The ACI World/Asia Conference and Exhibition was held in Sharjah, UAE, on 5-8 December 2003 and attracted some 300 persons from 35 countries. It was opened by HE Dr Sheikh Sultan Bin Mohammed Al Qassimi, Ruler of Sharjah, in a ceremony which officially opened the conference and the exhibition. Also participating in the opening ceremony were UAE Minister of Transport HE Ahmed Humaid Al Tayer, UAE Department of Civil Aviation Chairman HE Sheikh Abdulla Bin Al Thani, Director General of Sharjah Airport Authority and ACI Chairman Ghanem Al Hajri, and ACI Director General Robert J. Aaronson.

All highlighted the economic benefits of air transport, its sensitivity to international events and the need for airports and airlines to adapt to new realities. That was followed by a video message from ICAO President Dr. Assad Kotaite, who on the occasion of the centenary of aviation, praised ACI’s contribution to air transport and ICAO activities. Dr. Kotaite called ACI, along with ICAO and IATA “one of the three pillars of civil aviation.”

In his keynote address, Lee Brown, Mayor of Houston emphasized the traditional role of civil aviation in fostering trade and communication between Houston and the Middle East, and the concomitant benefits to regional and urban development. He pointed out that Houston’s economy had diversified away from its heavy
ACI Chairman Ghanem Al Hajri and Mr. Mohammed Ahli, Director General, Dubai International Airport recalled Mr. Strahl’s efforts and contribution to helping ACI members large and small. They presented Mr. Strahl with tokens of appreciation on behalf of the ACI Asia Region, Dubai International Airport and Sharjah Airport Authority, and wished him all the best in the future.

Mr. Strahl highlighted the key changes which had taken place in the airport community over his 32-year career, and called for achieving a unified ACI which would transcend local and regional interests, in line with the vision of its founding fathers.

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dependence on the energy sector, and he saw the same kind of broad-based economic growth occurring in the UAE, which, while energy-rich, has become a multi-modal transport hub as well as a regional banking and finance center.

Subsequent speakers discussed the prospects for a recovery of the air transport sector and recent trends in airport privatization; the current U.S.-EU talks on liberalizing aviation and the impact for airports; case studies in airport management including the way Geneva International Airport handled the G-8 summit; the manner in which Hong Kong International Airport had coped with the SARS epidemic; and the value of information technology in developing contingency plans.

The next session on aviation security featured a case study describing the challenge of reviving tourism following a terrorist attack on the airport in Colombo, Sri Lanka which destroyed a number of civilian and military aircraft. A second speaker pointed out that stringent aviation security was a pre-condition for industry recovery, and that there was a true spirit of heightened vigilance and a raising of the security baseline through cooperation between ICAO, governments, airport operators, and air carriers.

A fourth session dealt with “the dynamics of change” and new realities of the airline business: particularly the changing business model of traditional carriers and the impact on the airport/airline relationship. The session included a presentation on the largely untapped market for low-cost carriers in Asia-Pacific and the challenges

Director General Robert J. Aaronson (right), Chairman Ghanem Al Hajri (second from right), and Mohammed Ahli, President of ACI Asia Region (third from right) with UAE dignitaries.
for African airports in maintaining high levels of security and safety and expanding non-aeronautical revenues. Special presentations were made on airports in the Middle East, many of which were subject to heavy government regulation and the importance of schedule analysis as a crucial business tool which, correctly applied, could be useful to airport strategies in identifying short and long-term trends. A CD-ROM with all of the presentations is available to members on request from Linda Johnson at ljohnson@aci.aero.

The thirteenth ACI World Assembly featured three action items:

- Niels Boserup, CEO of Copenhagen International Airport was unanimously elected Chairman of ACI for the next two years. In this role, Mr. Boserup is expected to play an active role as a spokesman for ACI. More detailed information, including comments on his goals for his term of office is available at aci.aero under "press releases".
- Robert J. Aaronson, Director General, presented a report on ACI’s activities over the past year and plans for 2004. This powerpoint presentation is available from jdarroudi@aci.aero.
- The Assembly unanimously adopted a strong resolution indicating that airports could not continue to subsidise failing airlines and that IATA should tone down its counterproductive campaign of inflammatory rhetoric directed at airport operators. The resolution, which is also available as a press release at aci.aero, suggests that airport operators are ready to enter into a serious high level dialogue with airline executives.

Nairobi hosts
ACI Africa Region Assembly and Conference

13th Annual Assembly of the ACI Africa Region

Held in Nairobi on 28 October 2003, the 13th Annual Assembly was chaired by Acting President Mrs Chantal Lidji Badinga (Aéroport de Libreville, Gabon). The delegates heard reports from the region’s representatives on ACI’s World Standing Committees (Aviation Security, Economics, Environment, Facilitation & Services, and Technical/Safety), and presentations on the Regional Working Groups’ main activities. The members also heard presentations on the ACI Fund Seminars (hosted by Riga International Airport and Aéroport International de Genève), and HQ-organized study tours in 2003 to Houston (July), Nashville (August) and Salzburg (September) which were hosted by these three airport operators.

The Assembly elected Mrs Lidji-Badinga (President of Aéroport de Libreville), as President of the Region for 2004-2005.

The 14th ACI Africa Regional Assembly will be held in Cairo on 29 November 2004, followed by a joint Africa/Asia Conference on 30 November – 1 December 2004.

Keynote presentations were delivered on the following topics:

- Integrating Africa into the world economy: The role of NEPAD, by Stanley Subramoney, Member of the Board, The New Partnership for Africa’s Development (NEPAD) Business Group; and Deputy CEO, PricewaterhouseCoopers, Southern Africa.
ACI launches Global Training Hub (GTH)

The changing face of aviation – with its new regulations and technology – has made training more important than ever before. Recognising the need, ACI is establishing a Global Training Hub (GTH), which aims to bridge the gap between airports and training providers. This new ACI program will be implemented under the executive responsibilities of Director Paul Behnke and will be managed by Michael Brown, Advisor Business Development.

According to Brown, ACI’s role in training had previously been very limited, concentrating mainly on developing nations. “In general, airports to date have gone directly to existing training providers or established their own training facilities,” he notes.

As part of a review of its training policy ACI formed a focus group, which concluded that “there is a clear need for ACI to assume a more active, expanded role in the identification and delivery of airport training needs”. In particular, it established the concept of a training ‘hub’.

Airports will be able to consult with ACI on their training needs and receive information on relevant training partners. The GTH initiative will not only provide information on available training, but will also identify existing gaps and support airports in defining and communicating their training needs.

ACI has identified the objectives of the GTH as follows:

- To promote the sharing of airport management and operations knowledge and expertise among all ACI members.
- To support the ongoing development of managerial and operational know-how at all airports, especially those in developing countries.
- To increase financial and other resources available to meet the training needs of developing countries’ airports.
- To encourage the development of airport management and operations training services and to facilitate access to such services by ACI members, especially in developing countries.
- To support on an industry level the development of general airport management and operations knowledge including relevant ‘best practices’.

The GTH is envisaged as a long-term, evolutionary concept and will be marketed through ACI’s extensive network of contacts as well as through publications and conferences. Ultimately, ACI hopes the GTH will become the most authoritative and complete source of information on airport training worldwide.

Forging flexible partnerships

ACI’s arrangements with the training partners are deliberately flexible. “There is no fixed rule,” explains Brown. “ACI seeks to co-operate with the training providers as closely and effectively as possible. Providing all the information necessary for our members is our priority. The training offered will be ACI co-branded. In some cases ACI will be the contract partner and run the courses, in others the administration will remain with the partner providing the training.”

Brown points out that while ACI needs to keep financial risks to a minimum, making money from the project is not a main consideration. “The partnership agreements ACI enters into with existing training providers will obviously provide a commission or a revenue share for ACI,” he says. “However, generating revenue is not the primary driver for our initiative.”

The training itself will be provided by the partners after a thorough ACI review of the curriculum, the qualifications of the lecturers and criteria for student evaluation. Only in the event that existing training is deemed inadequate will ACI provide training itself to satisfy the needs of its members. “There are no plans to compete with other institutions, but rather to build partnerships to ensure that a comprehensive programme of courses is available,” Brown adds.

Initially, GTH shouldn’t require any internal changes at ACI. It is expected that existing resources will be sufficient to manage the program.

For further information on the Global Training Hub contact Michael Brown, Advisor Business Development, mbrown@airports.org, tel: +41 22 717 8751; Andreas Schimm, Program Development Manager, aschimm@airports.org, tel: +41 22 717 8768.
Some 150 airport and airline delegates from 25 countries, as well as numerous suppliers, attended New Route Asia 2003 in Kuala Lumpur at the end of October. The event, the first in the Asia/Pacific region, was staged by ACI, Routes and PATA and hosted by Malaysia Airports Holdings Berhad (MAHB).

The Hon. Dato’ Chan Kong Choy, Minister of Transport Malaysia, officiated the opening session together with Tan Sri Datuk Dr Aris Othman and Dato’ Bashir Ahmad, respectively Chairman and Managing Director of MAHB, and Alexander Strahl, Secretary General of ACI. Also present were Dato’ Zaharah Shara, Secretary General, Ministry of Transport Malaysia, Dato’ Mohamad Nor Mohamad Yusuf, Managing Director, Malaysian Airlines; Dato’ Eng. Koh Soo Chon, Director General, Department of Civil Aviation, and Mike Howarth, Chairman of ASM International.

In his introductory remarks, Secretary General Alex Strahl pointed out that for every congested airport in the world, there were at least 10-15 under-utilized airports which were seeking more air services and worked closely with the airlines to develop new business and leisure travel markets. Mr Strahl reviewed recent traffic fluctuations at the region’s airports and analyzed the reasons thereof. Some were due entirely to external factors such as political, economic and social instability; others were market-related, e.g. shifting customer preferences and changing airline hubbing policies. In his opinion, traffic growth potential in the region was enormous, but in the final analysis, barring new unexpected events, the airlines and airports successes or failures depended on their capacity to innovate and create partnerships, exceed expectations, develop new routes, and offer and sustain quality service.

For his part, Minister of Transport Chan Kong Choy painted an optimistic picture of expected strong traffic growth and said that China and India, with their very large populations and ever increasing purchasing powers, were likely to be catalysts for charting the future of air transport in Asia/Pacific. China alone forecasted 10% annual air passenger’s growth until 2020. In 2002, the region’s airports handled 21% of the global air traffic, but this percentage was due to increase significantly as Asia alone was home to 60% of the world’s population and counted 17 of the 50 largest exporting countries, an indication of vast untapped opportunities and potential for air travel. Mr Chan stressed that in the not too distant past, airports were passive partners in the route development process, but today an increasing number of them had become true businesses involved in strategic route development activities.

New Route Asia 2003 was organized in two parts. The first part - a speaker program – featured four topical presentations on the challenges and opportunities of low-cost airlines in the region (by Tony Fernandes, CEO, Air Asia); trends in regional aviation (by Bruce Peddle, Managing Director, Embraer); airport/airline relationship (by John Grant, Director Research & Analysis, ASM); and the market forecast for Asia/Pacific by Mark Aroney, Regional Director, Boeing Commercial Airplanes). The second part – the network opportunity- focused on formal one-to-one meetings (pre-scheduled or arranged at the event) of all participating airport and airline delegations.

At the press conference, held on the first day, Minister Chan and MAHD Managing Director Dato’ Bashir reported on Malaysia Airports’ marketing incentives to attract new services and on recent traffic developments at Kuala Lumpur International Airport and other Malaysian airports. Mr Strahl described ACI’s general objectives and priorities in the areas of safety, security, facilitation, airport charges, and discussed global and regional traffic forecasts up to 2020. The press conference was attended by over 50 representatives of the national press, radio, and TV networks.

The next New Route Asia forum will be held in April 2004.

From left: Hon. Dato’ Chan Kong Choy, Minister of Transport, Alex Strahl, ACI Secretary General and Mike Howarth, Chairman of ASM International.

Miami hosts ACI’s “Airport Business 2003”

The Dade County Aviation Department and Miami International Airport hosted ACI’s “Airport Business 2003” on October 14-16 in Miami Beach. The event drew over 130 participants from some 40 countries.

Titled “Strategies for Survival”, the event featured three one-day modules in a highly interactive format: financial management and enhancing non-aeronautical revenues; airport retailing in a changing marketplace and; maintaining a good quality of service while at the same time assuring the highest standards of aviation security and safety. A CD-ROM containing the presentations is available from Paul Behnke at ACI Headquarters.
Robert Aaronson, ACI Director General addressed the “International Conference on Century of Aviation – Flight to the Future”, held at New Delhi, India, on 12th November 2003. Speaking to a large gathering of aviation experts and professionals from India and other parts of the world, he gave a presentation on “Current and Future Development of World’s Airports”. As the keynote speaker, he set the tone for subsequent animated and in-depth discussions in the conference, covering a wide spectrum of subjects such as the crises faced by the aviation industry in the past two years and their impact on airports, key developments affecting airport business, competition among airports, the airport-airline relationship and future challenges for airports.

Mr. Aaronson also visited the National Institute of Aviation Management and Research (NIAMAR) of Airports Authority of India at New Delhi. NIAMAR, which for almost two decades, has been effectively developing and implementing training programmes for its own personnel and staff of other agencies working at Indian airports, as well as trainees from airports in other countries of the region. ICAO has certified NIAMAR’s programme. In the course of a meeting with Mr. M.A. Khan, Executive Director and other senior officials of NIAMAR, while a presentation was given by Mr. Khan about various training programmes organized at the Institute, Mr. Aaronson explained the rationale and concept of ACI’s proposed Global Training Hub (GTH) (see separate article in this edition).

Director General ACI Addresses “International Conference on Century of Aviation – Flight to the Future”

The Lima meetings marked the retirement of Fernando Oliveira from the position of Regional Secretary, and the ACI-LAC General Assembly took the opportunity to recognize Mr. Oliveira for his service and to wish him well. The Regional Office will be relocated in January 2004 from its previous location at Maquetia International Airport, Caracas, Venezuela, to Merida, Mexico. In Merida, the Regional Office will be hosted by ASUR, the concessionaire for the Southeastern group of airports in Mexico.
SECRETARY GENERAL STRAHL VISITS CHINA

From 11 to 14 November, ACI Secretary General Alexander Strahl visited Hong Kong, Guangzhou, Shanghai and Beijing, at the invitation of the local airport authorities. In Hong Kong, he met David Pang, Chief Executive Officer of Airport Authority Hong Kong (AAHK) and held a press conference during which he announced the move of ACI’s Pacific Regional Office from Vancouver to Hong Kong by June 2004 and discussed traffic developments in the region, airport privatization and the stability of airport charges. He also addressed these subjects and others when speaking on Radio Television Hong Kong.

In Guangzhou, Mr. Strahl, accompanied by Dora Kay, Head of International Marketing, AAHK, held talks with Zhang Chun Lin, President, General Manager and Chief Commander of Guangzhou Baiyun International Airport Group and visited the new airport due to open in June 2004. The new facility, 28 km away from city center, will replace the exiting 54-year old airport. In its initial phase up to 2010, the new airport, covering an area of 15 km², will have two runways, 86 parking stands, a terminal area of 300,000 m² and be able to handle 25 million passengers and 1 million tons of cargo/year.

In Shanghai, Mr. Strahl met Du Chuncai and Wang Guangdi, respectively President and Director General of Airport Operation & Command Center of Shanghai Airport Authority and visited Hongqiao and Pudon International Airports. Among the topics discussed were ACI’s guidance on A380/ground infrastructure compatibility, schedule coordination and slot allocation, security, and air services development.

Concluding his China’s trip in Beijing, Mr. Strahl met Wu Zhouhong, Deputy Director General (International Affairs & Cooperation), General Administration of Civil Aviation of China (CAAC). On top of the agenda was the expected entry into ACI of five new airports which had applied for membership. Mr. Wu indicated that by mid-2004, the management of 97 Chinese airports would be transferred from CAAC to local governments and that in a subsequent phase these airports were expected to fall into some 30 airport groups all of which would eventually join ACI.

AETRA - ACI’s new customer survey program in cooperation with IATA

Improving customer service is a challenge which has taken on major importance for the entire airport industry. Moreover, the ability of passengers to choose between different routes and airports is increasing. Airport managers therefore require continuous insight into customer perceptions of their airport experience. To make adequate data and analysis available, ACI is pleased to announce the launch of AETRA – your Airport Service Performance Insight. AETRA was officially presented to ACI members at the ACI World/ Asia Conference in Sharjah in December.

AETRA is a joint venture between ACI and IATA which offers unparalleled insight into airport customer perceptions and their impact on satisfaction. It builds on IATA’s Global Airport Monitor, and offers substantial evolutionary improvements over the GAM.

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Because a considerable number of airports are already members of the IATA program, the new program can attain critical mass rapidly, enabling benchmark comparisons between more airports – thus becoming the Industry Standard.

AETRA provides intelligence which airports can rely on, measuring the “on-the-day” experience of thousands of passengers across the globe. Through its flexible approach, AETRA can provide larger sample sizes and tailored solutions for all sizes of airports regardless of their infrastructure and mix of passengers.

For more information on AETRA please contact: dgamper@aci.aero

ACI World Statistics and Forecasting Panel forges ahead
Dublin meeting sets out ambitious 2004 agenda

Meeting in Dublin 13-14 November under the chairmanship of Stan Maiden (BAA plc), the ACI World Statistics and Forecasting Panel, ACI’s newest world body, continued to pursue an active agenda which is already producing value-added products for members worldwide. The meeting was hosted by Aer Rianta. The Panel has grown in size to 20 members, and has members from four of ACI’s six regions currently. Plans are underway to recruit members from the two remaining regions.

Two new products developed by the Panel (which reports to the ACI World Economics Standing Committee) have already taken hold. The first, PAXFLASH, a summary of traffic trends at the world’s largest airports collated just 25 days after the end of each month, has proven one of the most popular items on ACI’s website. Moreover, in tracking PAXFLASH against the full ACI traffic statistics (from a sample of over 800 airports) which are published about two months later, the accuracy of PAXFLASH over its first six months was remarkable—tracking the eventual full sample to within one to two percentage points. A second Panel product, the ACI Business Conditions Survey, made its debut in Sharjah and shows great promise in being a barometer of aviation trends. The first quarter Business Conditions Survey is available from ACI Headquarters from Paul Behnke.

For 2004, the Panel has devised an ambitious work program to include publishing forecasts of air traffic under conditions of both constrained and unconstrained demand, a project on ultra short-term forecasting as a tool for optimizing airport personnel utilization, interaction with a group of professors which is producing a questionable benchmarking survey of airports, and further work to define trends in the operations of low cost carriers, working in conjunction with OAG.
Airports Council International now offers a new subscription service to its members for enhanced customer satisfaction at airports, the Airport Wayfinder. The Airport Wayfinder was successfully introduced on 6 December, at the ACI World Asia Conference and Exhibition in Sharjah, UAE. Overall response from Airport Executives was very positive and Airport Wayfinder releases for airports are expected to coincide with a first quarter 2004 launch of a new ACI customer information web site.

This comprehensive new web site will serve as a primary source of airport information, with special focus given to airports subscribing to the Airport Wayfinder. This website and the featured Airport Wayfinders will be promoted by ACI to the traveling public through publications, in the press, and with Airport Wayfinder links on popular travel websites.

The Airport Wayfinder is an advanced, customized and sophisticated information tool providing airport customers the opportunity to visually and interactively familiarize themselves with the processes at an airport via the Internet or other means before and during their travel.

In subscribing to the Airport Wayfinder program airports have a new way to communicate visually with customers by using the latest 3D video animation technology, presenting perspectives of an airport unlike any other airport information video or brochure. In viewing the Airport Wayfinder the traveler is virtually “walking” through the airport facilities that are displayed in an animated, compelling, and realistic way.

In addition to featuring the arrival and departures processes, the Airport Wayfinder can also include additional scenes of airport concessions, business facilities, and other services provided by airports. The Airport Wayfinder becomes a virtual airport for travelers’ while providing airports with an opportunity to derive return on their investment from participating airport concessions and services.

Airports subscribing to the Airport Wayfinder Program by 31 March 2004 benefit from an introductory offer providing a free subscription during the first year.

ACI’s partner in this project is Air Travel Video Technologies, Inc. (ATV), of Santa Barbara, California, U.S.A. ATV is a leading authority in the production of international airport information using animation video media and has considerable experience in offering the Airport Wayfinder to airlines as an in-flight information product.

For further information please contact Andreas Schimm, ACI’s Program Development Manager at aschimm@aci.aero.

For the eighth consecutive year, ACI and IATA teamed up to organize the AVSEC World Symposium on November 18-20 in Athens. ECAC (the European Civil Aviation Conference) was a joint organizer and ICAO also cooperated in the program. Athens International Airport and Olympic Airways were the hosts. The theme, “Airtight AVSEC: Pre-requisite for industry recovery” drew over 750 participants and exhibitors from some 60 countries.

Specific sessions were held on passenger profiling, countermeasures against MANPADS (shoulder-launched missions) and other ground-based weapons, biological and chemical threats to aviation, funding security enhancements, new AVSEC technologies, cargo security and AVSEC in airport design. A CD-ROM of the proceeding can be obtained by contacting Paul Behnke of ACI Headquarters at pbehnke@aci.aero.

ACI was represented at AVSEC World by Secretary General Alexander Strahl, whose opening remarks emphasized that while great strides were being made in raising the global aviation security baseline, security remained the top priority of every airport operator, and daily vigilance was imperative. Mr. Strahl presented ACI’s award for an outstanding lifetime commitment to aviation security to Len Limmer, former chief of police of Dallas-Ft. Worth International Airport and a long-time leader of ACI’s World Aviation Security Standing Committee.
The latest companies to join the ACI World Business Partners Program are Airport Consulting & Management B.V., The Netherlands, (interim management and consultancy), Air BP, USA (aviation fuels, lubricants, engineering and fuelling services), Aviation Consultants Ehmanns, Germany (aviation consulting), Bernd Weigel Hochdrucktechnik, Germany (TrackJet), Celebi Ground Handling, Turkey (ground handling services), Diageo, Ireland (brewery), EGS SA-NV (e-government solution), Belgium (e-government services, secured authentication, biometric smartcard & environment), JP Morgan Securities, Australia (treasury and securities services), Real Time Engineering Ltd., United Kingdom (airport consultancy), RENFUL, United Kingdom (aviation security), Skytanking Holding GmbH, Germany (aviation fuel infrastructure and fueling services), Tec Air System, France (research and airport development), The Boston Consulting Group, USA (consultancy) and Transport Research Laboratory, United Kingdom (research, consultancy). These companies profiles will appear in future issues of the World Report.

For more information on the ACI World Business Partners Program and how ACI can put your company in touch with the world’s airport operators, please contact ACI Headquarters in Geneva.

**World Business Partners at a glance**

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**Product/Services:**


- **Dufry Holding Ltd:** Dufry is a pioneer and a leader in airport retailing worldwide. Founded in 1865, Dufry entered the airport retailing business over 50 years ago and became one of the most efficient organization in this field, employing 2’800 people worldwide. Offering a unique expertise and know-how, Dufry is achieving tailor-made and innovative retail concepts within the leading airports of the world, providing exciting environments for customers worldwide. As a global retailer of consumer goods and luxury brands, Dufry is a valued business partner for all airports seeking to efficiently optimize commercial revenues. Dufry operates more than 300 specialized travel retail related stores in 32 countries throughout Europe, the Americas, Africa, Middle East and Asia.

- **FX Currency Services Ltd:** We offer tailor-made foreign exchange solutions to specifically suit the requirements of both corporate clients and retail customers. We have an extensive range of products and services, including wholesale foreign currency and travellers’ cheques, bureau de change units, next-day delivery mail order service, International Payments and Forward contracts. Our retail brand ‘eurochange’ is already established on the high street and at major international airports offering first-class foreign exchange services to business or leisure travellers. In addition to foreign currency notes and travellers cheques, we provide telephone and internet ordering of currency, travel insurance, phone cards, mobile phone top up cards and banking services.
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**Product/Services:**
Goudappel Coffeng BV has been the biggest traffic and transport consultant in The Netherlands since its foundation in 1963. Goudappel Coffeng’s core business of traffic and transport expertise modelling enjoys a strong reputation with local, regional and national government in the Netherlands and increasingly abroad. Many modes of transport are part of Goudappel’s portfolio: motorcars, public transport, cycling and aviation. The airport practice of Goudappel Coffeng is rooted within its Urban Economics division, led by Mr. Johan Schölvinck (formerly the Schiphol Group and Market Square Consult). The division provides consultancy services in the areas of urban planning, retail, leisure, property and parking. Specific elements of the airport practice are airport commercial strategy, retail and commercial planning, parking, property and landside transport.

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**Product/Services:**
Preston Aviation Solutions, a wholly owned subsidiary of The Boeing Company, is a leader in integrated simulation, decision support and scheduling solutions for the global aviation industry. Its state-of-the-art products include:
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  - Disruption Management; and
  - Simulating and managing the enroute and ground movement of air traffic
- Preston's Airport Solutions, a suite of powerful operational and planning modules which:
  - Enable airports and airlines to simulate and optimise;
  - Scheduling requirements; and
  - Real time management of airport infrastructure resources in terminal and apron areas.

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**Product/Services:**
Ransomes Jacobsen Limited is part of the Textron group of companies that also include Cessna Aircraft and Bell Helicopters. Based in Great Britain, Ransomes Jacobsen manufactures a range of electric vehicles, branded E-Z-GO and Cushman. Products include burden carriers, shuttles, people carriers and tugs with vehicles suitable for terminal use and ground services. Ransomes Jacobsen are also one of the world’s leading manufacturers of grounds maintenance equipment including ride-on cylinder, rotary, trailed and mounted turf mowers suitable for maintaining large areas of grass.
As part of its Global Training Hub, ACI is proud to announce its partnership, along with IATA and ICAO, in the upcoming course on airport certification in Singapore.

How You Will Benefit
- Find out how to meet the applicable specifications of the aerodrome certificate
- Understand the relevant Standards and Recommended Practices
- Examine and discuss your obligations as an airport operator
- See how it is done at the airport level through a site visit

Major Topics
- Aerodrome certification regulatory framework
- Aerodrome certification process
- ICAO guidelines for aerodrome certification
- International standards and recommended practices (Annex 14)
- Guidance material and advisory documents
- Safety management system
- Aerodrome operator responsibilities
- Operational plans
- Emergency response plan

Who Should Attend
- Aerodrome operators, managers, planners and airside technical personnel
- Civil aviation authorities, policy makers, inspectors
- All who wish to better understand the airport certification process

Course Fee
- IATA/ICAO/ACI Members and Partners: USD 2380
- IATA/ICAO/ACI Members and Partners in Developing Nations: USD 1960
- Non-Members: USD 2800

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To register online, click here

DATES FOR YOUR DIARY

2004

May 05-07  ADI Computaport  Nice
May 29-21  ADI/TFWA Gate One  Singapore
May 23-26  ADI Pacific Regional Assembly, Conference & Exhibition  Guam
May 25-27  ADI/ACSA Africa Route Development Forum  Durban
Jun. 08-11  ADI Europe Regional Assembly, Conference & Exhibition  Nice
Sept. 19-22  ADI North America Regional Assembly, Conference & Exhibition  Houston
Oct. 13-15  ADI World Conference & Exhibition  Lisbon
Nov. 03-05  ADI/AATA AVSEC World 2004  Vancouver
Nov. 29-Dec. 1  ADI Africa/Asia Regional Assemblies & Conference  Cairo

See you in Geneva!
To register online or by fax, click here