

World Report **November 2007**



DIRECTOR GENERAL'S NOTE

Over 500 of your colleagues and business partners joined each other and ACI staff in Buenos Aires for the ACI World Annual Assembly and ACI Latin America - Caribbean Conference and Exhibition earlier this month. It was a successful event and the ACI website (www.aci.aero) has links to many of the presentations, reports, media releases and resolutions that came out of the Buenos Aires meeting.

We have received a number of very positive comments from attendees who enjoyed the event enormously, the hospitality provided by our hosts AA2000, the way it was organised and the opportunity for airport colleagues from around the world to get together.

It is great when we get feedback from our members and we often don't get enough. It enables us to meet the needs of our members and provide the services and events that you want to see from us. We always welcome feedback and comments on events, services, products and the information that you get from ACI. We are your organisation - please get involved!

Robert J. Aaronson

EVENTS

Shanghai to host two ACI events in early 2008

ACI is pleased to announce two major specialty events taking place in Shanghai, PRC, between 31 March and 2 April 2008. Both events are kindly hosted by the Shanghai Airport Authority.

The first event is the '**ACI Airport Service Quality and Facilitation Conference**' themed 'Partnering for Excellence'. It takes place at the Shangri-La Pudong Hotel on 31 March and 1 April 2008. The challenge facing the airport industry today is to meet the increasing needs and expectations of passengers by continually improving service quality, while reconciling regulatory requirements and achieving greater efficiency in airport systems and facilitation processes. The key is a win-win partnership strategy – leveraging the strengths of different stakeholders in the facilitation process and value chain to bring innovation to airport facilities, services and management processes.

The second event is the '**2008 ACI Airport Business & Trinity Forum**'. The Trinity Forum takes place on 1 and 2 April 2008, also at the Shangri-La Hotel in Pudong. This is the second event of the successful partnership between Moodie International and ACI following this year's premiere in Dubai. The world's leading airport commercial revenues conference, popularly known as 'The Trinity Forum', seeks to improve dialogue and mutual understanding between airports, concessionaires and brands to the benefit of a critical fourth party, the consumer.

While both events run independently from each other, delegates from both meetings will be able to network during the two evening events: the 31 March welcome reception and on 1 April at the joint gala dinner. The gala dinner once again accommodates the prestigious **ASQ Awards** ceremony, recognising the world's best airports in customer satisfaction. Please mark your calendar now and make sure you don't miss this opportunity in one of the most exciting cities in the world. Further information can be found in the events section of www.aci.aero, or by contacting events@aci.aero.



ICAO UPDATE

Update on ICAO developments from Anne McGinley

The President of the ICAO Council, Roberto Kobeh Gonzalez, has been re-appointed for a further three years. There are a number of changes in ICAO Council membership arising from the elections of the following states to the Council:

- Dominican Republic, Ecuador, El Salvador, Uruguay, Venezuela, Switzerland, Romania, Iceland, Uganda, Namibia, Malaysia and UAE

Air Navigation Commission

The new Air Navigation Commission will be voted in on Friday 30 November. Twenty-three candidates are fighting for 19 seats. In addition to the current Commission membership, candidates will also come from Saudi Arabia, St Lucia, Niger and Cameroon.

High Level Group on International Aviation and Climate Change

The Council has decided that the Group be comprised of 12 to 15 senior government officials representative of all regions. The purpose will be to develop and recommend an aggressive programme of action on International Aviation and climate change based on consensus and reflecting the shared vision and strong will of all contracting states. The Council also delegated authority to the President of the Council to appoint the members in consultation with States and regional groups. It is not yet known when the first meeting will take place.

INFORMATION TECHNOLOGY

Get in quickly for your .aero website address

Every internet address has a few letters at the end of it, signifying what type of organisation it is. You will be familiar with .com, .co.uk, .net and .org. The aviation industry has its own special code - .aero. At the most recent meeting of the .aero council (of which ACI is a member), it was recommended that SITA should release currently reserved special industry and other reserved domain names for registration by eligible members of the aviation community. Once released, names will be available for registration to any qualifying organisation or individual, on a first-come-first-served basis and through accredited registrars.



Deadline for airports

To date, more than 150 airports, including Dublin (www.dub.aero), Las Vegas (www.las.aero), Geneva (www.gva.aero), Prague (www.prg.aero) and Sydney (www.syd.aero) have registered their 3-letter airport codes (location identifiers, reserved exclusively for airport use since 2002) as .aero domains. However, those airports who have not yet registered should be aware that the .aero council has recommended that SITA end restrictions on 3-letter airport codes for registration. As a result, airports have a limited time to register their respective codes: if unclaimed by airports, they will be released as of 1 December 2008. Once released, names will be available for registration to any qualifying organisation or individual, on a first-come-first-served basis and through accredited registrars. Codes which have already been registered will not be released as part of this process. If you represent an airport and have not yet registered the relevant 3-letter airport code, make sure not to miss this opportunity. For more information visit www.information.aero/registration

ACI FUND

Next stop, Cairo

The ACI Fund's next seminar (bilingual English-French) will be held in Cairo, Egypt next week and will focus on safety, security and crisis management. The seminar is now fully booked. If, however, you would like to be added to enquire about future ACI Fund seminars, please contact Michelle Barre at mbarre@aci.aero.

What to do with surplus baggage carts?

The ACI Fund was pleased to be able to facilitate the delivery of 300 retired baggage carts donated by Geneva International Airport to airports in developing nations. Philippe Baril, from ACI World Headquarters says, "This is a great example of airports using the ACI Fund, not just to support developing nations airports through training opportunities, but also to extend the fellowship of airport colleagues around the world." ACI Fund is an industry cause worth supporting. The basic premise is 'airports helping airports'. In developing nations, financial resources for training can be quite limited, so the ACI Fund opens the door for airports to assist other members of the airport community and help bridge the gap in national wealth. In this way the community of airports contributes in a very tangible way to safeguarding and enhancing professional standards at airports worldwide. www.aci.aero/acifund



TRAINING

The ACI Online Learning Centre (OLC): easy to access / easy to use

The Online Learning Centre, ACI's latest training initiative, will provide ACI members with an Online library of digital resources for use in professional and personal development, induction and assessment of airport staff. OLC resources are delivered through a web browser and require no special software or hardware allowing for simple click-through access. Navigation within the site and throughout the online modules is equally straightforward, inviting users to proceed effortlessly through their courses. From the administrators perspective, the OLC tracking and reporting system is equally user-friendly ensuring thorough yet uncomplicated compliance and management of all training, induction and assessment activities conducted at each airport. To find out more and appreciate for yourself the ease and simplicity of the OLC, please go to www.gth.aero/OLC or contact the OLC Manager, Eddie Ragauskas at eragauskas@aci.aero

EU Regulations on Airports course proves popular in the ACI Global Training Hub

The ACI GTH Course: "EU Regulations on Airports", was developed to provide airports in new EU member states a better understanding of European Union legislation and policies so far as they affect airports. The objective of the course is to familiarise participants with EU-specific requirements as well as the opportunities airports may benefit from as new members of the Union. Further to the adoption of the ECAA Agreement, airports from these countries will also be interested in better understanding the EU aviation legislation which they are now obligated to implement. In fact, any airport whose government is developing relations and negotiating aviation agreements with the European Union will benefit from attending this course. The course is delivered in three parts:

1. Overview of EU Institutions, competencies and law making process.
2. Review of current EU external and internal policy and their impact on airports.
3. Examination of EU Regulations addressing specific airport operations and issues: ground handling, noise, capacity, security as well as state aid.

The faculty instructing this course includes Gerard Borel (ACI Europe) who, as one of the leading experts in the field, teaches a significant part of the course, complemented by Dr Ewa Galewska (Wroclaw University) and Ulrich Theis (ACI). For more information on this and other ACI GTH courses please contact utheis@aci.aero

GTH Courses December 2007

Month	Dates	# days	Topic	Location	Language
December	03-07	5	Understanding and Managing Environmental Issues [AMPAP Elective]	Geneva	English
December	04-05	2	EU Regulations on Airports	Warsaw	English
December	10-12	2.5	Aviation English - Operational	Panama	English
December	12-14	2.5	Aviation English - Management	Panama	English
December	10-14	5	Global Safety Network, Module I, Safety Management Systems	Zurich	English
December	10-13	3	Airport Safety Management	Geneva	English

To register please visit www.gth.aero or contact ACI: +41 22 717 8585



ACI/Concordia Airport Leadership Course Delivers Again

The ACI/Concordia University Airport Executive Leadership Programme (AELP) continues to be a popular vehicle for succession planning among ACI members worldwide. The fourth session of the AELP commenced on-line October 20, 2007 with 18 participants from 9 nations. The one-week classroom module took place in Vancouver November 10 to 17 (see class photograph) engaging the participants in a variety of team and individual exercises and role plays. Launched in 2006, the AELP has now trained 72 airport executives from some 20 nations. The next classroom session of the AELP is tentatively scheduled for New Delhi in October 2008, with the on-line session commencing in September. For information on AELP, please contact Nathalie Zulauf at ACI Headquarters: nzulauf@aci.aero

NEW WORLD BUSINESS PARTNERS

Harris Miller Miller & Hanson (USA)

Harris Miller Miller & Hanson Inc. (HMMH) was founded in 1981 to provide the highest quality noise consulting services to airports. Today, HMMH is an international leader in environmental noise and vibration control, air quality analysis, and airport and airspace planning. With five offices throughout the United States, they serve government and private industry clients with a broad range of innovative and effective solutions. HMMH's services encompass everything from sophisticated simulation modeling to highly customised software tools to strategic communication plans. HMMH has addressed environmental noise and air quality problems in airspace sectors, airports, heliports, and military bases throughout the US and around the world. They assist airport proprietors and industries in the private sector such as airlines and aircraft manufacturers. www.hmmh.com