

As of September 16, 2016

2016 ACI-NA/WORLD ANNUAL CONFERENCE/WORLD ANNUAL GENERAL ASSEMBLY
September 23-28, 2016
Montreal, QC Canada

PRELIMINARY SCHEDULE OF EVENTS (schedule subject to change at any time)

Please note: All events will be held at the Palais des congrès de Montréal unless otherwise noted.

Friday, September 23, 2016

- 8:00 am – 4:30 pm** **Environmental Affairs Canadian Caucus Meeting**
Room: 518A
- 2:00 pm – 5:00 pm** **ACI-NA Executive Committee Meeting** (*Executive Committee members only*)
Room: 521AB
- 5:00 pm – 7:00 pm** **Legal Affairs Steering Group Meeting**
Room: 523AB
- 6:00 pm** **ACI-NA Executive Committee Dinner** (*Invite only*)

Saturday, September 24, 2016

- 7:00 am – 8:30 am** **ACI Europe Executive Committee Meeting** (*Executive Committee members only*)
Room: 521AB
- 7:30 am – 6:30 pm** **Registration**
Level 1 Palais Passage
- 7:30 am – 6:30 pm** **YUL Welcome Desk**
Level 1 Palais Passage
- 7:30 am – 8:30 am** **Continental Breakfast**
Room: 710 (on Level 7)
- 8:00 am – 8:30 am** **ACI Fund Council Meeting**
Room: 523AB
- 8:00 am – 10:00 am** **U.S. Policy Board Meeting & Joint U.S. Government Affairs Steering Group Meeting**
Room: 516C
- 8:30 am – 10:00 am** **Environmental Affairs Committee Working Group Roundtable Sessions, Part 1**
(U.S. Caucus)
See Committee agendas for location details
- 8:30 am – 12:00 pm** **Environmental Affairs Canadian Caucus Meeting**
Room: 518A
- 8:30 am – 12:00 pm** **Operations & Technical Affairs Committee Workshop and Safety Forum**
Room: 520CF
- 8:30 am – 12:00 pm** **ACI Europe Board of Directors Meeting**
Room: 512GC
- 8:30 am – 4:30 pm** **ACI World Human Resources Forum**
Room: 510BD
- 8:30 am – 5:15 pm** **Legal Affairs Committee Workshop**
Room: 519AB
- 8:30 am – 5:15 pm** **Business Information Technology Committee Workshop**
Room: 520 BE
- 10:00 am – 10:30 am** **AM Break**
Room: Level 5 Concourse

**10:30 am – 12:00 pm Environmental Affairs Committee Working Group Roundtable Sessions, Part 2
(U.S. Caucus)**

See Committee agendas for location details

10:30 am – 12:00 pm ACI-NA Board of Directors Meeting

Room: 513DEF

12:00 – 1:00 pm ACI World Audit Committee Meeting

Room: 521C

12:00 pm – 1:15 pm Lunch

Room: 710 (on Level 7)

12:00 pm – 8:00 pm Exhibition Hall Move-In

Exhibit Hall

12:30 pm – 1:30 pm ACI-NA/Europe Board of Directors Lunch

Room: 512DH

1:15 pm – 2:45 pm Operations & Technical Affairs Working Groups

See Committee agendas for location details

1:15 pm – 3:00 pm Environmental Affairs Committee Working Group Roundtable Sessions, Part 3

See Committee agendas for location details

1:30 pm – 3:30 pm ACI-NA/ ACI Europe Joint Board Meeting

Room: 513DEF

2:00 pm – 5:00 pm Canadian Council of Chairs Meeting

Room: 512EA

2:45 pm – 3:00 pm PM Break

Room: Level 5 Concourse

3:15 pm – 4:45 pm Operations & Technical Affairs Working Groups

See Committee agendas for location details

3:30 pm – 5:30 pm Environmental Affairs Steering Group Meeting

Room: 518C

3:30 pm – 6:00 pm ACI World Executive Committee Meeting

Room: 521AB

5:00 pm – 6:30 pm Operations & Technical Affairs Steering Group Meeting

Room: 525AB

6:30 pm – 9:30 pm Board and Commissioners Leadership Dinner *(Invite only)*

Sunday, September 25, 2016

7:30 am – 9:00 am ACI-NA BOD / Committee Chairs Breakfast *(Invite only)*

Room: 512DH

7:30 am – 7:00 pm Registration

Level 1 Palais Passage

7:30 am – 7:00 pm YUL Welcome Desk

Level 1 Palais Passage

8:00 am – 9:00 am Continental Breakfast

Room: 710 (on Level 7)

8:00 am -9:00 am World Governing Board Breakfast *(Invite Only)*

Room: 511CF

8:00 am – 2:00 pm Exhibition Hall Move-In

Exhibit Hall

- 9:00 am – 11:30 am** **CAC Small Airports Caucus Meeting** (*Invite only*)
Room: 512EA
- 9:00 am – 11:30 am** **ACI-NA WBP/Associates Board of Directors Meeting** (Open Forum)
Room: 516C
- 9:00 am – 3:00 pm** **Marketing & Communications Steering Group Meeting**
Room: 518A
- 9:00 am – 4:30 pm** **ACI World Governing Board Meeting** (*Invite Only*)
Room: 511ABDE
- 9:00 am – 4:30 pm** **Operational & Technical Affairs Committee Workshop**
Room: 520CF
- 9:00 am – 4:30 pm** **Business Information Technology Committee Workshop**
Room: 520 BE
- 9:00 am – 4:30 pm** **Legal Affairs Committee Workshop**
Room: 519AB
- 9:00 am – 4:30 pm** **Environmental Affairs Committee Workshop**
Room: 520AD
- 9:00 am – 4:30 pm** **Airport Economics and Finance Workshop**
Room: 524
- 9:30 am – 12:00 pm** **Commissioners Committee Meeting**
Room: 518B
- 10:15 am – 10:45 am** **AM Break**
Room: Level 5 Concourse
- 11:30 am – 12:00 pm** **ACI-NA WBP/Associate Member Business Meeting** (*Open to all ACI-NA /ACI World Business Partners and Associate members*)
Room: 516C
- 12:00 pm – 1:00 pm** **Canadian Closed Board Meeting** (*Open to Board Members Only*)
Room: 512GC
- 12:00 pm – 1:00 pm** **Lunch**
Room: 710 (on Level 7)
- 1:00 pm – 3:00 pm** **Medium Hub Caucus Meeting**
Room: 516C
- 1:00 pm – 3:00 pm** **Large Hub Caucus Meeting**
Room: 516E
- 1:00 pm – 3:00 pm** **Commercial Management Steering Group Meeting**
Room: 525AB
- 1:00 pm – 4:00 pm** **Small Airports Committee Meeting**
Room: 516D
- 1:00 pm – 4:30 pm** **Global Air Cargo Workshop**
Room: 518C
- 1:15 pm – 4:30 pm** **Canadian Open Board & Membership Meeting**
Room: 510AC
- 2:00 pm – 5:00 pm** **Business Diversity Committee Meeting**
Room: 523AB
- 2:30 pm – 3:00 pm** **PM Break**
Room: Level 5 Concourse
- 3:00 pm – 4:00 pm** **U.S. Government Affairs Committee Meeting**

Room: 516C

3:00 pm – 5:00 pm **Press Office Open**

Room: 513BC

3:30 pm – 5:00 pm **ACI World Business Partners Advisory Board Meeting**

Room: 521AB

4:00 pm – 4:30 pm **Exhibitor Briefing**

Exhibit Hall – Show Floor Classroom

5:00 pm – 7:00 pm **Exhibition Hall Grand Opening** (*Reception in Exhibit Hall*)

Exhibit Hall

6:00 pm – 8:00 pm **CAC Large Airports Caucus Meeting** (*Offsite, invite only*)

Monday, September 26, 2016

7:30 am – 7:00 pm **Registration**

Level 1 Palais Passage

7:30 am – 7:00 pm **YUL Welcome Desk**

Level 1 Palais Passage

7:30 am – 10:00 am **Exhibition Hall Open** (*Continental Breakfast in Exhibit Hall from 7:30 am- 9:00 am*)

Exhibit Hall

7:30 am – 5:00 pm **Press Office Open**

Room: 513BC

8:00 am – 8:45 am **Exhibit Hall Classroom Education Session:**

Show Floor Classroom

1A.

Session Title: Creating A “Sense of Place” At Your Airport

As gateways to their communities airports provide the first impression and last memory for travelers. In order to improve the traveler’s experience, generate additional non-aeronautical revenue and promote the local economy, airports are working to create a sense of place and highlight the unique attributes of their city and region. Learn how airports around the world are showcasing their culture and community, resulting in wonderful travel memories, exceptional arrival and departure experiences, enhanced customer service and an improved bottom line.

Moderator: David N. Edwards, Jr. President/CEO, Greenville-Spartanburg Airport District

Speakers: Girish Appaya, Communications Officer, Sir Seewoosagur Ramgoolam
International Airport, Mauritius
Sam Samaddar, Airport Director, Kelowna International Airport
Stanis Smith, Executive Vice President, Buildings, Stantec

8:30 am – 9:45 am **Large Hub Forum** (*Invite only*)

Room: 516A

9:00 am – 9:45 am **Exhibit Hall Classroom Education Session:**

Show Floor Classroom

2A.

Perspectives on Stakeholder Engagement and Climate Change Adaptation

We’ve all seen the headlines about climate change, from each successive year being the hottest on record to the financial toll extreme weather has exacted (in the billions annually in the U.S. alone). Climate change is a serious threat to the global economy and the international community and aviation industry is taking action. In this session we’ll hear from a variety of speakers, including an air navigation service provider, a province regulator, the non-profit sector and an insurance industry expert – perspectives that we don’t get an opportunity to hear too often! Speakers will address what they see as the key challenges posed by climate change to our industry, and how airports can involve these, and other stakeholder groups to prepare for and mitigate climate change impacts.

Moderator: Steve J. Grossman, CEO, Jacksonville Aviation Authority

Speakers: Rachel Burbridge, Environmental Policy Officer, Eurocontrol
Annie Peterson, International Counsel, Environmental Defense Fund
Dr. Blair Feltmate, Head, Intact Centre on Climate Adaptation, University of Waterloo
Philippe Lemire, Ministry of Transport, Urban Mobility and Electrification of Transportation of Quebec

10:00 am – 12:00 pm General Session I

Room: 517BC

Welcome:

Kevin M. Burke, President and CEO, ACI-NA
Maureen Riley, Chair, ACI-NA
Angela Gittens, Director General, ACI World
Declan Collier, Chair, ACI World
Jim Cherry, President and CEO, Aéroports de Montréal
The Honorable Denis Coderre, Mayor of Montréal
The Honorable Dominique Anglade, Minister of Economic Development, Innovation and Export Trade, Quebec

Crisis Communication – the World Is Watching

The public's fascination with aviation, a global news cycle that never ends, and the emergence of the citizen – or passenger – journalist have complicated traditional airport crisis response plans. Facing an incredible challenge like never before, airports must respond quickly and effectively to security incidents, accidents and other disruptions while maintaining public confidence to strengthen their reputation. Take advantage of this opportunity to learn from airport CEOs who have successfully led their airports through crisis in the middle of a media storm on issues that command international attention.

Moderator: Jim Cherry, President and CEO, Aéroports de Montréal

Speakers: Tan Sri Bashir Ahmad Abdul Majid, Advisor, Malaysia Airports Holdings
Scott Clements, Former President and CEO, Fort McMurray International Airport
Arnaud Feist, CEO, Brussels Airport Company

12:00 pm – 1:00 pm PAC Luncheon (Invite only)

Room: 516AB

12:00 pm – 1:30 pm Canadian Global Cities Council (Invite only)

Room: 512FB

12:00 pm – 3:00 pm Exhibition Hall Open (Lunch Served in Exhibit Hall from 12:00 pm – 1:30 pm)

Exhibit Hall

12:15 pm – 12:35 pm Solutions Showcase: Ross & Baruzzini: Smart is Secure.

Exhibit Hall, Showcase 1

12:40 pm – 1:00 pm Solutions Showcase: AeroMACS: A Licensed Wireless Broadband Technology – Improving the Safety, Capacity and Efficiency of the Airport Surface.

Exhibit Hall, Showcase 2

1:05 pm – 1:25 pm Solutions Showcase: Harris Corporation: NextGen Airfield Surveillance

Exhibit Hall, Showcase 1

– Understanding Your Options.

1:30 pm – 2:30 pm Exhibit Hall Classroom Education Session:

Show Floor Classroom

3A. Public Private Partnerships – Are They Right For You?

As demand for air travel continues to grow, airports worldwide face pressure to meet operational and regulatory requirements while dealing with financial constraints. Today, many airports have transitioned to diversified commercial businesses, adopting private sector innovations instead of simply providing infrastructure. P3s are increasing part of modern airport projects but what are their benefits? What are the different P3 models and what are the key factors airports should consider when deciding whether or not to engage the private sector? This panel of experts will

offer a global perspective of the current status of P3, and share success stories as well as lessons learned.

Moderator: Rob Wigington, President & CEO, Metropolitan Nashville Airport Authority

Speakers: Saleh Dunoma, Managing Director/CEO, Federal Airports Authority of Nigeria
Gert-Jan de Graaff, President & CEO, JFK International Air Terminal LLC
Amit Rickhy, President & CEO, CCR USA
Ignacio Castejon, Project Director Corporate Development, Ferrovial Airports

2:00 pm – 2:30 pm **Press Briefing**
Press Office (Room 513BC)

2:40 pm – 3:00 pm **Solutions Showcase: SITA: Self bag drop – the answer to... what?**
Exhibit Hall, Showcase 2

2:45 pm – 3:15 pm **ACI-NA Exec-to-Exec Committee Meeting**
Room: 521AB

3:00 pm – 3:15 pm **PM Break**
Room: Level 5 Concourse

3:15 pm – 4:15 pm **Concurrent Education Sessions**

4A. How Digital Is Transforming the Airport Industry (Room: 517A)
In the global marketplace the most successful airports have embraced “business intelligence” to help improve the passenger experience, maximize operational efficiency and increase revenue. Passengers are constantly connected with smartphones, and as such, passengers are demanding an increased level of personalized service. Adopting a digital approach can be used to optimize and increase capacity of existing facilities and lower operational expenditure. Make sure you are taking advantage of your data to better serve your customers, avoid disruptions and increase revenue.

Moderator: Bryant L. Francis, Director of Aviation, Port of Oakland

Speakers: Alexis Gardy, Managing Partner, Roland Berger Canada
Declan Collier, CEO, London City Airport
Aura Moore, Deputy Executive Director - Chief Information Officer, Los Angeles World Airports

4B. Welcome Message (Room: 517D)
The Honourable Marc Garneau, Minister of Transport, Canada

ICAO – Why It Matters To Airports (Room: 517D)
Since it was founded in 1944 the International Civil Aviation Organization has developed the standards, best practices, and guidance documentation used by airports around the world. However, for many airport operators—particularly in North America—the direct impact ICAO has on their facilities remains unclear. In this session, learn more about the work that ICAO does to enhance the safety, security and efficiency of airports—or *aerodromes*—and how this work can affect your airport.

Moderator: Angela Gittens, Director General, ACI

Speakers: Jean-Benoit LeBlanc, Canada Permanent Representative to ICAO
The Honorable Michael Lawson, U.S. Ambassador and Permanent Representative to ICAO
William R. Voss, Air Navigation Commissioner at ICAO

4:30 pm – 5:30 pm **Concurrent Education Sessions:**

5A. Strategic HR - Developing an Effective Airport Training Strategy (Room: 517A)

It's always tempting to put off training indefinitely, waiting until there is the enough time or more funding. But for airports, staff development is one of the most important investments you can make as it increases knowledge and done right can drive your business to the next level.

Moderator: Thella Bowens, President and CEO, San Diego County Airport Authority

Speakers: Kevin Caron, Head, Global Training and DNA, ACI World
Zack Deming, Principal, Korn Ferry
Gale Laroche, Vice President of Human Resources, Detroit Metropolitan Wayne County Airport
Roelof-Jan Steenstra, CEO, Fort McMurray International Airport

5B. APEX- The Community of Airports at Work (Room: 517D)

ACI's flagship program, Airport Excellence (APEX) in Safety, has been very successful. Almost 60 of these peer-to-peer reviews have been completed and airports around the world have benefitted from each other's experience through participation in the program, either as host airports or safety partners. Recently, ACI performed a pilot security peer review study in preparation for a sister program, APEX in Security. This session discusses how the need to improve safety and security lend themselves perfectly to this type of program, and also explores other areas, such as environment, facilitation and airport business, that could potentially use similar peer review models.

Moderator: Yiannis Paraschis, CEO, Athens International Airport

Speakers: Danny Boutin, Senior Manager—APEX Programmes, ACI World
Nina Brooks, Head—Security, ACI World
Jennifer Sullivan, Director, Corporate Safety and Security, Greater Toronto Airports Authority
Richard Marchi, President, RF Marchi Aviation Consulting

5:30 pm – 6:30 pm ACI Scholarship Reception (*Invite only*)
Exhibit Hall – VIP Lounge

5:30 pm – 7:00 pm Exhibition Hall Open (*Reception in Exhibit Hall*)
Exhibit Hall

7:00 pm AMPAP Graduation Reception (*Invite only*)
Offsite - ICAO Museum

Tuesday, September 27, 2016

7:30 am – 3:00 pm Registration
Level 1 Palais Passage

7:30 am – 5:45 pm YUL Welcome Desk
Level 1 Palais Passage

7:30 am – 4:30 pm Press Office Open
Room: 513BC

8:00 am – 9:00 am Continental Breakfast
Room: Level 5 Concourse

7:30 am – 9:00 am World Business Partner/Associate Member and Airport Director Roundtable Breakfast
Room: 520ABDE
(*Open to all ACI-NA WBP/Associate members & ACI-NA member airport directors*)

Moderator: Greg Fordham, Managing Director, Airbiz and Chair, ACI World Business Partners Advisory Board

Speakers: Maureen Riley, Executive Director, Salt Lake City Department of Airports and Chair, ACI-NA
Declan Collier, CEO, London City Airport and Chair, ACI World
Kerrie Mather, Chair, CEO, Sydney Airport and Chair, ACI Asia-Pacific

- 9:00 am – 10:00 am** **General Session II and Keynote Address**
Room: 517BC Peter Bergen, CNN National Security Analyst
- For decades the aviation industry has had to counter and respond to the threat of terrorism. Air transport has been a high-profile target for the Islamic State (ISIS), al Qaeda and its affiliates as well as other terrorists that seek to publicize their cause on the international stage. What can be done to address these threats? For more than more two decades Peter Bergen has studied international terrorism as a print, television and web journalist, documentary producer, think tank director, and the author of five books. Learn what he thinks is critical for governments and the private sector to do to address this evolving threat.
- 10:00 am – 10:30 am** **ACI-NA Downes Award Presentation**
Room: 517BC
- 10:30 am – 10:45 am** **Airport Carbon Accreditation Recognition Ceremony**
Room: 517BC
- 10:30 am – 3:00 pm** **Exhibition Hall Open** (*Lunch Served in Exhibit Hall from 11:30 am – 1:00 pm*)
Exhibit Hall
- 11:00 am – 11:15 am** **ACI-NA Airport Membership Meeting** (*ACI-NA Airport Official Representatives only*)
Room: 516AB
- 11:15 am – 12:45 pm** **ACI World Annual General Assembly Meeting** (*Invite only*)
Room: 517BC Followed directly by the AMPAP Graduation ceremony
- 11:25 am – 11:45 am** **Solutions Showcase: GCR: Risk Management and Safety Assurance with AirportIQ**
Exhibit Hall, Showcase 1
- 11:50 am – 12:10 pm** **Solutions Showcase: EDI: An Integrated Workplace Management System for Airports**
Exhibit Hall, Showcase 2
- 12:15 pm – 12:35 pm** **Solutions Showcase: Rezport: Parking Technology: What's Your Vision for 2020?**
Exhibit Hall, Showcase 1
- 12:40 pm – 1:00 pm** **Solutions Showcase: Woolpert: Implementing an Asset Management Program in an Airport Environment**
Exhibit Hall, Showcase 2
- 1:15 pm – 2:00 pm** **Exhibit Hall Classroom Education Session:**
Show Floor Classroom
- 6A.** **Adding to the Bottom Line by Enhancing the Passenger Experience**
In an era of passenger choice, airports face challenges in creating a unique and engaging experience that yields high levels of passenger satisfaction and builds loyalty. Airport thinking is beginning to shift beyond passenger feedback and amenity offerings toward a global view of an airport's role in the overall travel experience. During this session, learn how airports are leveraging customer travel data to develop a strategic framework that enhances non-aeronautical revenue and improves the passenger experience.
- Moderator:** Candace McGraw, CEO, Cincinnati/Northern Kentucky International Airport
- Speakers:** Joyce Carter, President and CEO, Halifax International Airport Authority
Joe Lopano, CEO, Tampa International Airport
Romesh Bhoyroo, CEO, Sir Seewoosagur Ramgoolam International Airport, Mauritius
- 2:10 pm – 3:05 pm** **Exhibit Hall Classroom Education Session:**
Show Floor Classroom

- 7A.** **Breaking Down the Silos in Safety**
Airports are complex operating environments involving multiple stakeholder groups--airlines, general aviation, ground handlers, terminal tenants, air navigation service providers and airport staff. Although safety is a top concern for all of these groups, in most cases each of them brings

their corporate cultures, policies, procedures, training programs, and performance metrics with them to the airport. How can airport operators and their stakeholder partners work to break down these “silos” and make their safety programs more effective and holistic? In this session we’ll discuss some of the cross industry initiatives that key operator groups are undertaking to do this.

Moderator: Bongani Maseko, CEO, Airports Company South Africa

Speakers: Rob Eagles, Director Air Traffic Management, IATA
Thomas Lau Christensen, Safety Manger, Københavns Lufthavne A/S
Dirk Geukens, Senior Safety Expert, Brussels Airport
Eduardo Angeles, Associate Administrator for Airports, FAA

3:00 pm – 3:15 pm
Room: Level 5 Concourse

PM Break

3:00 pm – 7:00 pm
Exhibit Hall

Exhibition Hall Move-Out

3:15 pm - 4:15 pm

Education Session:

8A.

Respond to New And Emerging Security Threats (Room: 517A)

In responding to dynamic security challenges, airports work on a daily basis in close coordination with regulators and security authorities such as TSA and the Canadian Air Transport Security Authority. Considering the evolving threat environment, it is essential to leverage industry/government partnerships, work collaboratively and assess what countermeasures and technologies may be necessary to respond to threats while working to maximize efficiency. Innovation is critical given the unique geographic and operational differences between airports. This session will provide an opportunity to gain a global view from ICAO and talk directly with senior TSA and CATSA representatives about strategies to enhance the security of the aviation system.

Moderator: William Vanecek, Director of Aviation, Niagara Frontier Transportation Authority

Speakers: Vera Adams, Director, Aviation Division, Office of Security Policy and Industry Engagement, TSA
Neil Parry, Vice-President, Service Delivery, CATSA
Jim Marriott, Senior Advisor, Aviation Security, ICAO

4:15 pm – 5:15 pm

Education Session:

9A.

Driving Your Own Innovation (Room: 517D)

Airports and airlines are jumping on opportunities to invest in technology, applications, and resources to keep travelers connected and informed throughout their journey. Innovations in customer engagement, intelligent building management and process automation are helping the industry up its game. Passengers are seeking a seamless travel experience from door-to-door, with permanent connectivity and personalized information readily available. Learn about the questions that we should ask ourselves in what technologies are behind the design of the terminal of the future.

Moderator: Marily Mora, President and CEO, Reno-Tahoe Airport Authority

Speakers: Rick Belliotti, Director, Information & Technology Services Department, San Diego County Regional Airport Authority
Martin Boyer, Vice President and Chief Information Officer, Greater Toronto Airports Authority
Raj Singh, Investment Director, JetBlue Technology Ventures

5:30 pm – 6:15 pm
Room: 516AB

Chairs’ Handoff Reception to include:

ACI-NA Chair remarks and toast
Gavel toss and ACI-NA incoming Chair remarks
2016 - 2017 ACI-NA Host Airport hand-off
2016 - 2017 ACI World Host Airport hand-off

Kevin M. Burke, President and CEO, ACI-NA
Maureen Riley, Executive Director, Salt Lake City Department of Airports
William R. Vanecek, Director of Aviation, Buffalo Niagara International Airport
James C. Cherry, President and CEO, Aéroports de Montréal
Angela Gittens, Director General, ACI-World
Declan Collier, Chair, ACI World
Romesh Bhoyroo, Chief Executive Officer, Airports of Mauritius Co Ltd

7:00 pm – 10:00 pm Closing Night Event
New City Gas

Wednesday, September 28, 2016

8:00 am – 10:00 am Airport Tour

End your visit to Montréal with a tour of our facilities at Montréal-Trudeau airport.

Four different tours are offered as well as the opportunity to participate in a Leadership Presentation.

- (1) Montréal-Trudeau US baggage system: The outbound baggage is among the most sophisticated in the world. Come to discover it (20 participants)
- (2) Montréal-Trudeau glycol recycling centre: the new glycol recycling centre opened in fall 2014, it is the first in the world to achieve a glycol concentration of at least 99.5% and re-use recycled product as a certified aircraft de-icer. Come to see how we can reduce the cost and integrate life-cycle management approach: the product does not become waste, but is treated and re-used. (40 participants)
- (3) Montréal-Trudeau technologic terminal: Innovation aims at improving the quality of customer experience, the fluidity of processes, system efficiency and operational safety/security. Come to discover it. (20 participants)
- (4) Montréal-Trudeau security tour: Come to meet with Montréal-Trudeau Airport Patrol and visit our facilities: Emergency coordination centre, firefighter station, K-9 unit, Canadian and American customs and pre-boarding security check-point. (20 participants)

Presentation: Organize for Complexity: How to Develop Leadership for High Performance in an Age of Dynamics.

Author Niels Pflaeging and a panel of airport leaders will offer insights into systemic thinking, and discuss issues and barriers facing airports. This presentation will take place at the Montreal Airport Marriott In-Terminal Hotel from 8:30 am - 11:15 am, and is limited to 150 participants. [Click here for more information.](#)