconference.com

www.aci-europe-raf.com 




As the host of Airport Cities World Conference and Exhibition 2011, Memphis-Shelby County Airport Authority are pleased to invite the global airport industry to attend this two-day event.

The Conference and Exhibition will provide opportunities for all attendees to learn about important issues of the day and network with airport colleagues and stakeholders. This international event will take place in Memphis, Tennessee, USA, from 11 - 13 April, 2011.

"Major airports now serve as regional multi-modal surface-transportation nodes and as magnets for businesses, trade, information exchanges and leisure activities. As their terminals transform into shopping malls and artistic venues, airports are also spawning aviation-linked clusters of hotels; convention, trade and exhibition facilities; corporate offices; and retail complexes along with culture, entertainment and recreation centres. Air gateways, in short, have become as much commercial destinations as places of departure; they are urban realms in their own right, driving and shaping the very fabric of the new cities they are creating." – Professor John D Kasarda, Conference Chairman, Director, Kenan Institute of Private Enterprise, University of North Carolina, USA

[Click here to download the Conference Brochure](#) 

For more information please contact
teresa@globalairportcities.com 



www.GlobalAirportCities.com



ACI Global Training

2010 has been a year of substantial growth for ACI Global Training. Our drive to ensure that our training programmes and courses are fully aligned with the needs of ACI's members was made possible by the dedicated team at Global Training under the guidance of the training steering group which represents all 5 ACI Regions.

The curriculum concentrates on areas such as: Airport Executive Leadership Programme (AELP); ACI and ICAO's joint Airport Management Professional Accreditation Programme (AMPAP); the new Airport Dynamics (AD) operational supervisory staff diploma training programme; safety courses including the Global Safety Network Diploma (GSN) and stand alone courses in customer service, economics, environment and security.

Meet the ACI Global Training Team



Victor de Barrena
Director Global Training and Human Resources

over 94 classroom courses

More than 1,575 classroom participants

= 6,025 classroom student days

More than 1,654 online participants

= 4,329 hours online training



Kevin Caron
Global Training Manager



Ulrich Theis
Global Training Manager



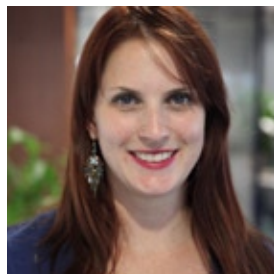
John Webster
Global Training Manager



Luminita Stanescu
Manager Training Development



Eddie Ragauskas
Manager, Online Learning Programme Registrar Centre



Nathalie Zulauf



Manoela de Mendonca Lima
Programme Marketing Coordinator

Emergency Planning and Crisis Management (GSN III)

Learn more about the latest developments and concepts and be prepared.

The course will show the importance of planning emergency situations and manage activities while crisis situations. Will give introduction to the international requirements of an emergency plan, how to manage press and media in crucial situations, how to support victims and rebuild liability after an incident happens. Newest focus topics like aircraft hijacking and terrorism will be discussed. Either case studies including Swissair MD11, Manchester B737, Vienna A310, Gerona B757, Birmingham C601, Indian Airlines A300 and World Trade Centre Attack will be presented and discussed to give an important understanding of situation on the world.

For the full course outline please click [HERE](#).

Next Course

Dates: 14 - 18 February

Location: Hyderabad, India

Language: English

Cost: €1000.-

Contact: training@aci.aero

Registration: Click [HERE](#) to download the registration form

Airside Safety and Operations (GSN II)

This course has been designed to give an overview of all aspects of Airside Safety and Operations providing essential guidance to airport managers and staff on best practice, new technology, equipment, procedures and regulations which are applied to the safe and efficient operation of the airside environment and become an integral part of an Airports Safety Management System.

For the full course outline please click [HERE](#).

Next Course(s)

Dates: Istanbul 21-25 February

Language: English

Cost: €1000.-

Contact: training@aci.aero

Registration: Click [HERE](#) to download the registration form

Airport Environmental Management (AMPAP elective)

Brief

This is a course aimed at providing a background to managing an airport sustainably. The session will cover important aspects of sustainability and environmental management issues at an airport, including:

- What is sustainable management of airports
- How do we turn sustainability risks into opportunities
- Resources and Waste Management
- Water Management and Land Contamination
- Energy and Carbon
- Environmental Management Systems

For the full course outline please click [HERE](#).

Location: Manchester

Price: €1000

Language: English

Registration: Click [HERE](#) to download the registration form

Airline Management for Airport Professionals
(AMPAP elective)

Brief

The principal objective of this course is to provide a broad overview of the airline industry and to create awareness of the underlying marketing, financial, operational and competitive factors influencing airline viability. Participants will be shown how the sensitivity of airline profitability impacts airline management decisions and further analyse the principles of airline economics, costs and pricing. The course will develop both passenger and cargo models, and will also tackle the variances and implications relative to low-cost carriers and business only airlines.

For the full course outline please click [HERE](#)

Location: Abu Dhabi, 20 - 24 February
Language: English
Price: €1000

Registration: Click [HERE](#) to download the registration form

Airport Route Development and Marketing

Brief

Not only improving the function of an airport as a connecting point for the local economy to the world, a well developed route network is also the key for the commercial success for an airport. Incoming and outgoing air services and passenger streams will stimulate not only the revenues from the aviation business but also increase the non-aeronautical revenue streams of the airport and the overall market value of the airport as a place to do business. The course is designed to enhance and update your knowledge on how to approach successfully airlines in order to attract them to fly to your airport.

For the full course outline please click [HERE](#)

Location: Krakow, 28 - 30 March
Language: English
Price: € 650

Registration: Click [HERE](#) to download the registration form

The 2011 course calendar is now available - click [HERE](#) or on the image below



Book 2 months ahead to receive the early bird discount

www.aci.aero/training

Developing a Customer Service: Measuring and Benchmarking the Results (AMPAP elective)

Brief

The objectives of this course are to show the importance of providing excellent customer service, how to do it and the benefits to be gained. The course will suggest techniques, principles and the practical applications necessary to allow you and your company to reap the very rewarding benefits that come from excellent customer service. In addition, the course will provide guidance on the implementation of customer satisfaction research, the analysis of the results, the benefits of integrating customer service and security training, the use of performance management to achieve results that matter, practical examples of the use of benchmark information, how to raise the awareness of the airport community and the organization to customer satisfaction, and the importance of communications and celebrating success.

Date: 14-18 February
Location: Athens
Language: English
Price: €1000

2011 Course Schedule and new training courses

With its continual objective to respond to airports' needs, ACI Global Training has increased its curriculum with new courses and training programmes.

New Safety courses

- [Human Factors for Airport Managers and ATC](#)
- [Runway Incursion Awareness and Prevention](#)
- [Aerodrome Certification and Standardization](#)
- [Aerodrome Auditing](#)
- [Annex 14 for Advanced Users](#)
- [Collaborative Decision Making](#)
- [Aviation English – RTF Phraseology for Airside Drivers](#)
- [Airport Airside Capacity Enhancement](#)

Check all the Safety courses offered by ACI Global Training by clicking [HERE](#)



*ACI Global Training - Airport Business Dynamics inaugural course
Geneva, Switzerland*



Global ACI-ICAO Airport Management Professional Accreditation Programme (AMPAP)

ACI-Europe Hosts AMPAP Gateway Course in Brussels

Eleven countries represented in the last AMPAP course of 2010



AMPAP entry course, Air Transport System, at ACI-Europe headquarters in Brussels, Belgium – December 6 to 10, 2010

Airport managers and industry stakeholders from eleven countries participated in the Airport Management Professional Accreditation Programme (AMPAP) gateway class in Brussels from December 6 to 10. The course, Air Transport System, was co-hosted by ACI-Europe at its Brussels headquarters and welcomed an exceptionally diverse class, with participants from Spain, UK, Germany, Sweden, India, Malta, Cape Verde, Tanzania, Portugal, Canada and the U.S. attending.

This marked the third time ACI-Europe has hosted the ATS over the past three years. Dr. Pierre Coutu, AMPAP Programme Executive, remarked: "We are grateful to Olivier Jankovec, Director of ACI-Europe and his team for their sustained commitment to AMPAP's success and for making their excellent conference facilities available to us once again. We find Brussels, with its cosmopolitan lifestyle and high energy at the centre of Europe, to have a strong attraction as a venue each time we are hosted here."

This marked the third time ACI-Europe has hosted the ATS over the past three

Jean-Marc Trottier was the lead instructor, assisted by Paul Behnke and Gerard Borel, General Counsel of ACI Europe, who presented the legal issues module. Behnke remarked: "This class had great chemistry and high motivation right out of the starting gate: the team exercises were among the most creative and comprehensive both Jean-Marc and I have encountered in our experience across more than 25 ATS courses in the past several years"

The AMPAP administrative team anticipates 15 venues for the ATS course in 2011, beginning with Abu Dhabi January 16-20, Singapore in mid-March, and Munich in late March. This year promises to grow the programme substantially from its current level of over 300 participants from 75 nations. Registration is open at www.iap.aero or through the AMPAP Registrar, Monica Tai Chew at registrar@iap.aero✉.

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Information

www.iap.aero

AMPAP Administrator



SITA's Sarah Samuel first to earn AMPAP Associate Diploma



Sarah Samuel, SITA's Account Director, Airports, North Pacific and Asia is first to receive AMPAP Associate Diploma

AMPAP now recognizes World Business Partners, ACI-ICAO personnel and CAA officials worldwide

Sarah Samuel, SITA's Account Director, Airports, North Pacific and Asia, completed the fourth and final AMPAP mandatory course in November

2010, becoming the first person to earn the AMPAP Associate Diploma.

The ACI-ICAO AMPAP Steering Committee created this diploma in mid-2010 to recognize and reward industry stakeholders for their efforts and commitment. Eligible persons for this Associate Diploma include ACI World Business Partners, personnel from ACI and ICAO, and employees of civil aviation authorities worldwide who are required to complete the four core mandatory courses. (The AMPAP International Airport Professional IAP accreditation is reserved for management personnel currently working for commercial airports and is a six-course curriculum).

Upon receiving her diploma, Ms. Samuel remarked: "I have been working in Aviation IT for about 15 years now. AMPAP has been a great vehicle to broaden my perspective and enhance my appreciation of the full spectrum of the aviation world. It has helped me understand my clients' world better and to be able to address their concerns and needs and work with my organization to develop innovative solutions. It is an honour to be part of the professional AMPAP Community."

Dr. Pierre Coutu, AMPAP Programme Executive, explained the rationale behind the Associate Diploma as follows: "While AMPAP was designed originally for airport-management personnel only, ACI and ICAO quickly became aware of the value of the programme for other stakeholders in our complex and highly interdependent industry. Participants such as Ms. Samuel bring a wealth of experience to the programme and have played a valuable role in virtually every mandatory course we've offered, both in-class and on-line. These stakeholders, while ineligible for the IAP, nonetheless deserve a meaningful award for their efforts and contribution – we believe this AMPAP Associate Diploma addresses that issue, and that it will become a prestigious designation in its own right. Over 40 aviation stakeholders are currently active in AMPAP and we anticipate awarding the Associate Diploma to many more candidates in the years ahead. In fact, three others in the last month have qualified for this diploma, including the first ICAO recipient, Lia Ricalde, Regional Officer, Aerodromes and Visual Aids. If a Diploma holder should move to an airport management position, he or she is immediately eligible to earn the IAP accreditation by completing two elective courses."

Information on the AMPAP Associate Diploma is available through the AMPAP Registrar, Monica Tai Chew, at registrar@iap.aero✉.

www.iap.aero 

Visit the AMPAP website for a listing of all upcoming ampap mandatory and elective courses

ACI World Headquarters

Tel: +1 514 564 4457
E-mail : aci@aci.aero ✉
www.aci.aero 🖱

Mailing address:
PO Box 302*
800 Rue du Square Victoria
Montreal, Quebec H4Z 1G8
Canada

Courier address:
Suite 4130*
800 Rue du Square Victoria
Montreal, Quebec H4Z 1G8
Canada

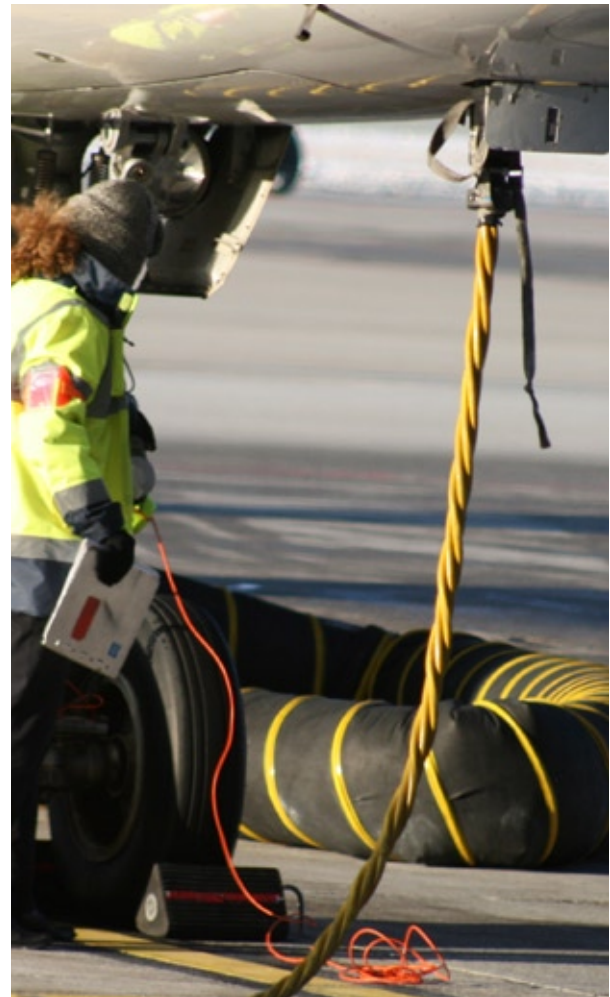
ACI World - Geneva Office*

Tel : +41 (0)22 717 8585
Fax : +41 (0)22 717 8888
E-mail : aci@aci.aero ✉
www.aci.aero 🖱

Mailing address:
PO Box 16
1215 Genève 15
Switzerland

Courier address:
Ancienne Aerogare
Route de l'Aéroport 5
1215 Genève 15
Switzerland

**These will change during 2011.*



www.aci.aero 🖱



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ACI World, Geneva
Editor: Jenny Waddell,
jwaddell@aci.aero ✉
+41 22 717 8589