



Message from the Director General



Dear Colleagues,

Early September marks the three-day celebration at the end of Ramadan and the beginning of the first pilot for the Airport Excellence (APEX) in Safety programme

in Togo. The peer review team consisted of experts from our first ACI Safety Partners, Geneva Airport and the Moroccan National Office of Airports (ONDA), the ICAO West/Central Africa regional office and ACI World and Africa. This pilot will help Togo's Lomé-Tokoin Airport identify and address its vulnerabilities and will help us develop an efficient and effective programme. We look forward to the results of this first pilot project and to continue expanding on this key priority.

September also starts a series of annual conferences and general assemblies for ACI World and Regions.

First on the schedule is the Latin America-Caribbean (LAC) Assembly, Conference and Exhibition, 17-20 September in beautiful Montego Bay, Jamaica. The theme for the conference is: "20 Years Serving the Airport Industry in the LAC Region."

The LAC event will feature speakers from the entire aviation industry including panel discussions on public/private airport partnerships; open skies; airport capacity and safety.

The following month is the ACI-NA annual Assembly,

Conference and Exhibition 16-19 October in sunny San Diego, California. North America is known for having a large exhibition and high quality educational programming featuring both industry and government leaders. ACI World Board Member and incoming North America Chair Thella Bowens is the President/CEO of the San Diego County Regional Airport Authority and will serve as host in her delightful city.

Then, of course, at the end of October, beginning of November is the ACI World Annual General Assembly, Conference and Exhibition in Marrakech, Morocco. We are pleased to have as our Keynote Speaker Monhla Hlahla, former Managing Director, Airports Company South Africa. Ms. Hlahla has been a true champion of ACI Africa over the past years. She has concluded her distinguished career in South Africa and will share her perspective on the aviation industry.

Joining her in Marrakech is Antony (Tony) Tyler, Director General and Chief Executive Officer, International Air Transport Association (IATA). Mr. Tyler succeeded Mr. Giovanni Bisignani in July and this will mark his first official address to our airport industry. Mr. Tyler worked for Cathay Pacific since 1978 serving as the CEO from 2007 until his retirement in March of this year.

While focusing on this important safety initiative is critical, we have also announced a special recognition program for those airports that consistently achieve top marks in our Airport Service Quality (ASQ) programme.

On 30 August, we announced the launch of the Director

General's Role of Excellence that honours airports that have ranked among the top five for five consecutive years. We will celebrate their achievements at the Gala Dinner at the World Annual General Assembly in Marrakech, but I want to take this early opportunity to highlight them here.

First, we showcase two inductees with distinction to the Roll of Excellence: Seoul Incheon has earned the status of the Best Airport Worldwide since ASQ began! It is joined by Hong Kong which has earned the status of the Best Airport in the over 40 million passenger category since the start of ASQ.

Incheon and Hong Kong are joined by the following airports: Abu Dhabi, Austin, Dallas Fort Worth, Doha, Durban, Halifax, Johannesburg, Nagoya, Ottawa, Porto, Singapore and Zurich. These airports have clearly made customer service a high priority with

their investment of time and resources to achieve excellence. I congratulate our 14 airport members on their achievement and look forward to celebrating their success in Marrakech.

I look forward to reconnecting with our members at the Regional Conferences in Montego Bay and San Diego and our World Annual General Assembly in Marrakech.

See you there!



Angela Gittens
Director General, ACI World

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Click on the map for each region:

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ACI Asia-Pacific



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ACI Latin America -
Caribbean



ACI North America



ACI World Social Media



<https://www.facebook.com/AirportsCouncilInternational>



@ACIWorld



ACI APEX Safety Pilot Programme Takes Off in Togo

MONTREAL, 6 September 2011 – ACI is pleased to announce the first pilot airport for its Airport Excellence in Safety programme (APEX in Safety). Lomé-Tokoin Airport in Togo volunteered to serve as the pilot airport and Genève Aéroport and the Office National Des Aéroports in Morocco (ONDA) have generously volunteered to be the first ACI Safety Partners. Their safety experts, together with those from ACI World and Africa and staff from ICAO's regional office for West and Central Africa, are on site this week in Togo to conduct the APEX peer review.

APEX in Safety is designed to help airports worldwide identify and address safety vulnerabilities and is built on the ICAO principles of information transparency, in a non-punitive, 'just culture' environment, where sharing data and best practices lead to excellence. ACI matches Airport Safety Partners to help one another.

This first APEX pilot project runs from 5 to 9 September and takes the form of a traditional peer review of Lomé-Tokoin Airport. A comprehensive series of evaluations of the safety needs of Lomé-Tokoin Airport will be conducted and a final report emphasizing safety best practices will be produced by ACI staff shortly after the conclusion of the site visit.

"Sharing strength, knowledge and experience is something we consider as very important, says Robert Deillon, CEO of Genève Aéroport. We are proud to contribute to this new programme which will help to reduce risks and speed progress on the crucial issue that is safety."

APEX pilot projects will serve as models for ACI members worldwide. Expected outcomes include tangible increases in safety and compliance by members in response to specific needs identified by participating airports with the ultimate goal of reducing the potential for airport safety incidents.

According to Angela Gittens, Director General of ACI World: "APEX will provide the necessary framework for airports around the world to benefit from, and lend, the knowledge and experience of their safety experts in identifying and prioritizing the actions that individual airports can take to reduce risks and improve responsiveness in the event of an incident.

As the leader of the airports industry, ACI is pleased to facilitate a partnering process whereby each airport by virtue of its unique characteristics, strengths and knowledge can contribute to helping others improve safety compliance and mitigate the risks of airport incidents worldwide. We look forward to the results of the final draft peer review of Lomé-Tokoin Airport and it helping to establish a model for ACI members worldwide."



Signing of a Declaration of Commitment and Collaboration in Airport Excellence (APEX) in Safety Programme at Lomé-Tokoin Airport

First Row (from left to right): Ahmed Abkari, ONDA; Ali Tounsi, ACI-Africa; David Gamper, ACI World; Akrima Kogoe, DG SALT; Arthemon Ndikumana, ICAO.

Second Row (from left to right): Thomas Romig, Genève Aéroport; Richard Marchi, ACI-NA; Pascal Komla, SALT; G Analla, Directeur des Etudes et de la Perspective, SALT.

New CUSS specifications to secure payment card transactions

Arturo Garcia-Alonso



Many airlines all around the world are using payment cards (credit/debit cards) as a passenger “form of identification” (FOID), both in dedicated check-in kiosks and in airport common use systems. These practices contravene the Payment Card Industry (PCI) Data Security Standards (DSS) and card scheme regulations, which clearly state the payment card data shall only be requested or used for payment transactions.

In order to ensure that these regulations are followed by all airlines, aviation stakeholders, and service providers, the Common Use Working Group (CUWG) is updating the Common Use Self Service (CUSS) Technical Specifications (TS) with a CUSS FOID addendum, including solutions to separate FOID and payment transactions in the airline CUSS application environment.

These new specifications will have an impact on airport CUSS infrastructure, as CUSS platforms and card reader software will need to be updated. It is crucial that airlines, airports and service providers work together to implement these provisions effectively and efficiently, for the benefit of the passenger.

The implementation deadlines and coordination plans were discussed at the Passenger Experience Management Group in Seattle, US, that took place

from 29 August to 1 September. The outcomes of the meeting will be posted on the next ACI World Report issue.

For more information on Aviation and Airport IT, please contact agarcia-alonso@aci.aero

ATAG Sustainable Aviation Workshop in Rio de Janeiro, 26 July 2011

Xavier Oh

Around 100 industry and government experts attended this important workshop on the future of aviation in the Latin America region. The workshop detailed the forecast growth in aviation



in Latin America and explored the challenges and opportunities within that growth. The presentations covered the three pillars of Sustainability – Social, Economic and Environmental issues looking at both impacts and benefits.

Jaime Perez, from Quiport, made a presentation on social and economic benefits associated with the New Quito International Airport, highlighting efforts to foster local skills with training and enterprise development.

Xavier Oh, from ACI World, presented the case that the issue of airport noise remains a barrier for both growth and congestion relief in many regions, and cannot be sidelined in efforts to pursue aviation greenhouse gas reductions.



If you would like to view or download the presentations from the event and the press releases related to the workshop, you can access these on ATAG's website at: <http://www.atag.org/component/eventlist/details/10-rio-de-janeiro.html>

Airport Service Quality (ASQ) Forum for the Americas in Cancún (México)

Arturo Garcia-Alonso



The 2011 ASQ Forum for the Americas was celebrated in Cancún, México, hosted by "Aeropuertos del Sureste" (ASUR). More than 60 delegates from North, Central America, and the Caribbean, actively participated in the sessions and workshops, with the highest number of participants from the Americas ever. The event started with a press conference given by Cancún Airport, ACI World and DKMA, where the objectives and topics of the Forum were presented.

This year, the main themes discussed in the Forum were:

- Understanding Airport ambience.
- Staff courtesies.
- Airport Retail, Food and Beverage research.
- Airport Loyalty programs.

This was the first ASQ Forum for the Americas celebrated outside the US and Canada, in an effort to facilitate participation from Latin America and the Caribbean airports in the ASQ programme.

For more information about the ASQ programme, please visit: www.airportservicequality.aero

5th meeting of the IATA Passenger Experience Management Group (PEMG)

Arturo Garcia-Alonso



Passenger Experience Management Group

The IATA PEMG 5th meeting took place in Seattle, USA, from 29 August to 01 September 2011. More than 100 delegates representing different airlines, government agencies, airports and service providers participated in the plenary sessions, as well as different Work Groups (WG). The main outcomes of the meeting have been the following:

- Common Use WG: inclusion of the PCI FOID addendum in the CUSS Recommended Practice (RP) and Technical Specification.
- Passenger Facilitation WG: endorsement of the International Traveller Scheme and the Passenger Data Harmonization RPs.
- Fast Travel WG: validation of the Flight Rebooking, Document Check and Self Boarding RPs.
- Bar Coded Boarding Pass (BCBP) WG: endorsement of the special field in the 2D barcode for fast track access to security screening point.
- Aviation Information Data Exchange (AIDX).
- WG: revision of the AIDX XML schema to include fields and code sets aligned with A-CDM flight information needs.

In terms of airport participation, there were presentations about smartphone applications in CPH, home printed bag tag pilots in AMS and CDG, and ACRIS report from ACI World.

For more information on ACI and airport involvement in cross-industry initiatives, please contact: agarcia-alonso@aci.aero



ACI-ICAO AMPAP – Largest ever graduating class to be honoured at WAGA Marrakech

Paul Behnke



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

The global ACI/ICAO Airport Management Professional Accreditation Programme (AMPAP) will have the highest number of graduates ever in 2011. Forty-eight persons from all five ACI regions have earned their International Airport Professional (IAP) accreditation this year and the number is still growing, as several participants will complete their coursework over the next three months. An additional four persons have earned the AMPAP Associate Diploma, which is reserved for World Business Partners, ministry and civil aviation authority personnel and ACI and ICAO staff. Graduates will be honoured on November 1 during the ACI World Annual General Assembly in Marrakech.

The AMPAP gateway course, the Air Transport System, will be offered five times during the remainder of the year. For the course in Dar es Salaam in October, ICAO has made available a number of fellowships for individuals working at airports in developing nations. Interested candidates should contact the AMPAP registrar at mtaichew@iap.aero to apply.

For a listing of all upcoming AMPAP elective and mandatory courses, please visit the online course schedule at <http://iap.aero/calendar>

Registration is now open for the following AMPAP entry courses:

18 – 22 Sep, 2011	Abu Dhabi, UAE (FULL/registration closed)
2 – 6 Oct, 2011	Tehran, Iran (FULL/registration closed)
10 – 14 Oct, 2011	Dar Es Salaam, Tanzania
17 – 21 Oct, 2011	Kuala Lumpur, Malaysia
14 – 18 Nov, 2011	Beijing, China
12 – 16 Dec, 2011	Las Vegas, United States



Managing Service Quality at Airports training seminar in Panamá – first time in Spanish

Arturo Garcia-Alonso



The ACI Global Training Certificate Course on Managing Service Quality at Airports (MSQA) was delivered in Panamá, 17-19 August 2011, hosted by Tocumen International Airport.

19 delegates representing airports, airlines and government agencies participated actively in this dynamic training seminar, acquiring knowledge about how to improve service quality through the entire passenger journey, while effectively and efficiently using the ASQ tools and applying their experience to an airport case study.

This is the seventh time the course has been delivered by ACI World staff, and the first time it is provided in Spanish.

For more information on ACI World training activities, please contact training@aci.aero.



PaxFlash and FreightFlash

July passenger traffic strong, freight slump deepens

Worldwide passenger traffic grew significantly in July, posting a 5 percent gain over July of 2010. International passengers were up 6.7 percent and domestic passengers increased 3.5 percent. All regions showed positive growth except Africa, which saw a 7.1 percent decline. Tourist destinations across North Africa showed double-digit declines, as civil unrest continued to depress traffic.

Latin America/Caribbean registered the fastest growth rate at 10 percent, driven once again by very strong domestic demand in Brazil. The Middle East and Europe showed the next highest rates of growth, 7.7 percent and 6.7 percent respectively. Freight was a different story. Overall freight volume was down 5.6 percent, with only Latin America/Caribbean showing healthy growth at 3.3 percent. Europe was slightly positive, up by 0.4 percent. North America showed the largest decline, 12.5 percent over last July, as domestic freight tumbled nearly 16 percent.

Angela Gittens, ACI's Director General, commented on the July results: "It is encouraging to see passenger growth continue at a rapid clip, as it has for the past year; the recovery in traffic began in earnest in July 2010. The downturn in freight, however, is cause for concern, as this is the second monthly decline in a row, and more severe than the decrease in June, which was just 2 per cent. In July, market anxiety over sovereign debt in Europe and the U.S., and the real possibility of a 'double dip' recession eroded business confidence, and that often translates into companies drawing down inventories rather than ordering new shipments by air. We will be watching freight developments carefully, as very often declines in freight volumes foreshadow economic problems on the horizon. We are not ready to declare this a trend and we remain cautiously optimistic about the remainder of 2011."

Click [here](#) to download the full report.



Congratulations to our recent GSN Diploma Graduates from GMR Hyderabad International Airport Ltd!

Suzanne Acton-Gervais

The Global Safety Network (GSN) programme has now been in operation for over 5 years.

To attain the GSN Diploma status is indeed a great achievement and clear evidence that the individuals concerned have a comprehensive understanding of Safety Management at Airports.

The ACI Global Safety Network Diploma is recognised

throughout the Aviation Industry and proudly displayed on Airport Manager Office walls throughout the world.

Over 100 managers and staff from Airports around the globe have received their GSN Diplomas. The recent award to 6 staff from Hyderabad International Airport was a first for the region and indeed the country. This clearly demonstrates that the GMR Hyderabad International Airport Ltd. places a high emphasis on Safety at its airports.

In 2012, ACI Global Training will launch GSN Modules 4, 5 and 6. Those who attend all 6 Modules and pass the associated course examinations will qualify for the new GSN "Advanced Diploma." We this will be a real goal for the staff and management at airports throughout the world.



From left to right: Debbie Riley (ACI Instructor), Chandrakanth Cheelam, Ravinder Chittarluru, Narayanswamy Venkatachalapathy, Sunil Bhardwaj (GM – Learning & Development – DIAL), Preetham Chengappa, Peter Noyce –COO GMR DIAL, Ajay Kumar Gupta, Rajesh Numbathdyath and Wally Walker (ACI Instructor).



Read what these GSN Graduates had to say about the ACI Global Safety Network Diploma training programme:

"This GSN program offered us an impressive and comprehensive blend of theory and practice. Extremely beneficial in realistic execution of "Safety Management System". Insightful, educative and refreshingly interactive with professional approach. This training program will certainly help us to enhance Safety Management at our airport" Chandrakanth Cheelam, Manager – Safety. GMR Hyderabad International Airport Ltd.

"Extremely interesting program packed with case studies and visuals. The best part of the training was sharing of personal experiences and best practices by international participants and faculty members. Excellent indeed." Rajesh Numbathdyath, Associate GM – Safety. GMR Hyderabad International Airport Ltd

"A very useful program. All modules were interlaced with practical situations and experiences from airports around the world. Delivered in a most friendly manner by well experienced faculty members." CH. Ravinder, Manager – Airside Operations. GMR Hyderabad International Airport Ltd.

"An interesting and productive training program by a highly experienced and skilled faculty. Very useful for Airport operations and Safety responsibility officers." Ajay Kumar Gupta, Manager – Airside Operations. GMR Hyderabad International Airport Ltd

"The ACI GSN module was a very impressive learning experience. It was wonderful to have experienced instructors and also international participants who shared their expertise in the field. It contained many interactive learning sessions with hands on practical exercises. The best part of the module was the one day exercise during GSN

III. The training is a very useful tool for maintaining safety standards in airport operations." Preetham Chengappa, Associate GM – Terminal Operations. GMR Hyderabad International Airport Ltd.

"Safety is not a standalone process but the culmination of a coordinated effort. Personally I believe this is being achieved through the "Global Safety Network" program by ACI. I feel privileged to hold the GSN Diploma which is the result of three meticulously tailored and effectively delivered courses. This definitely is going to help me in taking the aviation safety standards to the next level." Narayanasamy Venkatachalapathy, Associate GM – Airside Operations. GMR Hyderabad International Airport Ltd.

Announcing Another ACI GSN DIPLOMA GRADUATE!

Suzanne Acton-Gervais

ACI Global Training is very pleased to announce our recent GSN Graduate Mr. Tariq Kamal. Mr. Kamal recently attended the in-house course delivery at Delhi International Airport Ltd (DIAL) of the GSN Module 3 – Emergency Planning and Crisis Management



Marcel Hungerbuehler, Chief Operating Officer of the Delhi International Airport Ltd (DIAL) presents the ACI GSN Diploma to Tariq Kamal, General Manager, Safety (DIAL). Tariq was also one of the first recipients of the GSN Graduate pin. Congratulations Tariq!

in Delhi during the week of August 1-5, 2011. Mr. Kamal completed each Module of the Global Safety Network (GSN) training programme received an ACI Certificate for each course.

However, upon recent completion of the GSN Module 3, he successfully completed all 3 core Modules and received the coveted ACI GSN Diploma – a “trophy” which is proudly displayed in many airport managers offices throughout the world!

The 3 core Modules are:

- GSN Module 1 – Safety Management Systems
- GSN Module 2 – Airfield Operations and Safety
- GSN Module 3 – Emergency Planning and Crisis Management

The 3 Modules have become recognised as essential “core” training for Airport Operational staff, providing the foundation for Airports to gain and maintain Certification through a team of qualified Operational personnel who not only have a working knowledge of ICAO Standards and Recommended Practices but are able to respond to incidents with confidence. The ACI Global Safety Network Diploma programme is truly essential specialist training for airport operations and safety personnel.

Airport Council International (ACI) considers safety to be number one priority for airports and the aviation community. Our core functional expertise is dedicated to safety. Our Safety training portfolio provides airport operators and aviation executives the knowledge needed to ensure their airport operations are safe for their customers and employees.

For more information on the ACI Global Safety Network Diploma Training Programme please go to the following link:

http://www.airports.org/cda/aci_common/display/main/aci_content07_c.jsp?zn=aci&cp=1-4613-8452-8472^28977_666_2__

Please note that our courses can be provided as an “in-house” course for your airport employees only or

we can tailor a course based on the training needs of your airport. For more information please contact: training@aci.aero

New! Introducing the ACI GSN Graduate Pin



Change is exciting and we are very excited to introduce the ACI GSN Graduate pin. This pin is reserved for GSN Graduates only, and is awarded in addition to their GSN Diploma. The recent 6 graduates from Hyderabad and a graduate from Delhi were the first to receive this pin.

“We are excited to wear the ACI pins that we received along with the congratulation letters from Victor De Barrena, Director of ACI Global Training. All six of us wore it at work today and indeed considered it as a very very special honor from ACI. Many thanks indeed”

–Rajesh Numbathdyath



Running for Training

On Sunday 25th September, ACI World Staff, Nathalie Zulauf will participate in the 2011 Montréal Marathon, while Arturo Garcia will participate in the 2011 Ottawa Marathon on the Sunday 9th October. In light of these events, they have decided to raise funds for training scholarships that will enable airport employees from Least Developing Nations to attend courses that they would not otherwise be able to attend.



If you would like to donate towards this fund, or are interested in running for this cause, please contact: events@aci.aero.

Make a difference in someone's life today!



DEPARTURES

Greg Illson, APEX Intern, has returned to school and left his post the week of August 28th.

ARRIVALS

Adrian Cioranu will join the team on 1 October 2011. Adrian will assume the role of Manager, Airport Mentorship, working directly for the APEX in Safety Project.



ACI Events 2011	
September	
17 - 20 September	20th ACI Latin America Caribbean Annual General Assembly, Conference and Exhibition Montego Bay, Jamaica
21 - 23 September	ASQ Africa / Middle East / Asia Pacific Forum Beijing, China
October	
16 - 18 October	20th ACI North America Annual Conference and Exhibition San Diego, CA, USA
31 October - 2 November	21st ACI World/Africa Annual General Assembly, Conference & Exhibition Marrakech, Morocco
November	
7 - 10 November	ACI North America Concessions Conference Atlanta, GA, USA
28 - 30 November	ACI Europe & ACI Asia-Pacific Airport Exchange 2011 Abu Dhabi, U.A.E.
December	
5 - 8 December (TBC)	The Power of India Hyderabad, India

ACI Events 2012	
January	
11 - 13 January	ACI North America Insurance and Risk Management Conference New Orleans, USA
12 - 14 January	6th ACI Asia-Pacific Human Resources Best Practice Seminar Harbin, China
21 - 28 January	ACI North America Air Service Data & Media Relations Conference Long Beach, USA
March	
21 - 22 March	6th Aviation and Environment Summit Geneva, Switzerland
26 - 29 March	ACI North America Public Safety & Security Conference ACI North America Business Information Technology Conference Vancouver, Canada
April	
15 - 19 April	ACI North America Operations & Technical Affairs Conference ACI North America Environmental Affairs Conference Las Vegas, Nevada



ACI Events 2012	
April	
23 - 25 April	21st ACI Europe Airport Trading Conference and Exhibition Oslo, Norway
May	
22 - 25 May	7th ACI Asia Pacific Regional Assembly, Conference & Exhibition Singapore
September	
9 - 12 September	22nd ACI World / ACI North America Conference & Exhibition Calgary, Canada
November	
12 - 14 November	ACI North America Airport Concessions Conference Denver, CO, USA

www.aci.aero/events

Did you know...



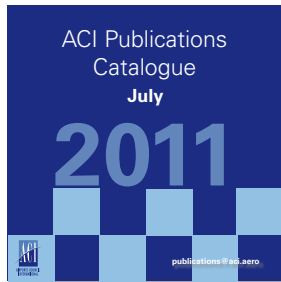
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Advertise your job vacancies TODAY!

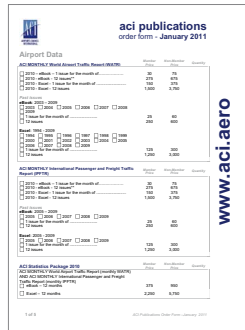
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ACI Publications



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Online Learning Centre Course Catalogue

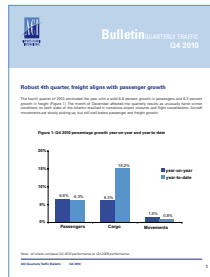
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(Note - all courses in English unless stated otherwise) v1018

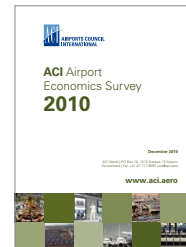
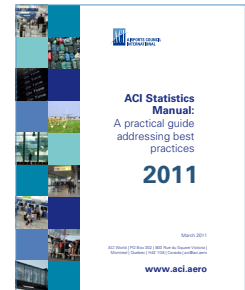
Online programs	Duration (nominal)	USD\$ Price per enrol
Airport Safety		
Basic Safety Awareness Package (Includes Airside Safety Awareness, Safety Management Systems Awareness, Human Factors Awareness) - due February 2011 - COMING SOON	3 hours	\$125.00
Airside Safety Awareness Training - due February 2011 - COMING SOON	1 hour	\$50.00
Safety Management Systems Awareness Training (International) - New	1 hour	\$50.00
Human Factors Awareness Training - New	1 hour	\$50.00
Scrubbing for Fatigue Injuries - New	1 hour	\$50.00
Airport Wildlife Hazard Awareness	1 hour	\$45.00
Dangerous Goods Awareness	1 hour	\$95.00
Passenger Handling Personnel - Due February 2011 - COMING SOON	1 hour	\$95.00
Security Screening Personnel - Due February 2011 - COMING SOON	1 hour	\$95.00
Ramp Personnel - due February 2011 - COMING SOON	1 hour	\$95.00
Landing Personnel Training	1 hour	\$75.00
Introduction to Safety Management Systems Course (Modules 1 to 5)	5 hours	\$185.00
Airport Security		
General Security Awareness Training	4 hours	\$85.00
Basic Security Checkpoint Screener Course	4 hours	\$380.00
Airport Commercial Development		
Certificate in Concession Management	6 hours	\$385.00
CCM1 Certificate in Concession Management Course (Modules 1 to 3)	6 hours	\$385.00
CCM1 The Role of Commercial Operations in the Airport	2 hours	\$145.00
CCM2 Food/Beverage Retail and Duty Free Concessions	2 hours	\$145.00
CCM3 Parking, Ground Transportation, Services and Concession Annual Plan	2 hours	\$145.00
Airport Environmental Management		
Certificate in Airport Environmental Management	14 hours	\$695.00
ENV1 Certificate in Airport Environmental Management (Modules 1 to 7)	14 hours	\$695.00
ENV1 Introduction to Airport Environmental Management & Sustainability	2 hours	\$120.00
ENV2 Noise Management and Community Relations	2 hours	\$120.00
ENV3 Local Air Quality	2 hours	\$120.00
ENV4 Climate Change and Greenhouse Gas Emissions	2 hours	\$120.00
ENV5 Resource Management	2 hours	\$120.00
ENV6 Waste Prevention and Management	2 hours	\$120.00
ENV7 Implementing an Environmental Management System	2 hours	\$120.00
Airport Facilitation		
Disability Awareness Training - In Development - COMING SOON	1 hour	\$95.00
HR & Business Skills		
Leadership & Management		
How to Develop Business Plans and Budgets	1.5 hours	\$65.00
How to Manage Workplace Conflict	1.5 hours	\$65.00

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Now available ACI Q4 2010 Quarterly Traffic Bulletin



Click here to download your copy of the ACI Statistics Manual: a practical guide addressing best practice



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

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