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27 March 2013

Aviation Leaders to Attract the Best and Brightest to the World Capital of Civil Aviation

MONTRÉAL, QUÉBEC, CANADA, 25 March 2013 – ACI is pleased to announce the official launch of the anticipated Young Aviation Professionals Programme that will attract three talented aviation professionals to Montreal, Canada—the world capital of civil aviation.



9 January 2013: Signing of a Memorandum of Understanding by Aviation Leaders to Establish the Young Aviation Professionals Programme
Left to right: Angela Gittens, Director General, ACI; Raymond Benjamin, Secretary General, ICAO;
Tony Tyler, Director General and CEO, IATA.

The launch of the programme follows the January 9, 2013 signing of a high-profile Memorandum of Understanding between aviation heavyweights, Airports Council International (ACI), the International Air Transport Association (IATA), and the International Civil Aviation Organization (ICAO) to support the development of aviation career professionals. At the signing of the memorandum, ACI Director General Angela Gittens commented, "ACI is proud to work alongside ICAO and IATA as we continue to develop professionalism in the industry. The global aviation business is becoming more complex and for the first time this will give the best and the brightest an opportunity to participate in its future development from three perspectives."

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ACI, IATA and ICAO, for a total of 12 months, where they will contribute to and deepen their knowledge and understanding of aviation safety, security and environment, with a focus on the inter-relationships between regulatory activities and the airport and airline industries.

Young Professionals will be accompanied by a personal mentor throughout each leg of the programme and provided with regular performance feedback during and the end of their assignments. After successful conclusion of the programme, the Young Aviation Professionals will be retained on a roster for consideration for potential future employment opportunities with ACI, IATA and ICAO.

Candidates under the age of 35, with a minimum of a Master's degree (or equivalent), and an interest in international civil aviation policy development are encouraged to submit their candidature by completing an online application. Candidates must include a letter of motivation that details their professional achievements to date, overall interest in and suitability for the Programme, and career aspirations in regulatory activities and/or the aviation industry. All programme details, documents and the online application form are available at the following URL: http://bit.ly/10bdPd2

The closing date for receipt of applications is 11 April 2013.

About ACI

ACI is the only global trade representative of the world's airports. Established in 1991, ACI represents airports' interests with governments and international organizations, develops standards, policies and recommended practices for airports, and provides information and training opportunities to raise standards around the world.

About ICAO

ICAO was created in 1944 to promote the safe and orderly development of civil aviation in the world. A specialized Agency of the United Nations, it sets international standards and regulations necessary for the safety, security, efficiency and regularity of air transport and serves as the medium for cooperation in all fields of civil aviation among its 191 Contracting States.

About IATA

IATA is the prime vehicle for inter-airline cooperation in promoting safe, reliable, secure and economical air services for the benefit of the world's consumers. Founded in 1945, IATA develops global commercial standards, practices and procedures for the air transport industry. It aims to assist airlines by simplifying processes and increasing passenger convenience while reducing costs and improving efficiency.









ACI DNA Airport Assistance Programme



With aviation worldwide growing at an accelerated pace, there is a parallel need to increase airport excellence in the fields of management, economics, safety, security and operations in developing countries.

In order for ACI to play an even stronger role and increase the capacity already provided by its bi-yearly ACI Fund seminars, the ACI World Governing Board has approved the creation of an additional programme known as the ACI Developing Nations Airport Assistance Programme (ACI DNA).

ACI DNA Mission

Lead ACI's effort to provide assistance to member airports in developing countries.

ACI DNA Mandate

Manage ACI's assistance programme effectively to achieve meaningful, sustainable results and engage in development of ACI member airports in developing countries, enabling those members' effort to realize their development objectives.

The objective of the ACI DNA Programme is to support member airports in developing countries by supporting airport initiatives that are sustainable, have impact, and bring results to the member airport. The programme objective is to be achieved by working with ACI's Regional Offices that include ACI Africa, ACI Asia-Pacific and ACI Latin America Caribbean, along with CIFAL-Atlanta United National Institute for Training and Research (UNITAR).

For additional information, please contact us by e-mail at dna@aci.aero

ACI Global Training Congratulates its Q1 2013 GSN Graduates

By Kevin Caron, Assistant Director, ACI Global Training

First GSN Advanced Gold Diploma Graduate of 2013

We take great pleasure in announcing that Mr. Carlo Frongillo, Duty Station Manager for Aeroporto G. Marconi di Bologna S.p.A. (Italy) is the latest graduate of the Global Safety Network (GSN) Advanced Programme, having recently completed the GSN 5: Advanced Safety Management Systems training held March 11-15, 2013 in Zagreb, Croatia. ACI Instructor Wally Walker was on hand to award the GSN Advanced Gold Diploma.

Since the launch of the Program last January 2012, Mr. Frongillo is now the fourth recipient of the GSN Advanced Gold Diploma. He was able to complete all 3 required courses well within the three-year timeframe for, having attended the GSN 4: Working with Annex 14 training from September 10 to 14, 2012 in Athens, Greece as well as the GSN 6: Aerodrome Safety Compliance and Auditing from May 14 to 18, 2012 in Riga, Latvia. He obtained his GSN Initial Silver Diploma in October 2011.

Please join me in extending our heartfelt congratulations to Carlo for this amazing accomplishment!

GSN Silver Diploma Graduates of 2013



The first quarter of 2013 witnessed a number of our airport members complete the GSN Initial Diploma Programme, with a total of 11 graduates receiving their GSN Silver Diplomas in February and March.

The first three GSN Silver Diplomas for the year were awarded at the end of the GSN 2: Airport Operations and Safety training held from February 4 to8, 2013 in Athens, Greece. Diploma recipients

Airport (Latvia); Ivan Kanev Mednikarov, Head of Safety for Fraport Twin Star Airport Management AD (Bulgaria); and Aris Mucenieks, Safety Management System Specialist also with Riga International Airport (Latvia). Diplomas were awarded by ACI Instructor Wally Walker.

Also in February, the GSN Silver Diploma was awarded to Ivana Akmadzic (Croatia) after she completed the GSN 2: Airport Operations and Safety training held from February 24 to 28, 2013 in Abu Dhabi, UAE. Ms. Akmadzic began the GSN Initial Diploma Programme in February 2010. She is currently the Division Manager, Airport Passenger Services for Zagreb Airport Ltd. Her Diploma was awarded in Zagreb,

Croatia, and presented by ACI Instructor Wally Walker.

Ttal Yahia Jamjoom (Saudi Arabia) was presented with his GSN Silver Diploma upon completion of the GSN 3: Emergency Planning and Crisis Management course that was held from March 10 to 14, 2013 in Abu Dhabi, UAE. ACI Instructor Peter Hampson awarded the Diploma on behalf of ACI Global Training.

Mr. Jamjoom, an Aerodrome Safety and Standards Engineer for the General Authority of Civil Aviation of Saudi Arabia, completed the GSN Initial Diploma Programme in only 3 months, having attended the two other required courses in December 2012 and February 2013.

The GSN 3: Emergency Planning and Crisis Management course was also delivered from March 11 to 15, 2013 in Kuala Lumpur, Malaysia. By the end of the training, six other participants had completed the GSN Initial Diploma Programme. The GSN Silver Diploma recipients were all from Malaysia Airports Holdings Berhad. Photographed (from left to right): Han Sadi Nen, Airport Manager; Md Zulkifli Farid Zakaria, Airport

Manager; Intan Wardati Ahmid, Senior Executive, Safety, Health and Environment; Aishah Md Nor, Manager, Airport Standard; Lokman Ahmad, Senior Executive, Operations; and Goh Chen Hoe, Technical Executive, Civil.

The Diplomas were presented by ACI Instructors Debbie Riley (appearing in the center of the photo) and Glenn Wheeler (not photographed).

ACI is proud that Malaysia Airports Holdings Berhad is a strong supporter of the GSN Diploma Programme. Their continued participation stands as testament to their dedication to airport safety. ACI is proud to work alongside Malaysia Airports Holdings Berhad to help answer their training needs.

Once again, my sincere congratulations to all our GSN Silver Diploma graduates on their stellar achievement. Well done!

The ACI Global Training Steering Group Member

Nancy Zimini, Senior Vice President, Administration and Operations, ACI-NA



Nancy Zimini serves as Senior Vice President, Administration and Operations. In this capacity, she oversees ACI-NA's corporate operations, including administration, accounting, human resources, personnel, information technology, and office services.

Prior to joining ACI-NA in 1997, Zimini worked for a Maryland-based marketing firm where she directed activities for several national and international market research projects for Fortune 500 companies, including Coca-Cola, MasterCard International, Sprint and RJ Reynolds. She also managed the firm's 600-plus part-time employees based across the U.S. and in more than 30 markets around the world.

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holds a bachelor's degree in marketing and behavioral science from the University of Maryland.

Meet our Faculty

Dr. Luigi G. (Joe) Sulmona



Dr. Luigi G. (Joe) Sulmona is a senior professional with years of experience in pursuit of innovative private and public sector development. Joe has a demonstrated track-record of leading multi-disciplinary teams with expertise in strategic planning, personnel coaching and training, capital and land-use planning, public administration, policy advocacy, project management, stakeholder consultation, commercial development, and voluntary community service.

In recognizing success requires internal and external acceptance, Joe has wide experience in collaborative decision-making to achieve support for airport development

plans, marketing strategies and commercial activities. For example, has Joe led globally significant airport development projects, including for the award-winning Vancouver International Airport Authority where he led strategic planning efforts that successfully positioned YVR as an Asia-Pacific Gateway.

In recent years, Dr. Sulmona has supported the development of the London Heather and London Gatwick Master Plans, together with successfully delivering the plans for a new airport in the vicinity of Rome, Italy.

Dr. Sulmona currently is involved in delivering for various global transportation associations a number of strategic management training programs. Joe also provides strategic advice for transportation and urban development's projects throughout the globe, in addition to participating in various transportation academic research undertakings.

Course: Airport Route Development and Marketing

Dates: **08-10 April 2013**Location: **Hyderabad, India**

Registration Non Members: **1400USD**Registration Fee Members & WBP: **950USD**

Register here

Course: Airport Revenue Generation (AMPAP Elective)

Dates: 21-25 April 2013 Location: Abu Dhabi, UAE

Registration Non Members: 2400USD

Registration Fee Members & WBP: 1600USD

Register here

Student's Zone

Read why they say about our courses!

Course: ONLINE-Airport Environment Management Course (AMPAP Elective)

Testimonial:

"For my last course before completing AMPAPI decided to go out of my comfort zone and choose a subject I have limited knowledge. The online course not only fitted in with my schedule, it was engaging and already has proved beneficial. Highly recommended"

Natalie Marsans IsKai SIA



About this course

The Online Airport Environmental Management Course will enable airport managers to better understand the principles of sustainable development and environmental management. The Course covers the key environmental impacts associated with airport operations and growth, the benefits gained from effective environmental management and the essential elements of implementing an Environmental Management System at an airport.

Upcoming dates:

Dates: **08 April – 17 May 2013**

Location: ONLINE

Registration Non Members: 2400USD

Registration Fee Members & WBP: 1600USD

Click here to register

Featured ACI Training Venue

Zagreb, Croatia



About the Airport	About the Training Venue		
Airport Code: LDZA, ZAG Airport Name: Zagreb Airport Operator: Zagreb Airport Ltd Airport Address: Rudolfa Fizira Street 1, p.p. 40, HR - 10150 Zagreb Management: Mr. Miroslav Drljaca, Ph.D., Chief Executive Officer CEO Mr. Tonci Peovic. MBA IAP. Governing Board Member	ACI Training Venue since: September 2012 Location: Airport Conference Lounge Onsite contact for Training Purpose: Dajana Grbavac Misetic		

About the Airport

Zagreb Airport, Ltd. is the main airport in the Republic of Croatia, located southeast of the city center. At its current location, opened on April 20 1962. The airport then had a paved path length of 2,500 m, parallel taxiway, passenger building area of 1000 m2, parking space for just 5 smaller aircraft and various minor repair facilities.

The reconstruction of the runway and its extension to 3252 m, was completed in 1974. The last reconstruction of a concrete pavement and asphalt runway was completed in 2010, which increased the capacity of roadways for further use in the coming decades.

Today, Zagreb Airport offers domestic and international transport of passengers and cargo. The most significant share of the total passenger traffic is international passenger traffic. During the year 2012, Zagreb Airport recorded 2,342,309 passengers and 9.494 tons of Cargo (freight and mail), which is a record in airport's 50 year history. That same year, the Zagreb Airport for the first time connected Zagreb with Doha (Qatar Airways) and Bern (Skywork) in regular air traffic. Almost at the same time, British Airways returned after a few years of absence from this market, re-connecting Zagreb and London (LHR Terminal 5).

The existing passenger terminal reaches its maximum capacity during peak hours, and because of the limited capacity and the inability to expand the existing terminal, a long-term development plan (Master Plan), has been developed for services through 2030. Such a plan has become a necessity since air traffic rapidly evolved, and Croatia, as a future member of the EU, clearly wants to position itself in the transportation network. Master Plan Zagreb airport basically envisages the construction of a new terminal with an accompanying apron for aircraft, new access roads, parking areas, supporting infrastructure and a great emphasis on the protection of the environment during implementation of the entire project and development of the airport.

In early 2011, the Ministry of Sea, Transport and Infrastructure had begun procedures for granting a concession for the construction and management of the new passenger terminal and managing existing Zagreb Airport for a period of 30 years.

By decision of the Croatian Government, the concession was granted to the French consortium Zagreb Airport International Company (ZAIC) and they signed a concession agreement for the construction and management of the Zagreb Airport. ZAIC received for a 30-year concession to build a new passenger terminal at Zagreb airport and manage existing and newly built terminal and related infrastructure.

Facts and figures

- o Surface of airport area (m2): 2.924.053
- o ICAO class: 4 C
- o Available fire category CAT 6 (CAT 7, 8 and 9 available on previous request)
- o Distance from city centre (km): 10,5 km (distance measured in a straight line), 17 km (by road)
- o Opening hours: H24
- o Number of runways (RW): 1 dimensions: 3252 x45 meters
- o Direction: RWY05 RWY23
- o Runway capacity per hour: 30 operations/hour o Apron for commercial aviation: 22 parking positions
- o Apron for general aviation: 21 position
- o Crucial aircraft (the biggest aircraft for handling): B747, AN124, C5
- o Number of check-in counters: 17 o Number of web check-ins: 6
- o Number of CUSS kiosks: 4
- o 100% baggage screening at passenger check-in counter
- o Hold baggage reconciliation with passengers who passed through the "Gate"

About Zagreb



Zagreb got its start as two medieval fortress towns atop hills overlooking the Sava River, and was reborn in the Baroque period as center of business, perfectly located on routes connecting Central Europe to the Adriatic Sea. These days, Zagreb is the heart of contemporary Croatia's culture, art, sports, and academics, but its history is not forgotten. The unique blend of medieval towers, 19th century palaces, open-air markets, and ancient cathedrals, make Zagreb the perfect city to explore.

Tourist Attractions

Upper town (Gornji Grad) - Walls, stones, streets, all telling its history. Zagreb's Upper Town is a network of little streets that stretch between two hills: Kaptol and Gradec. It is a delightful place to explore and hosts some of Zagreb's most interesting restaurants, bars and cafes.

Croatian National Theatre in Zagreb - A theatre, opera and ballet house built in 1895. At the entrance of the theatre is located the famed wall fountain The Source of Life, designed by Croatian artist and sculptor Ivan Meštrović in 1905.

Mirogoj Cemetery- a cemetery park that is considered to be among the more noteworthy landmarks in the City of Zagreb.

Tkalciceva Street - Zagreb's most colourful street, filled with little cafes that could only be described as "bohemian". Nearby is the Stone Gate containing a shrine to the Virgin Mary that is believed to possess magical powers

Dolac Market – Unique and big fruit and vegetable market located in the heart of Zagre



Customer Experience Management

Airport Customer Experience Management includes the strategies and processes employed by airport management to plan, engineer, implement and sustain satisfying customer experiences from the customer's perspective across the entire service delivery chain.

The Airport Service Delivery Chain encompasses all of the organizations and companies doing business at the airport that are interconnected either directly or indirectly in serving the same airport customer.

Since customers perceive the airport experience and the service delivery chain holistically (as a whole and not just as a sum of the parts) it is very important that airports embrace customer experience management airport-wide for the following reasons:

- It is good for business
- A well-managed, orderly and calm airport experience leads to higher levels of safety and security
- A happy customer is more likely to purchase goods and services at the airport thereby increasing non-aeronautical revenues
- Improved airport image and ranking among its peers and competitor airports

You can learn more about Customer Experience Management by enrolling in the ACI Certificate in Terminal and Landside Operations.

The Certificate in Terminal and Landside Operations can be taken individually or as part of the Airport Operations Diploma Programme.

To register, please visit the Online Learning Centre at

http://www.mmsend70.com/link.cfm?r=1043589288&sid=23413223&m=2548817&u=AIRPORTCI&j=13549314&s=http://www.olc.aero or contact enrolments@olc.aero for more information on how to get started.

Course Calendar April - May 2013

Date	Month	Course	Member Price	Non-member Price	Location	Country
14-18	April	GSN 4 - Working with Annex 14	\$ 1,450.00	\$ 2,100.00	Abu Dhabi	UAE
21-23	April	Victim Support and Media Management	\$ 950.00	\$ 1,400.00	Abu Dhabi	UAE
21-25	April	Airport Revenue Generation *	\$ 1,600.00	\$ 2,400.00	Abu Dhabi	UAE
21-25	April	Airport Enterprise Risk Management	\$ 1,600.00	\$ 2,400.00	Abu Dhabi	UAE
22-24	April	Passengers with Reduced Mobility Workshops	\$ 950.00	\$ 1,400.00	Bucharest	Romania
22-26	April	GSN 1 - Safety Management Systems	\$ 1,450.00	\$ 2,100.00	Zagreb	Croatia
22-26	April	Developing a Customer Service Culture at Airports*	\$ 1,450.00	\$ 2,400.00	Tallahassee	USA
29-Mar	April-May	Airport Communications and Public Relations*	\$ 1,450.00	\$ 2,400.00	San Francisco	USA
05-Sep	May	GSN 5 - Advanced SMS	\$ 1,450.00	\$ 2,100.00	Abu Dhabi	UAE
06-Oct	May	Airline Management for Airport Professionals*	\$ 1,600.00	\$ 2,400.00	Dublin	Ireland
06-Oct	May	Implementation of SMS *	\$ 1,600.00	\$ 2,400.00	Nashville	USA
08-Oct	May	Airport SMS Implementation Workshop	\$ 950.00	\$ 1,400.00	Port of Spain	Trinidad & Tobago
Dec-16	May	Collaborative Decision Making (CDM)	\$ 1,450.00	\$ 2,100.00	Abu Dhabi	UAE
Dec-17	May	Airport Executive Leadership Programme (AELP)	\$ 6,250.00	\$ 9,300.00	Montreal	Canada

^{*}This course can be taken as an elective for the Airport Management Accreditation Programme (AMPAP)

To view the full calendar, click here Or send us an email: training@aci.aero



CONFERENCES







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