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24 September 2014

The 2015 ACI Global Training calendar is coming soon!



The ACI Global training team together with the GT Steering Group and Secretariat have been working hard during the summer to plan and develop our 2015 schedule of courses. This important process is to ensure that we continue to serve our members' educational needs while allowing them to plan their staff training budgets accordingly.

We are at the final stage and the calendar will be released soon!

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ACI North America Annual Conference & Exhibition in review

By Kevin Caron, Head, Global Training & Human Resources, ACI World



From 7–10 September, I attended the ACI North America Annual Conference & Exhibition held in Atlanta, Georgia. Hosted by the remarkable team from Atlanta Hartsfield-Jackson International Airport, this year's conference, entitled "Airports Keep Us Connected to the Economy", was attended by over 1,800 members and World Business Partners from the Canadian and US airports, along with many from ACI's four other regions.

7 September: Pre-conference committee meetings

Miss committees from the North America region along with the Human Resources (HR) committee's studies

group met over the weekend to discuss issues that ranged from legal and environmental affairs all the way to operational and technical affairs.

On Sunday, during the HR committee's steering group, I provided an update to our World HR Forum work plan. The main component of this work plan was for HR to be recognized by the airport's executive team as a strategic partner. Although there are many members that have elevated HR to the executive table, there is still much progress to be made. To this end, the steering group's discussions revolved around building HR professionals' business planning skills in order to ensure that the airport's "people plan" supports the organization's overall strategic plan, and ultimately the airports' longer term success. Continued developments in this light will be reported at a later date.

The same day, I presented an update to the Business Diversity committee on how we incorporate lessons on diversity and cultural awareness through our ACI educational programmes. The committee was pleased with the various mechanisms we had in place, which ranged from the dedicated sessions that form part of the Airport Executive Leadership Programme (AELP) to the Airport Management Professional Accreditation Programme (AMPAP) and our Global Safety Network Programme (GSN).

8–10 September: Conference programme

The opening session on Monday provided a powerhouse line-up which included the Honourable Ms. Lisa Raitt, Canadian Minister of Transport, who stressed how important airports are in enabling the growth of the Canadian economy. Other speakers included Mr. Kevin Burke, President and CEO of ACI-NA; Mr. Miguel Southwell, General Manager of Hartsfield-Jackson Atlanta International Airport; Mr. Mark Reis, Managing Director, Seattle-Tacoma International Airport and Chair of ACI-NA; and John Gibson, President and CEO Prince George Airport Authority. All the speakers underlined the importance of the airport business and how all of our communities benefit from having well-managed and customer-focused facilities. Even more significantly, they all emphasized the need for governments to recognize this.

The sessions held over the next few days covered many fascinating topics. Two especially noteworthy sessions were best practices on customer service and the update from Transport Canada and the Federal Aviation Administration (FAA).

The customer service session provided an overview of some amazing innovations such as the fully automated self-service bag drop and community involvement programmes in use at Halifax Stanfield International Airport. This was followed by a presentation on the incredible use of technology by London City Airport to the delight of customers that use the single-runway airport located in the bustling financial district of London which, in fact, exceeded their expectations across the board.

The FAA and Transport Canada shared updates on regulations and best practices in safety and operations. This was capped off with an excellent discussion on how Safety Management Systems (SMS) are rolling out for Canadian airports and how the FAA is taking notes from the lessons learned on airport SMS implementation in Canada.

On Wednesday, 10 September, three North American International Aviation Professionals (IAPs) were recognized by ACI World Director General and ACI-ICAO AMPAP Steering Committee Chair, Ms. Angela Gittens at the Chairman's Honor's Breakfast. Those recognized were Ms. Rosa Beckett, Jacksonville Aviation Authority; Mr. Deven Judd, Hartsfield-Jackson Atlanta International Airport and R.J. Steenstra from Red Deer Airport. We would like to extend our congratulations to all of these recent IAPs for their achievements!

In closing, the ACI-NA team delivered an excellent conference and this, along with the dedication and friendliness of the staff from Hartsfield-Jackson Atlanta International Airport, made the conference both memorable and educational. I am already looking forward to next year's ACI-NA annual Conference & Exhibition in Long Beach, California.

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ACI and International Aviation Women's Association (IAWA) sign affiliation agreement



Airports Council International (ACI) is proud to be joining forces with the International Aviation Women's Association (IAWA) as part of a new affiliation announced earlier this year. The official signing of the affiliation agreement took place on 23 September 2014 at United Airlines' offices in Chicago.

Angela Gittens, Director General of ACI World, and Abby Bried, President of IAWA, signed the agreement on behalf of their respective organizations in the presence of Rosemarie S. Andolino, Commissioner at the Chicago Department of Aviation, as well as Chicago-based IAWA members. The leadership team from United Airlines' women's business resource (uIMPACT), as well as other representatives from the airline, were also present to support this example of women's leadership development in the area of airport management.

IAWA will be hosting their 26th Annual Conference in Seattle, Washington from 15–17 October 2014. For more information on this event, please click [here](#).

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53rd ACI Fund Safety Training Seminar September 8-19, 2014 – Tunis, Tunisia



Photo: Group photo taken during the 53rd ACI Fund Seminar.

The 53rd ACI Fund Seminar for 2014 was recently held from 8-19 September 2014 in the beautiful city of Tunis, Tunisia. This 10-day safety training offering was provided in the French language and covered the following topics: Understanding Annex 14, Aerodrome Certification and Airport Safety Management Systems Implementation.

ACI instructors Mr. Mohamed Ben Salah and Ms. Soumaya Zoghlami co-delivered this training attended by 11 delegates from Central African Republic (Delegation de l'ASECNA aux Aeronautiques Nationales de Centrafrique) and three delegates from Mauritania (Société des Aéroports de Mauritanie).

It was an honor to have Mr. Ali Tounsi, Secretary General for ACI Africa, welcome the attendees on the first day of the course as well as award the certificates of completion on the last day of the training.

Throughout the seminar the attendees were engaged in lively discussions and actively participated in each session. They were treated to an afternoon city tour at the end of the first week and an airport visit was also organized on the second week to showcase practical applications of lessons learned.

CAMAS Tunisie was the chosen training venue on this occasion and their excellent coordination and administrative support contributed to the overall success of this training. For this we would like to extend our thanks to Mr. Hichem Chemam, General Manager of CAMAS Tunisie, and his team for a job well done.

Here are a few other photos from the seminar:



For more information ACI Fund, please contact acifund@aci.aero

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ACI Global Training course for European members

EASA Implementing Rules for Aerodromes

Professional Certificate course, Face to Face: 5 days



This course aims to provide EU and EEA Member States clear guidance and understanding of the Implementing Rules (IRs) and their Annexes to ensure a smooth transition from their existing national aerodrome regulations to the new regulation, while maintaining a high level of civil aviation safety and compliance, and reflecting best practices in the field of aerodromes, taking into account the applicable ICAO Standards and Recommended Practices (SARPs).

Upcoming dates:

Dates: **27–31 October 2014**

Location: **Dublin, Ireland**

Registration Fee, Members & WBPs: **US\$1,450**

Registration Fee, Non-Members: **US\$2,100**

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Meet our faculty
Debbie Riley



Debbie Riley is one of the instructors for the Global Safety Network programme and several Certificate Courses for ACI, including the Airport Management Professional Accreditation Programme (AMPAP) Course elective on aerodrome certification, a joint initiative between ACI and ICAO.

She is currently Operations and Safety Director of Airport Solutions Ltd, a company specializing in providing training and advice for airports around the world based in the United Kingdom.

Debbie now lives in Dubai, having worked extensively at many airports within the Middle East. She has worked on many occasions for Dubai Airports, assisting them in the certification for the new airport; Dubai World Central (DWC); as well as developing procedures for the 2013 Dubai Airshow which was held for the first year at DWC.

Debbie has over 30 years' experience of airport management. Specializing in aerodrome development and Planning, development of operational procedures and aeronautical studies, her skills are frequently called upon to develop "safety cases" for aerodromes to assist in major work in progress projects and also to address non-compliances. She is currently working with airports for the transition to the new EASA regulations in Europe. Moreover, she has recently written the safety assurance procedures for several new runways and runway resurfacing projects.

Prior to founding Airport Solutions, Debbie held a number of positions at Manchester Airport (UK) including: Airport Policy and Planning Manager, Operations Duty Manager and Airport Planner. Debbie has also worked at Blackpool Airport in the UK as Airport Operations Director and served in the Royal Air Force as a Fighter Controller.

Debbie still works in an active capacity today at airports around the world. She is qualified as an aerodrome auditor and trainer in airport operations, safety management systems and emergency planning for the International Civil Aviation Organization (ICAO) and Airports Council International (ACI).

Debbie's upcoming course:

Course: **EASA Implementing Rules for Aerodromes**

Dates: **27–31 October 2014**

Location: **Dublin, Ireland**

Registration Fee, Members & WBPs: **US\$1,450**

Registration, Non-Members: **US\$2,100**

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Second 2014 offering of the Airport Executive Leadership Programme will take place in Abu Dhabi from 9 November 2014 to 11 January 2015

This year marked one of the most successfully attended Airport Executive Leadership Programme (AELP) offerings, with participants from Belgium, Indonesia, Nigeria, Tanzania, Togo and the United States.

A unique career-building opportunity for future leaders of the global airport industry, AELP is offered by ACI in collaboration with the John Molson School of Business (JMSB) of Concordia University, Montreal Canada.

Don't miss your chance to take part in this exceptional programme!

This programme is equal to two electives for the Global ACI-ICAO Airport Management Professional Accreditation Programme (AMPAP).

Successful participants will receive a joint ACI/JMSB-Concordia University Certificate.

[Click here for additional information](#) or email us at training@aci.aero

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Airport Revenue Generation, 15–19 September 2014, Montreal, Canada



Photo: group photo taken during the Airport Revenue Generation, 15–19 September 2014, Montreal, Canada

With the backdrop of the stunning and award-winning Montreal International Airport as the course host, more than 20 participants from four continents were kept extraordinarily busy. Every day, the agenda was varied and the topics engaging. In class, participants actively debated many issues, ranging from the big-picture forces driving change in the aviation business to economic liberalization. Participants were also guided on how best to present the case to airlines, land developers and terminal concession operators to optimize revenue potential. Special attention was paid to recognizing the careful balance needed between technical and operational practices to maintain a safe, secure and efficient airport business practice.

While the course work included plenty of discussion with the course facilitator—the renowned Dr. Joe Sulmona, who delivered a wealth of global transportation and urban development experience—the most important learning was done by the participants, who engaged in a week-long business planning exercise to demonstrate how the ideas from the classroom could be turned into reality.

The training was certainly topped off by a lengthy dialogue led by the incomparable Jim Cherry, the current President and CEO of Aéroports de Montréal and Chair, ACI-North America Board of Directors, who explained both the history and the potential for high-value commercial offers at airports. He clearly identified the “limitless potential” that exists for airports that follow commercial best practices. As for the diversity of participants, Neil Cowen, Business Director from the Gold Coast Airport in Queensland, Australia, traveled the farthest to take part in the course.

“Thanks again for delivering a great course,” Cowen said. “It encouraged innovative thinking for Airport Managers.”

ACI is also pleased to report that several of the participants in attendance earned their Airport Management Professional Accreditation Programme (AMPAP) with the completion of this elective course. Congratulations!

[Click here](#) for additional information or e-mail us at training@aci.aero

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Global Safety Network (GSN) graduates

ACI congratulates Global Safety Network (GSN) graduates for August–September 2014!



Gilberth B. Howburg

Department Head, Fire & Rescue

Airports Company South Africa

(GSN 3: 8 August 2014, JNB)

Asif Masiuddin

Coordinator

Abu Dhabi Airports Company

(GSN 1: 18 September 2014, AUH)

About the Global Safety Network (GSN) Diploma Programme

The GSN Diploma Programme consists of specialized 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.

All classroom sessions make extensive use of pictures, case studies and films, to provide a compelling and relevant learning experience in tandem with practical exercises performed at the aerodrome for a comprehensive safety overview of airside operations.

For more information on the GSN Diploma Programme, please [click here](#).



Global Safety Network (GSN) Diploma Programme

Do you have the right competencies to be an
airport safety professional?

S A F E T Y
F I R S T

Advance your career with the GSN Diploma Programme!

- GSN 1 - Safety Management Systems
- GSN 2 - Airside Safety and Operations
- GSN 3 - Emergency Planning and Crisis Management
- GSN 4 - Working with Annex 14
- GSN 5 - Advanced Safety Management Systems
- GSN 6 - Aerodrome Auditing and Compliance

To find out more information, please contact us at:

training@aci.aero +1 514-373-1200

<http://www.aci.aero/Global-Training>



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Featured ACI training venue: San Francisco International Airport (SFO)



The SFO Training Center is centrally located within the International Terminal Office Core, overlooking the main International Terminal Ticketing Hall. This expansive training center, utilized by both Airport Commission staff and SFO tenants, consists of the following spaces and amenities:

- Reception and lobby space
- Two medium conference / training rooms
- One large function conference center room
- Computer-based training room with 16 workstations
- Break room and kitchenette
- Private offices for staff
- Video editing room

Located on the fourth level of the International Terminal Building at SFO is a new 4,000-square-foot state of the art training and conference center. The SFO Training Center, as it has been named, officially opened its doors in early January 2014. The purpose of building this Center was to provide airport staff with a top notch training facility that could support the latest technology based training aids. Prior to introducing this new facility, the airport utilized two satellite training rooms for its staff. The new SFO Training Center has allowed the airport to consolidate these locations into one convenient facility.

Training and Conference Room Details

The SFO Training Center features three primary conference spaces and one computer-based training room:

- Training Room A, with a capacity to host a party of 12, featuring a 60" LED SmartBoard
- Training Room B, with a capacity to host a party of 10, featuring a 60" LED Media Display
- The Conference Center, with a capacity to host a party of 60, featuring dual 112" video projectors and an integrated sound system
- Computer-based Training Room with 16 workstations

Training programme

Apart from being a premier international training venue for ACI courses, since its completion in January 2014, the SFO Training Center has been helpful in supporting the Airport Commission's robust training program. These programs are devoted to leadership and development, workplace skills, business practice, career management, in addition to a variety of computer application courses.

For more information on the SFO airport training facilities, kindly contact.

Gloria Louie,
Programs Director
EEO Compliance, Organizational Development, and Training
San Francisco International Airport
E-mail: Gloria.louie@flysfo.com

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Online Learning Centre
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Runway Safety Management 2014 – New Release Available Now!!



Airports Council International and the Online Learning Centre are delighted to announce the release of the new online course on Runway Safety Management.

Runway safety is a significant challenge and top priority for airport operations.

This new course is based on the ACI Runway Safety Handbook published by the ACI World Safety and Technical Standing Committee. The Handbook brings together a wide range of industry guidance material and best practices dealing with runway safety.

The course will provide information and guidance on runway safety best practices including:

- Section 1 - Runway Safety
- Section 2 - Planning and Design
- Section 3 - Runway Inspections & Reporting
- Section 4 - Low Visibility Procedures & NAVAIDs
- Section 5 - Operations
- Section 6 - Runway Maintenance
- Section 7 - Temporary Restrictions
- Section 8 - Construction Safety

Enrol online [here](#) or contact enrolments@olc.aero for more information.

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Course calendar, October–November 2014

Date	Course	Language	Member Price USD	Non-member Price USD	Location
12-16 October	GSN 2 - Airside Safety and Operations	English	1450.00	2100.00	Abu Dhabi, UAE
13-17 October	Airport Human Resource Management *	English	1600.00	2400.00	Kuala Lumpur, Malaysia
13-17 October	GSN 3 - Emergency Planning and Crisis Management	English	1450.00	2100.00	Bucharest, Romania
13-17 October	Airport Enterprise Risk Management	English	1450.00	2100.00	Istanbul, Turkey
27-31 October	EASA Implementing Rules for Aerodromes	English	1450.00	2100.00	Dublin, Ireland
27-29 October	Airport Energy Management	English	950.00	1400.00	Beijing, China
27 October -31 November	GSN 5 - Advanced SMS	English	1450.00	2100.00	Kuala Lumpur, Malaysia
27 October -31 November	Managing Airport Service Quality	Spanish	950.00	1400.00	Panama City, Panama
03-07 November	Airline Management for Airport Professionals*	English	1600.00	2400.00	Athens, Greece
10-14 November	GSN 4 - Working with Annex 14	English	1450.00	2100.00	Zagreb, Croatia
16-18 November	Airport Leadership Workshop	English	2250.00	2250.00	Abu Dhabi, UAE
16-20 November	GSN 6 - Aerodrome Safety Compliance and Auditing	English	1450.00	2100.00	Abu Dhabi, UAE

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

To view the full calendar, [click here](#) or send us an email at training@aci.aero.

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