



## Headlines

- [1. ACI Training Needs Assessment](#)
- [2. First Joint ACI-ICAO Aerodrome Certification Course](#)
- [3. 2nd ACI-Developing Nations' Airports Assistance Programme Seminar: "Air Service Development and its Vital Link to Economic Development", Atlanta, USA, 8-10 May 2013](#)
- [4. Global Safety Network \(GSN\) Grads: First GSN Gold Diploma recipient from Abu Dhabi Airports Company](#)
- [5. Global Safety Network \(GSN\) Grads: Nine more GSN Silver Diploma graduates from Abu Dhabi Airports Company](#)
- [6. ACI Safety and Wildlife Team Visits Montreal Trudeau Wildlife Control](#)
- [7. Airport Social Media Marketing – Advanced Course](#)
- [8. Featured ACI Global Training Steering Group Member: Deirdre L. Clemmons, CMP, Vice President, Meetings, Convention and Education, ACI North America](#)
- [9. Meet our Faculty: Captain Daniel E. Maurino](#)
- [10. Course Calendar July – August 2013](#)
- [11. Events](#)

**26 June 2013**

### Your Feedback is Important to us! ACI Training Needs Assessment



We are continually exploring the training and professional development needs of our member airports in order to serve you better.

One of the tools we use is a training needs assessment: its objective is to ensure we provide the best suited training and professional development programmes.

There are a total of 18 questions, and will take a maximum of 2 minutes to answer. Please take the necessary time to carefully answer each of these questions.

We thank you for your time and energy in helping ACI collect this information. Your input will be highly useful in helping us continue to develop viable courses and programmes that are of the highest value to our members and world business partners.

Please [click here](#) to take the survey.

[Back to top](#)

---

### First Joint ACI-ICAO Aerodrome Certification Course

By Issa Castro, Manager, ACI Global Training



**ACI-ICAO Aerodrome Certification  
Montreal, Canada  
13-17 May 2013**



I recently had the privilege of attending the first offering of the ACI-ICAO Aerodrome Certification training held last May 13-17, 2013 at the ICAO Headquarters in Montreal, Canada.

Participation in this pilot course was by invitation only, and included member airport delegates from around the world, airport regulators and authorities as well as representatives from ACI and ICAO. Ralph Plourde and Peter Ray were the instructors for this joint ACI-ICAO training.

This particular course provided a unique opportunity for the 14 participants to actively participate in the final development of the training. Each student was asked to view the course as a "test-run" and share their comments and feedback throughout the week as well as provide suggestions to improve the course prior to its official release to the general public later this year.

ACI and ICAO hosted a welcome cocktail on Tuesday, May 14th for all the delegates as a token of appreciation. Angela Gittens - ACI Director General, Nancy Graham – Director, ICAO Air Navigation Bureau; and Craig Bradbrook - ACI Deputy Director General, were present to congratulate each of the attendees and thank them for taking part in this endeavor. Kevin Caron - Assistant Director, ACI Global Training and Yong Wang - Chief, ICAO Aerodromes Section, who incidentally also joined the training as a participant, likewise expressed their appreciation to all attendees for their commitment to this course.

ICAO also graciously organized a tour of the ICAO Headquarters on Wednesday, May 15th, led by Sue-Ann Rapattoni of the ICAO Communications Unit. The participants were treated to a brief visit to the Council Chamber, Assembly Hall, and the Delegates' Lounge, providing a few memorable photo opportunities for some of the attendees.

It was evident that the group gathered for this course had a wealth of knowledge and experience in their respective airports, and there were several lively discussions on the different challenges each of them faced. By the end of the training, it was clear that everyone was eager to share their views and contribute to ensure this course becomes the valuable mechanism it was intended to be, that is, enabling students with the appropriate learning tools to facilitate aerodrome certification activities.

The course is now currently being updated and once finalized and approved by both ACI and ICAO, it will be included as an elective to the AMPAP Programme.

[Back to top](#)

## 2nd ACI-Developing Nations' Airports Assistance Programme Seminar “Air Service Development and its Vital Link to Economic Development” Atlanta, USA, 8-10 May 2013

By Kevin Caron, Assistant Director, Global Training



Student's Group Picture during the seminar in Atlanta

Our 2nd ACI Developing Nations' Airport (DNA) Assistance Programme was delivered in Atlanta, Georgia, USA this past 8-10 May 2013 with our partners at CIFAL Atlanta UNITAR. This latest seminar covered the importance of air service development to airports and the benefits it brings in terms of economic development for the communities they serve.

For our training venue we were fortunate to have access to Kennesaw State University's beautiful campus and we were very pleased with the team at hand who took great care of us. During the seminar opening, I had the privilege of being joined by Craig Lesser, Chairman, CIFAL Atlanta – UNITAR who is our partner on many ACI DNA seminars: Kathy S. Schwaig, Dean, Coles College of Business: Kennesaw State University and Balram “B” Bheodari Aviation Deputy General Manager, Hartsfield-Jackson Atlanta International Airport. I wish to thank them for taking time out of their busy schedules to address the seminar's participants.

Now of course by being in Atlanta, we wanted to hear and learn from the dedicated team of professionals that run Hartsfield-Jackson Atlanta International Airport (ATL). Favourably, they even treated us to a tour of their new international terminal. In 2012 Hartsfield-Jackson retained its title as the world's busiest passenger airport for 15 consecutive years serving some 95 million passengers. This event clearly exemplified how air service development benefits a community.

The 30 delegates, representing 17 different airports worldwide had the benefit of learning from about 10 industry professionals and professors. Some of the topics covered addressed the following:

- The Importance of Direct Air Service in Driving Economic Development and Urban Competitiveness
- Strategies for Successful Passenger and Air Cargo Air Service Development
- Stakeholder Engagement - a Cornerstone to Successful Air Service Development
- Best Practices and Tools to Build Long Term Sustainable Business Relations Between Airports and Airlines
- Partnering With Airlines in Air Service Development

The ACI World team would like to thank all participants for their active participation and excellent rapport, extending sincere gratitude to Hartsfield-Jackson Atlanta International Airport and Kennesaw State University.

Lastly, many thanks to our friends at CIFAL Atlanta UNITAR for their organization, cooperation and continuous support.

[Back to top](#)

## Global Safety Network (GSN) Grads By Issa Castro, Manager, Global Training

### First GSN Gold Diploma recipient from Abu Dhabi Airports Company



Photo (from left to right): ACI Instructor Peter Hampson and Mr. Abdullah Essa Abdullah from Abu Dhabi Airports Company

We take great pride in announcing that Mr. Abdullah Essa Abdullah (UAE) is the latest graduate of the Global Safety Network (GSN) Advanced Programme, having received his GSN Gold Diploma at the end of the GSN 1: Safety Management Systems training held June 9-13, 2013 at the Gulf Centre for Aviation Studies (GCAS) in Abu Dhabi, UAE.

With this achievement, Mr. Abdullah becomes the first delegate from Abu Dhabi Airports Company (ADAC) to receive the GSN Gold Diploma, where he currently holds the position of Senior Airside Safety Officer. "It was a great opportunity for me to get on the training program in GSN courses that ACI provides which helped me in my field at Abu Dhabi International Airport", Mr. Abdullah shared. "I started applying what I learned since the first day where it has helped me to understand things better and to deal with them in a professional manner. I would like to thank ADAC/GCAS for providing such helpful courses which develop our skills, and I was honored to have my training programs with ACI Instructors Mr. Peter Hampson and Ms. Debbie Riley for their wonderful and interesting style in delivering information." Mr. Abdullah Essa Abdullah now joins six other graduates who have completed the GSN Advanced Diploma Programme.

### Nine more GSN Silver Diploma graduates from Abu Dhabi Airports Company



Student's Group Picture - Course: GSN 1 - Safety Management Systems training, 9-13 June 2013, Abu Dhabi, UAE

The GSN 1: Safety Management Systems training held June 9-13, 2013 in Abu Dhabi, UAE also awarded nine GSN Silver Diplomas at the end of the course. Each of the delegates were awarded their Silver Diploma after completing all three required courses for the GSN Initial Programme within the required three-year timeframe. Well done!

We commend the graduates for their dedication and commitment to the trainings. The recipients of the GSN Silver Diploma include: (from left to right): Ahmed Djama Barreh, Khaled Abdulla Al Jaber, Bassel Abdul Hamid Hadak, Marlon Oteyza Agaton, Hussain Ali Saleh Omar Al Kindi, Abdul Rahman Rashid Ali Al Hammadi, Abdullah Essa Abdullah, Abdulla Mohamed Abdulla Al Shehhi, Ibrahim Moussa Farah. The photo also includes ACI's Instructor, Mr. Peter Hampson. Mr Hampson was on-hand to present the Diplomas to the delegates.

## About the Global Safety Network (GSN) Diploma Programme

The ACI Global Safety Network Diploma Training Programme was launched in 2006. The programme consists of specialised courses on airport safety, and is specifically designed to meet the needs of airside operations and safety managers including developing, implementing and operating effective Safety Management Systems (SMS) at their airports.

**Registration Fee Members & WBP: 1450USD**

**Registration Non Members: 2100USD**

### Upcoming dates:

**GSN 5:** Advanced Safety Management Systems 16 Sept - 20 Sept 2013 Bucharest, Romania

**GSN 1:** Safety Management Systems 16 Sept - 20 Sept 2013 Hyderabad, India

**GSN 4:** Working with Annex 14 29 Sept – 03 Oct 2013 Abu Dhabi, UAE

To find out more information about the Global Safety Network Programme, please [click here](#) or contact [training@aci.aero](mailto:training@aci.aero).

[Back to top](#)

---

## ACI Safety and Wildlife Team Visits Montreal Trudeau Wildlife Control

By Xavier Oh, Senior Manager, Environmental Protection, ACI World



On a fine day in May, a team from ACI World, which included safety and environmental staff, conducted a field visit hosted by Falcon Environmental Services (ESF), the contractor who conducts wildlife control at Montreal Trudeau International Airport.

The visit included detailed demonstrations and discussion of the Wildlife Hazard Management Plan that all airports should have and the locally developed iPad-based recording and

reporting systems.

During our visit we joined a wildlife patrol where we had the opportunity to witness the full range of passive and active interventions used at the Montreal Trudeau International Airport. Wildlife interventions must be developed in response to local conditions and local species.

Bird and animal traps at the perimeter fence and near taxiways were cleared. Shell crackers and bangers were fired to scare birds away. A hawk could be deployed from a moving vehicle with an electric window. One particular duck learned the meaning of its name when it had a close encounter with a falcon swooping down from several hundred metres.

The demonstrations and prevention programmes were of particular interest to the team members of the ACI APEX in safety programme, who will be fanning out to airports across the globe to review safety and wildlife management practices at participating airports.

ACI Global Training Course on:  
"Wildlife Hazard Prevention & Management"  
Johannesburg, South Africa  
19-21 August 2013  
Registration Fee Members & WBP: 950USD  
Registration Non Members: 1400USD

To find out more information about this course, please [click here](#) or contact [training@aci.aero](mailto:training@aci.aero)

[Back to top](#)

## Airport Social Media Marketing – Advanced Course



Airports Council International (ACI) is proud to announce its collaboration with SimpliFlying to provide social marketing training to ACI's airport members worldwide.

In the current age, where connectivity through technology is growing exponentially, this course has been designed to assist airports in creating strategies to enhance customer engagement in keeping with corporate branding strategies by utilizing the latest innovations available via social media. Through these courses, participants will have more in-depth understanding of the social media environment and how it can directly affect an airport's brand image and return on investment.

Within the course framework, this course will help airports leverage social media to achieve meaningful results. ACI members will gain invaluable insights from over 50 real-world digital marketing case studies.

Course attendees will be exposed to over ten social media tools and receive training in the development of strategic roadmaps and key performance indicators for the aeronautical and non-aeronautical sides of the airport business.

ACI will be launching the "pilot" course in Abu Dhabi from November 17-21, 2013 and we hope that you will have the opportunity to attend.

For more information on this course, please contact us at [training@aci.aero](mailto:training@aci.aero)

### ACI Instructors



**Shashank Nigam** is the CEO of SimpliFlying and also the youngest winner of the Global Brand Leadership Award. A globally sought-after consultant and thought leader on aviation branding and customer engagement strategy, Nigam has addressed senior aviation executives globally, from Chile to Canada and from Sydney to San Francisco. He also led projects with Toronto Pearson Airport, Kuala Lumpur International Airport and Halifax Stanfield.



**David McMullen** leads global airport engagement projects for SimpliFlying as VP, Airports. In his previous appointment at Routesonline platform, McMullen worked with airports of all sizes in route development strategy and marketing communication. In addition to his work with Routesonline, he has been a regular speaker with Airport Strategy & Marketing (ASM) – global route development experts, introducing social media and digital marketing into the 'fundamentals' of route development.

[Back to top](#)

## Featured ACI Global Training Steering Group Member

**Deidre L. Clemmons, CMP**

**Vice President, Meetings, Convention and Education, ACI North America**



Deidre L. Clemmons serves as the Vice President of Meetings, Convention and Education for the Airports Council International-North America. She oversees all aspects of ACI-NA's extensive meetings portfolio, including the Annual Conference and Exhibitions, and manages a team of professional conference planners. She also directs professional development and the expansion of educational opportunities for Airports Council International-North America.

Before joining ACI-NA in April 2008, Clemmons directed conferences for the National Defense Industrial Association and managed conferences and events for Hanley Wood, a business-to-business media and information company. She has more than 11 years of experience in both the association and corporate meeting planning environments.

In 2007, Clemmons earned her Certified Meeting Professional (CMP) designation. She is a member of the Professional Convention Management Association (PCMA), Meeting Professionals International (MPI), and currently sits on the Customer Advisory Board for Omni Hotels and Resorts and the Austin, TX Convention and Visitors Bureau.

Clemmons earned a Bachelor of Arts in Communications from James Madison University.

**Field of expertise:** Meetings, Conferences and Events, Annual Conference, Professional Development

[Back to top](#)

---

## Meet our Faculty

**Captain Daniel E. Maurino**



Practice Areas/Specialization: safety management, including both State Safety Programme (SSP) and Safety Management Systems (SMS) – Human Factors in aviation operations.

Captain Daniel Maurino is a safety advisor to the ICAO Technical Cooperation Bureau. He also advises both the Spanish and the Argentine Civil Aviation Authorities on the implementation of the State Safety Programme (SSP) as well as in matters regarding Safety Management Systems (SMS) implementation in flight operations, air traffic services and aerodromes.

He retired from ICAO in December 2009, following a 21-year career at ICAO Headquarters based in Montreal, Canada. His first assignment with ICAO was Coordinator, Flight Safety and Human Factors Programme, a position he held for fourteen years, during which he developed and implemented ICAO's Human Factors Programme. Subsequently, he was assigned the task of developing the Organization's Safety Management Programme, with responsibility over all matters pertaining to SMS and SSP. As part of this assignment, he created the Integrated Safety Management (ISM) Section within the Air Navigation Bureau, and was the Section's first Chief.

Dan is the author of the ICAO Human Factors Training Manual (Doc 9683) as well as the ICAO Safety Management Manual (Doc 9859), in its current, second version. [Read Captain Maurino's full biography.](#)

[Descargar biografía del Capitán Maurino en Español](#)

[Captain Maurino's upcoming courses \(in Spanish\):](#)

Course: **Airport Safety Management Systems Implementation Workshop**

Dates: **19-21 August 2013**

Location: **Panama City, Panama**

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

Registration Non Members: **1400USD**

Course: **Human Factors for Airport Managers**

Dates: **22-23 August 2013**

Location: **Panama City, Panama**

Registration Fee Members & WBP: **650USD**

Registration Non Members: **950USD**

[Descargar panfleto de ambos cursos en español](#)



[Back to top](#)

## Course Calendar July - August 2013

Date	Course	Location	Language	Member Price (USD)	Non-member Price (USD)
15-19 July	<u>Developing a Customer Service Culture at Airports*</u>	Montreal, Canada	ENG	1600	2400
16-18 July	<u>Managing Airport Service Quality at Airports</u>	Panama City, Panama	SPA	950	1400
05-09 August	<u>Airport Communications and Public Relations*</u>	Nashville, USA	ENG	1600	2400
12-14 August	<u>Airport Carbon Management</u>	Johannesburg, South Africa	ENG	950	1400
19-21 August	<u>Airport SMS Implementation Workshop</u>	Panama City, Panama	SPA	950	1400
19-21 August	<u>Wildlife Hazard Management</u>	Johannesburg, South Africa	ENG	950	1400
19-23 August	<u>Airport SMS Implementation*</u>	Hyderabad, India	ENG	1600	2400
22-23 August	<u>Human Factors</u>	Panama City, Panama	SPA	650	950
25-29 August	<u>Developing a Customer Service Culture at Airports*</u>	Abu Dhabi, UAE	ENG	1600	2400
26-30 August	<u>Apron Management</u>	Kuala Lumpur, Malaysia	ENG	1450	2100

\*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](mailto:training@aci.aero)

**Register  
Now**

[Back to top](#)



---

## Events



[Back to top](#)

---

Copyright © 2013 Airports Council International,  
You received this email as an ACI member  
[Unsubscribe](#) | [Manage your subscription](#)

Our mailing address is:  
**ACI World**  
800 rue du Square Victoria  
Suite 1810, PO Box 302  
Montréal, Québec H4Z 1G8 Canada  
Tel: +1 514 373 1200  
<http://www.aci.aero/>

**PROCESSING**  
////////////////