



Airport Management: from Profession to Career

NGAP – Next Generation of Aviation Professionals

Montreal, Canada

1-4 March 2010

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Airports Council International

A photograph of an airport lounge with large windows. Several people are standing and looking out at an airplane on the tarmac. The floor is highly reflective, showing the silhouettes of the people and the windows. The text "safety and security" is overlaid in white.

safety and **security**

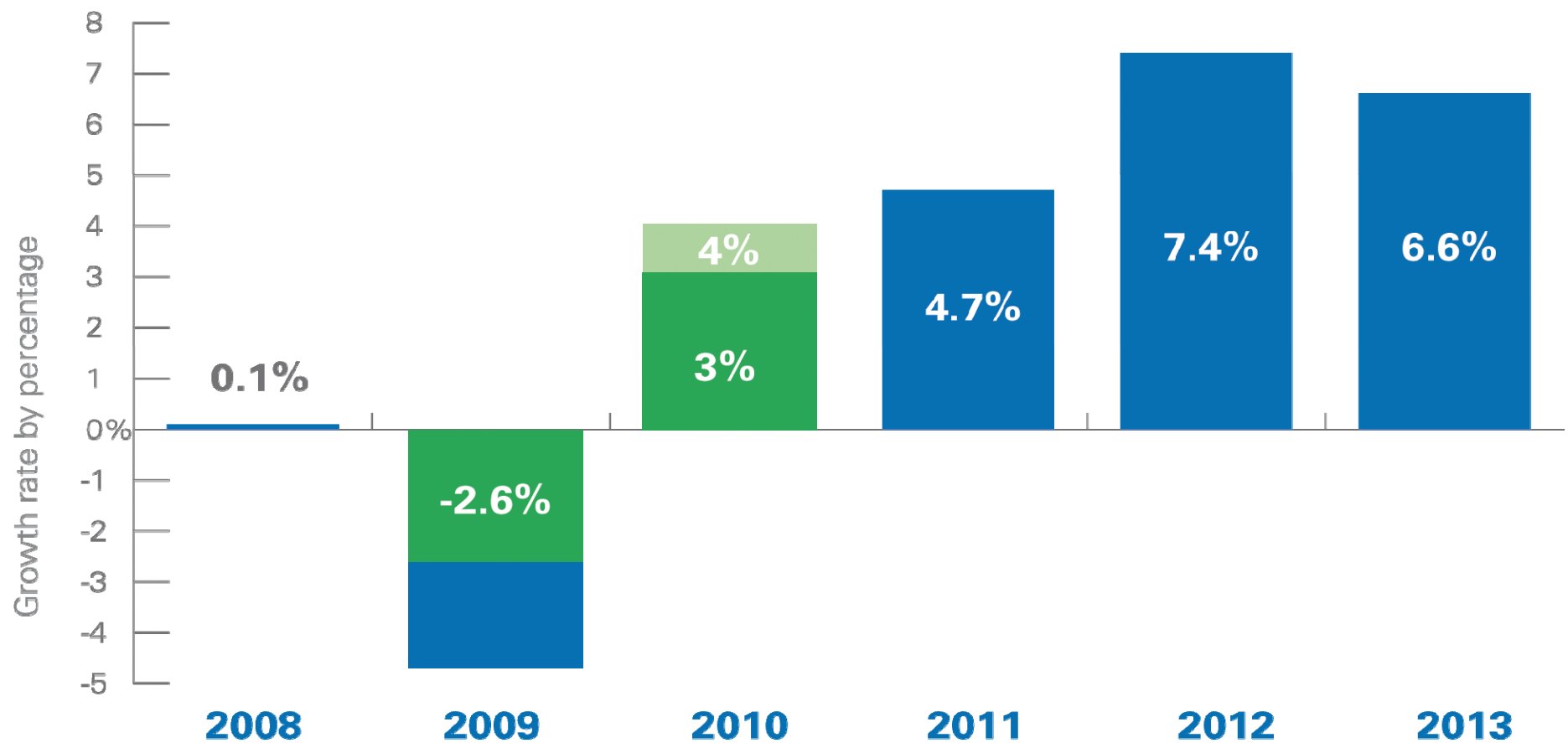
economic vitality

environmental responsibility

customer service excellence

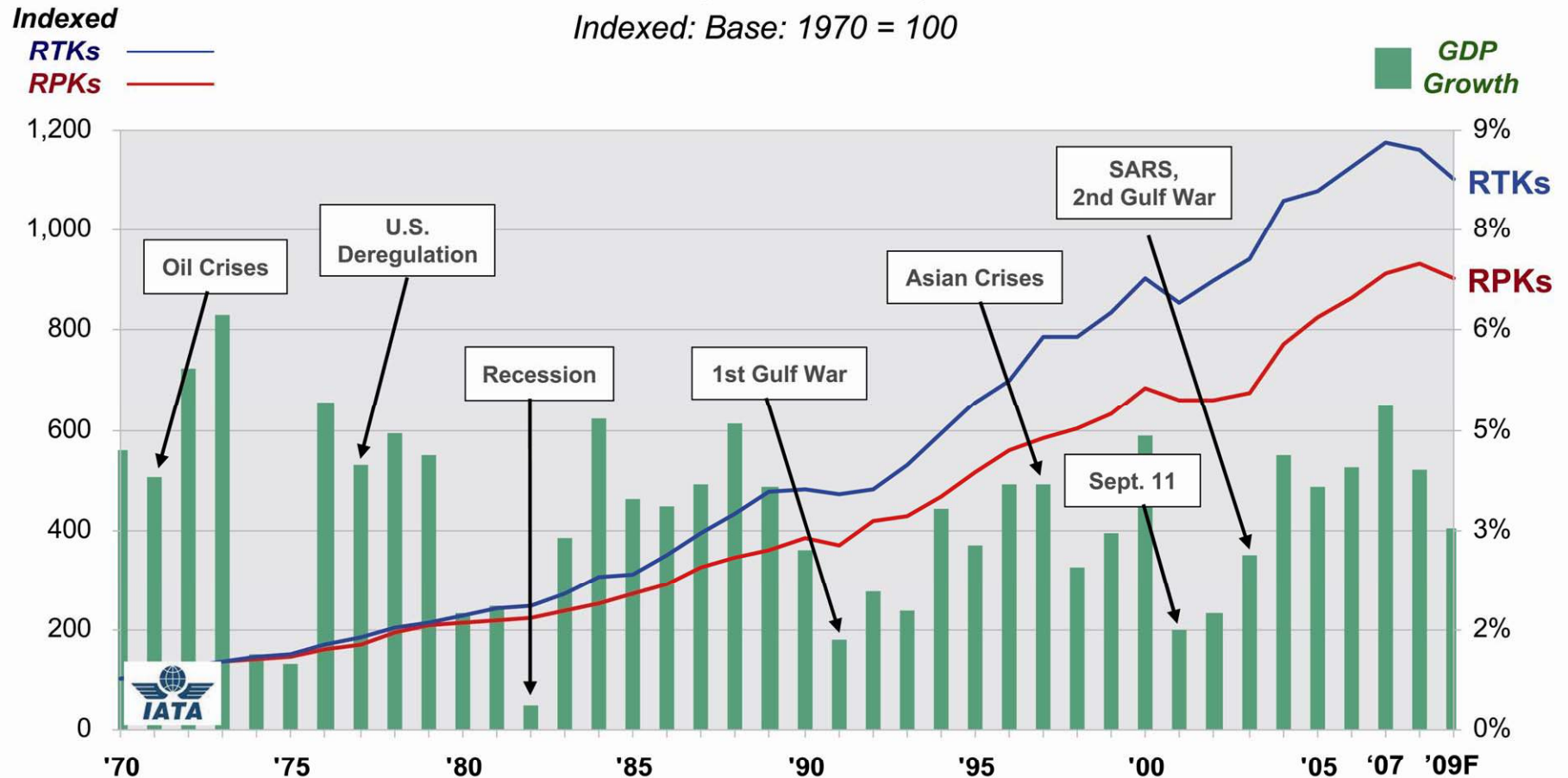


Updated forecast predicts 3% - 4% growth in 2010



Global air traffic has historically outpaced economic growth, quickly overcoming any economic shocks and recessions

Historical World Traffic (RTKs & RPKs) and GDP Growth



Airports are subject to ...

...airline liberalisation

...deregulation

...increasing competition

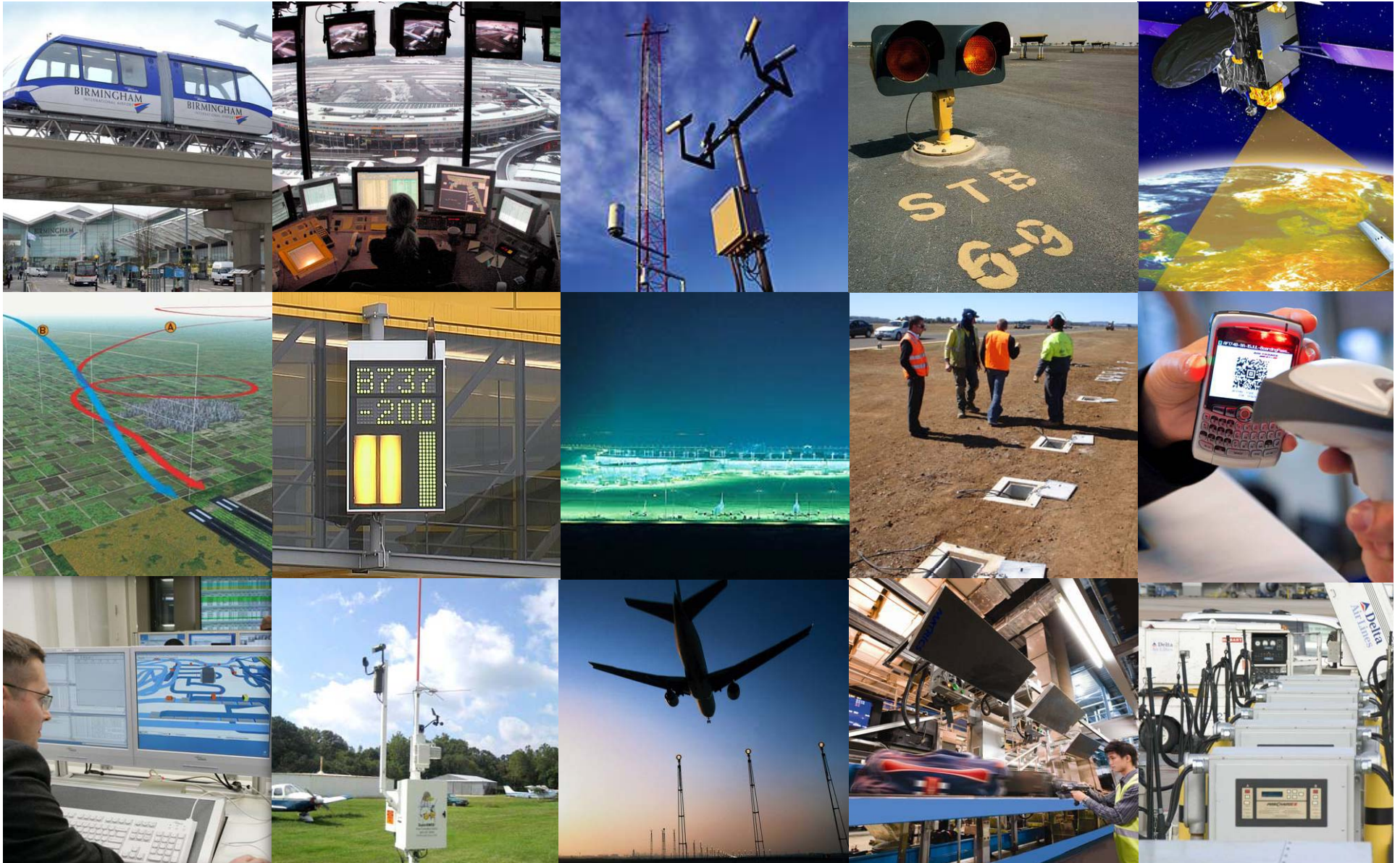
Airports have evolved from ...

... simple infrastructure providers

... to a diversity of ownership models



New technologies improve operational performance





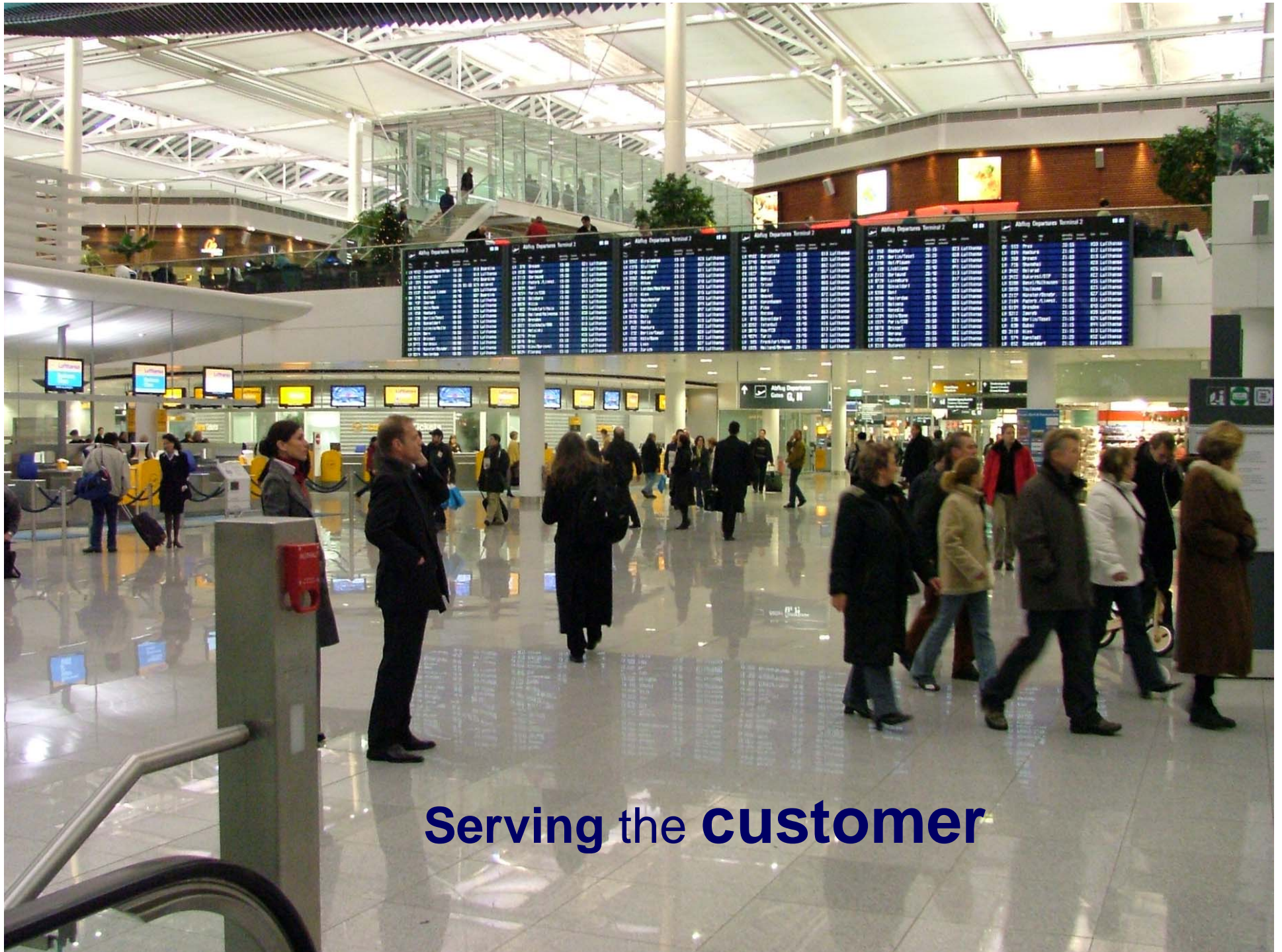
We have not resolved all the issues yet...

...but we are moving in the right direction



Environmental Responsibility





Serving the **customer**



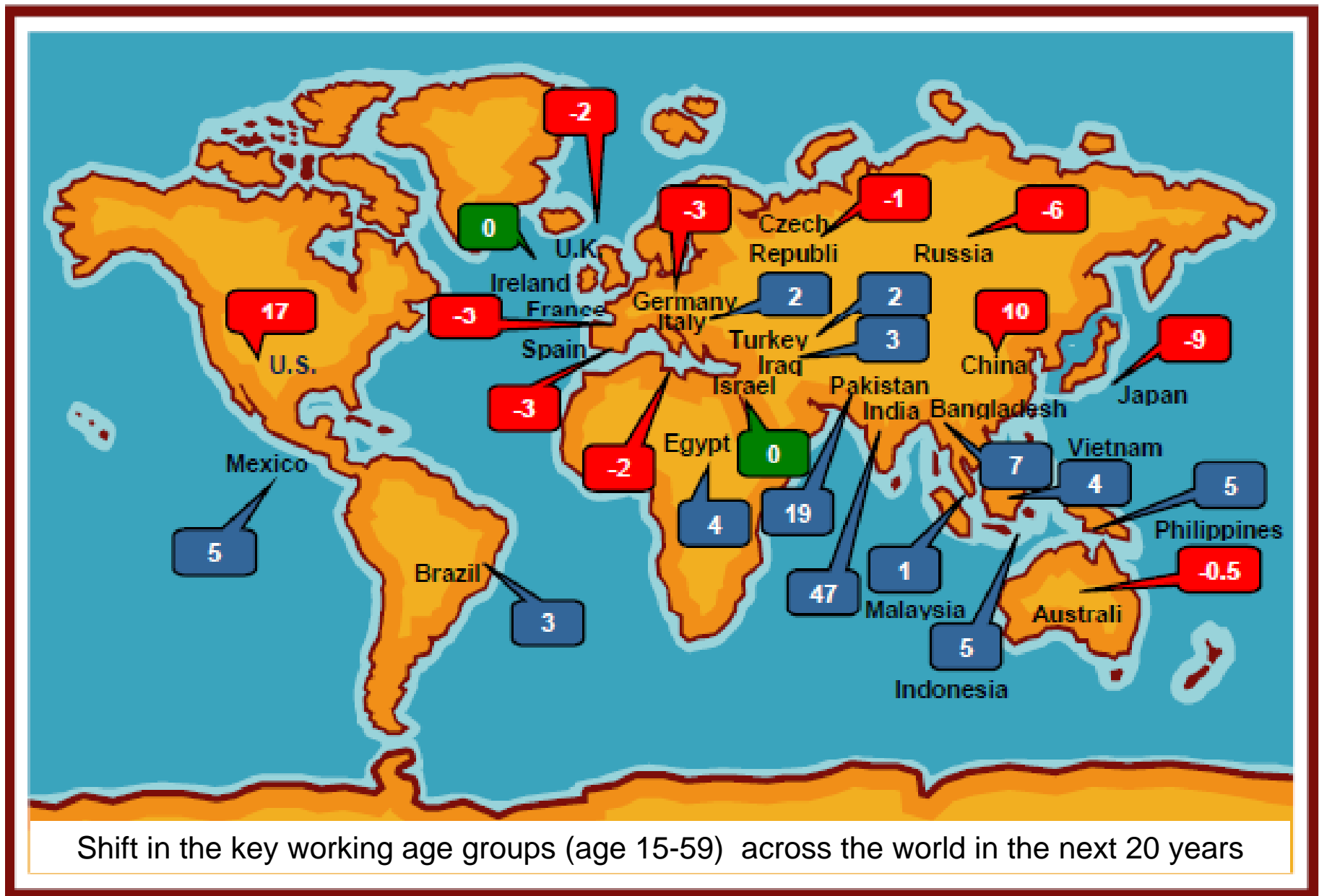
Demand

- Historical data
- Peaks and troughs
- Forecasting shows growth



Source: Accenture research

Where skilled labour will come from in 20 years



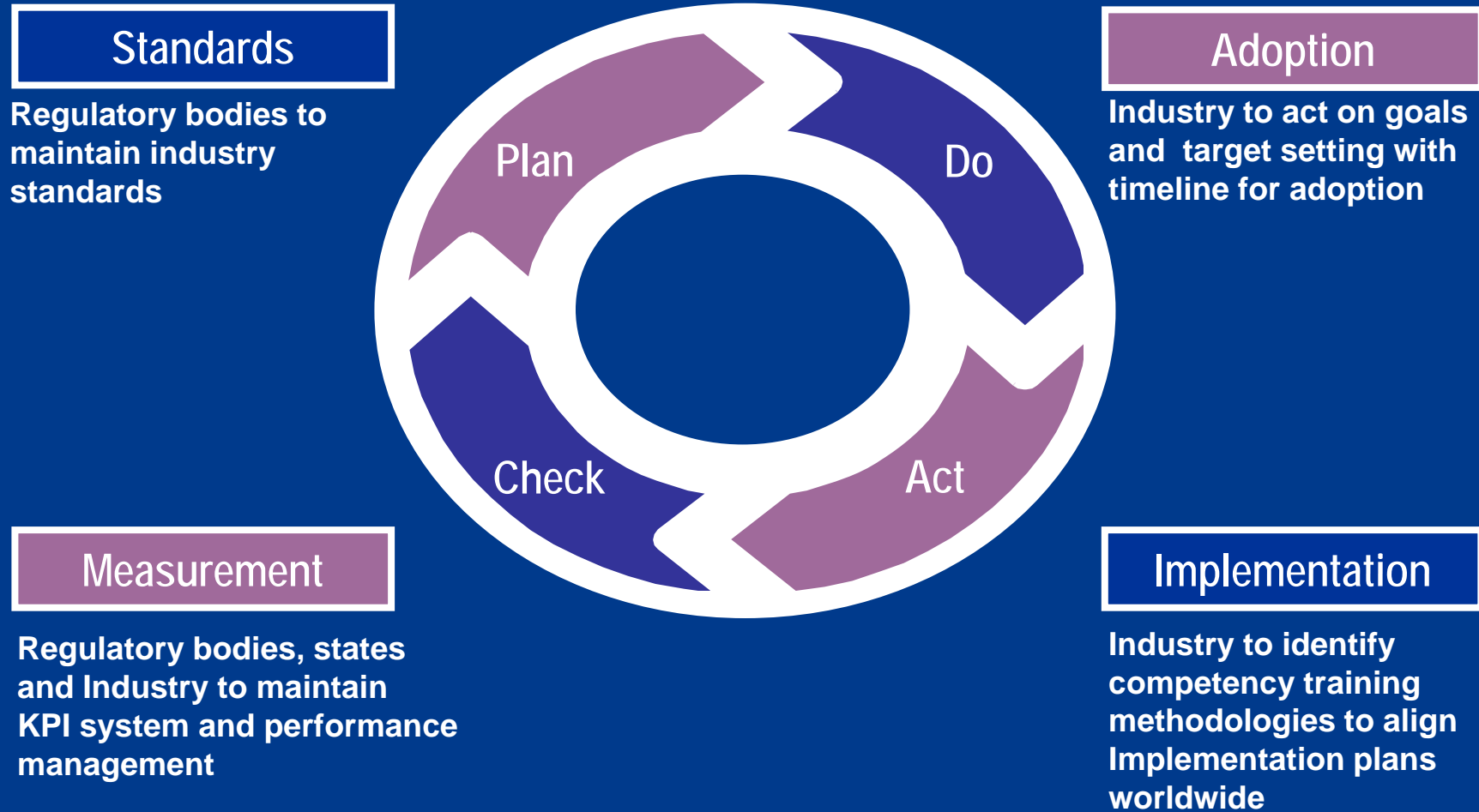
Building the need for consistency

The sense of urgency is present as Human Resources needs are changing:

- The minimum requirements for airports to be successful have evolved and will continue to evolve;
- The skill mix of airports has evolved to multiple competencies for individuals, with a need for accreditation at different levels;
- Airports are creating a new business model of the airport city, where aviation is not the only main player;

Creating an airport career, no longer a profession

Competency adoption Business Model



Building the Master Project Plan

Mobilization

Implementation

Support

Increased efficiencies

Industry and world needs

Connecting people and markets, providing employment, contributing to economic growth...



Airports are committed to make that happen



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