

PROGRAMME AND DIRECTORY



Eighth Symposium
and Exhibition on

ICAO MRTDs, Biometrics and Security Standards

10-12 October 2012

ICAO Headquarters, Montréal, Canada





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2012 MRTD SYMPOSIUM PROGRAMME AND DIRECTORY



10 OCTOBER

DAY 1

WEDNESDAY

07:30 - 09:30



Continental Breakfast

Sponsored by the SICPA



09:00

OPENING OF THE EXHIBITION

09:00**Solutions-Oriented Workshop**

First Floor, Conference Room No. 3

Presentations *(Please note all times are approximate.)***10:00****Entrust, Inc.**

Mr. V.M.V. Kumar, Product Manager, PKI Platform

**SOFTWARE-as-a-SERVICE (SaaS) OPTION
FOR ePASSPORTS**

PKI is at the heart of trust in eMRTD but realizing "return on investment" through international interoperability and validation at domestic border control remains elusive so Entrust can be your partner in these sectors with a suite of Software-as-a-Service options.

10:20**EDAPS Consortium**

Mrs. Nataliia Kochubei, Vice President for International Relations, EDAPS Consortium

**CIVIL REGISTRY SYSTEM —
NATIONAL POPULATION REGISTER**

The presentation describes the solutions performed by EDAPS Consortium for secure, integrated and easily scalable tools to register populations which acts as a basis to broaden important state and humanitarian goals.

10:40**IRIS Corporation Berhad**

Mr. Lew Yung Sing, Director of Corporate Software Services (Malaysia)

AIRLINE PASSENGER VERIFICATION SYSTEM

The Airlines Passenger Verification System (PVS) will equip airlines with the right tools to dramatically improve their efficiency and productivity in passenger and baggage management.

11:00-11:30**Morning Coffee/Refreshment Break**Sponsored by **Datacard Group****Datacard Group**

DAY 1

WEDNESDAY (CONTINUED)

11:30

Crane Micro-Optic Solutions

Mr. Scott Palm, President, Crane Micro-Optic Solutions

**MICRO-OPTICS TECHNOLOGY FOR ID:
OVERVIEW AND RECENT DEVELOPMENTS**

In this presentation, micro-optics technology and its advantages in overt security are reviewed and some new, exciting developments are disclosed.

12:30-14:00

**Lunch**

Sponsored by IRIS Corporation Berhad



10 OCTOBER

DAY 1

WEDNESDAY (CONTINUED)

14:00

OPENING SESSION

Assembly Hall, 4th Floor

Official Welcome:

Mr. Boubacar Djibo, Director, Air Transport Bureau, ICAO

Mr. Furio de Angelis, United Nations High Commission for Refugees (UNHCR) Representative in Canada, Ottawa

SESSION 1:

ICAO MRTD SPECIFICATIONS: REGULATORY FRAMEWORK AND IMPLEMENTATION

15:15-15:45



Coffee / Refreshment Break

Sponsored by Oberthur Technologies



Moderator: Mr. Gary McDonald, Senior Consultant Identiseac, Former Director General, Legislation and International Relations, Passport Canada; and former New Technology Working Group (NTWG) Chair

Results of the High-Level Conference on Aviation Security: Strategic Directions for the Future MRTD Programme

Mr. Jim Marriott, Chief, Aviation Security Branch, ICAO

The HLCAS (September 2012) encouraged ICAO Member States to enhance aviation security by standardizing formats for travel documents, electronic sharing of passenger data while ensuring the protection of passengers' privacy and civil liberties, and to enhance travel document security by participating in the ICAO PKD. The presentation explores the impact of those policy directions on the MRTD Programme, including its strategic framework, outcome-oriented focus and the capacity building dimension.

MRTD Capacity Building: Assistance needs and Agenda for the Future

Mr. David W. Tiedge, Chief, Implementation, Support and Development Section, Aviation Security Branch, ICAO

Implementation and assistance to States in aviation security has gained considerable momentum and been a major area of ICAO's ongoing work. In addition, there have been considerable technical assistance needs related to MRTDs and border controls. The presentation explores current global capacity gaps and challenges, looks into the present and future of ICAO's technical assistance related to MRTDs and border controls, and reflects on the prospects and priorities of enhancing capacity building assistance to Member States.

MRTD and eMRTD Specifications

Mr. Gary McDonald, Senior Consultant Identisecc, Former Director General, Legislation and International Relations, Passport Canada; and former New Technology Working Group (NTWG) Chair

This presentation will provide an overview of ICAO Standards and specifications related to passports, ePassports, visas and identity cards. This will include Annex 9 to the Convention on International Civil Aviation, Standards and Recommended Practices (SARPs), Technical Reports and Doc 9303.

17:00-17:15

Lunch Sponsor's Presentation

17:15-17:30

Reception Sponsor's Presentation

17:30-19:30

Welcome Reception

Sponsored by **Morpho**



11 OCTOBER

DAY 2

THURSDAY

07:30 - 09:00



Continental Breakfast

Sponsored by Toshiba Corporation

TOSHIBA

09:30

Solutions-Oriented Workshop

First Floor, Conference Room No. 3

Presentation

09:30

Morpho

Mr. Herman Hemels, Sales Manager Identity Documents

**DUTCH (e)RESIDENCE PERMIT WITH 3D PHOTO ID®
AND BIOMETRICS**

Application, personalisation and issuance of Dutch residence permits with biometric and executed with the high-end first line security feature 3D Photo ID® by the Dutch Immigration Service.

10:00

SESSION 1:

**ICAO MRTD SPECIFICATIONS:
REGULATORY FRAMEWORK
AND IMPLEMENTATION** (CONTINUED)

Moderator: Mr. Gary McDonald, Senior Consultant Identiseac, Former Director General, Legislation and International Relations, Passport Canada; and former New Technology Working Group (NTWG) Chair

**Are you ready for ePassport? Cost and Benefit
Considerations and Prerequisites**

Mr. Barry Kefauver, ICAO TAG/MRTD expert, International Organization for Standardization (ISO), US

The deployment of ePassports has been very effective. However, it is critical that issuing authorities think carefully through all of the responsibilities that ePassport brings with respect to insuring that the underlying systems that issue these robust documents are worthy of the end results in regard to integrity and security. This presentation covers areas of decision-making needed to take full advantage of ePassports and the tools that they provide.

**The convergence of applications:
Reuse of technical standards across eMRTD,
National ID, and e-Government Programmes**

Mr. Mark Stafford, Infineon Americas, International Organization for Standardization (ISO), US

With the widespread international adoption of the eMRTD as defined in Doc 9303 comes several benefits including interoperability between solutions within the community, and the reuse of national infrastructures for regional identification programmes. This presentation will describe several examples of reusing the Doc 9303 eMRTD specifications for other identification programs, the convergence of e-government programmes with eMRTD, and the alignment activity within the international standardization community to leverage existing eMRTD specifications/infrastructures into other identification applications.

**Implementing the ePassport in Spain:
Lessons Learnt**

Mr. Carlos Gómez, R&D Project Engineer, Fábrica Nacional de Moneda y Timbre Real Casa de la Moneda, Spain

The presentation will outline ten valuable lessons from the implementation of the Spanish ePassport. Sharing this experience will help States that are thinking or are in the process of developing an ePassport issuance programme with ICAO recommendations.

11 OCTOBER

DAY 2

THURSDAY (CONTINUED)

11:00-11:30



Morning Coffee / Refreshment Break

Sponsored by **Hologram.Industries**

H O L O G R A M . I N D U S T R I E S

11:30

SESSION 2:

**THE HUMAN DIMENSION:
TRAVEL DOCUMENTS AND
IDENTITY MANAGEMENT
IN RELIEF OPERATIONS,
INTERNATIONAL DEVELOPMENT
AND HUMANITARIAN
ASSISTANCE**

Moderator: Mr. Steven Griner, Coordinator, Universal Civil Identity Program in the Americas, Organization of American States (OAS)

Documentation, Human Rights and the Promise of Development

Prof. Dr. Brad Blitz, Human and Political Geography, Kingston University, London

While freedom of movement is a fundamental gateway right, in practice the right to travel is dependent on other the realisation of other rights, including the rights to nationality and identity. Yet, often such rights are compromised by the absence of transparent and effective systems of documentation. This presentation explores the relevance of identity and travel documents on developmental outcomes today. It notes that in developing countries and especially in post-conflict situations, levels of registration and the issuing of documents are part of the wider challenge of good governance and

effective public administration. It draws upon empirical studies of formerly undocumented and stateless populations in Bangladesh, Sri Lanka and Kenya to show how the provision of documents impacts on people's well-being and demonstrably improves their livelihood outcomes. In so doing, it makes a case for the importance of documentation for development.

The ICAO-UNHCR Guide for Issuing Machine Readable Convention Travel Documents (MRCTDs)

Ms. Denise Otis, Legal Officer, United Nations High Commission for Refugees (UNHCR)

As many Contracting States of the Refugee and Statelessness Conventions still do not issue MRCTDs, the new ICAO/UNHCR Guide intends to provide the necessary guidance in line with existing ICAO and Convention standards. This presentation will introduce the new MRCTD Guide and focus on Part I that deals with the legal and administrative framework.

12:15-12:30

Sponsor's Presentation

12:30-14:00



Lunch

Sponsored by Gemalto



11 OCTOBER

DAY 2

THURSDAY (CONTINUED)

14:00

SESSION 2:

**THE HUMAN DIMENSION:
TRAVEL DOCUMENTS AND
IDENTITY MANAGEMENT
IN RELIEF OPERATIONS,
INTERNATIONAL DEVELOPMENT
AND HUMANITARIAN
ASSISTANCE** (CONTINUED)

Moderator: Mr. Steven Griner, Coordinator, Universal Civil Identity Program in the Americas, Organization of American States (OAS)

**Technical Specifications for Machine Readable
Convention Travel Documents**

Mr. John Mercer, Senior Associate, Kelly Anderson & Associates, and member of the Implementation and Capacity Building Working Group (ICBWG)

This presentation identifies and elaborates on the specific data elements in the UNHCR Guide for Issuing Machine Readable Convention Travel Documents (CTDs). Although many data elements are the same as for passports, some elements are different, and the resolution of these differences between the ICAO Doc 9303 MRP Standard and the needs of the MRCTD are of special interest.

**The Travel Document of the International Committee
of the Red Cross (ICRC): the Future of a Long-
standing Humanitarian Service**

Mr. Olivier Dubois, Deputy Head, Central Tracing Agency of Protection Division, ICRC

Since 2011, the ICRC has engaged in a dialogue with the ICAO New Technologies Working Group (NTWG), more precisely with a sub-group in charge of setting the standards for the temporary and emergency travel documents. The ICRC hopes that through this dialogue it will be possible to strike a balance between the new ICAO emergency TD guidelines that the ICRC wishes to comply with and a desire to maintain a humanitarian added value of the ICRC TD - in particular flexibility of use in emergencies and decentralized individualization.

The Civil Registry: A neglected dimension of International Development and Security

Ms. Mia Harbitz, Senior Specialist, Inter-American Development Bank

The international development agenda focuses on the reduction of poverty and inequality as well as sustainable growth. At the core of the agenda are improving people's lives and the creation of social capital, but these goals can only be achieved through adequate transactional opportunities for individuals, combined with systems for monitoring and evaluation of representative indicators. Because the civil registry is responsible for both creating a record of a person's identity and providing input to the vital statistics system, its functions are inextricably linked to the development agenda. However, it can be argued that the civil registry has an additional responsibility in guaranteeing the veracity of the certificates they emit.

15:15 - 15:45



Coffee / Refreshment Break

Sponsored by **OVD Kinegram AG**

KINEGRAM

Modernization of Haiti's Civil Registry

Mr. Steven Griner, Coordinator, Universal Civil Identity Program in the Americas, OAS and **Mr. Jean Francois Ruel**, Coordinator, OAS Modernization of Haiti's Civil Registry Project

The Universal Civil Identity Program of the Americas of the OAS Department for Effective Public Management has recently concluded The Modernization of Haiti's Civil Registry System. The project began in 2004 as a voter registration program, eventually creating a database of 5.3 million adult Haitians supported by an Automated Fingerprint Identification System. During the last two years, the Program has focused on addressing the registration of children since an estimated 30 percent of minors do not have a birth certificate. The presentation will detail some of the impediments to birth registration, which financially prohibitive and often prejudicial, especially for single mothers. The OAS has drafted model legislation and suggested some important administrative changes to lay the foundation for a more accessible, transparent and accurate civil registry system in Haiti.

Implementation of United Nations Electronic Laissez-Passer

Mr. Thomas P. Hanley, Chief, Travel and Transportation Section CAS/FCSD, Office of Central Support Services, United Nations

Commencing 15 August 2012, the United Nations launched the electronic Laissez-Passer (e-UNLP). This document is fully compliant with ICAO 9303 standards and henceforth all e-UNLPs will be issued for a 5-year duration only. The e-UNLP is an identity document for UN officials travelling officially around the world and is utilized by a wide range of UN Organizations including Peace-keeping operations, the World Bank, the World Food Programme and the International Atomic Energy Agency - to name only a few. In partnership with eUNLP launch, the United Nations was assisted by ICAO throughout - from RFP design to analysis of technical proposals to product launch. In addition, the United Nations is now a member of ICAO's Public Key Directory (PKD) to exchange PKI certificates and CRLs which validates the e-UNLP with other PKD member states.

Refugees: Identity, Identification and Travel Documents

Mr. José Sandoval, National Director of Refugees, Ecuador

The International Humanitarian Law pledges a series of rights and guarantees, such as the issuing of identification and travel documents, for individuals who need international protection. The Republic of Ecuador is known for having the highest number of refugees in Latin American. As a result Ecuador gives enormous importance to the development and implementation of mechanisms that guarantee that the identification and travel documents are legitimate. This will avoid the fraudulent use of those documents. In summary, this presentation will discuss how to ensure a balance between refugee rights and national and international security.

17:00-17:15

Reception Sponsor's Presentation

17:15-19:30

Cocktail Reception

Sponsored by **EDAPS Consortium**



07:30 - 09:30

**Continental Breakfast**

Sponsored by 3M Company

**10:00**

SESSION 3:

**BORDER CONTROLS:
SECURITY AND FACILITATION
ASPECTS**

Moderator: Mr. David Westgate, Chief Immigration Officer,
National Document Fraud Unit, the United Kingdom (UK)

**Enhancing Border Security and Combating Travel
Document and Identity Fraud**

Mr. David Westgate, Chief Immigration Officer,
National Document Fraud Unit, the United Kingdom (UK)

Border control is all about facilitating the genuine and deterring the fraudulent. This presentation looks at recent examples of security documents that have been compromised and the easy availability of security products. It will also look at what countries can do to enhance their systems and prevent abuse.

**Advance Passenger Information (API) and Passenger
Name Record (PNR) – Challenges and Risks at the
European Union Frontex**

Mr. Ignacio Zozaya, Research Officer, FRONTEX

A lot of successful work has been carried out in the European Union on ABC (Automated Border Checks) which is having a tangible positive impact at the borders, but the gap in Advance Passenger

Information is still significant. Frontex research has found that there are a number of challenges and risks preventing EU Member States from fully exploiting the potential benefits that API and PNR bring for the purposes of border controls. Most notably, API/PNR have failed to deliver the facilitation benefits expected. The reasons behind are essentially insufficient reliability of traveler data forwarded to national authorities, and the practical difficulties in targeting travelers on the basis of this information. These weaknesses are currently being addressed by Frontex in a very practical work plan targeted to unlock facilitation benefits in border checks. This requires a coordinated and practical cooperation scheme with key stakeholders, namely ICAO, IATA, industry and border management authorities. In this presentation Frontex will share its work plan and initiate a working relationship targeted to achieve major goals within a 24 month timeframe.

ICAO Public Key Directory (PKD) – An Overview and Benefits of Joining PKD

Mr. Roman Vanek, PKD Board Chairman, Chief, Division Identity Documents and Special Tasks, Federal Department of Justice and Police, Switzerland

Electronic Machine Readable Travel Documents (eMRTDs) have rapidly become a fact in today's world. ICAO Member States are encouraged to join the ICAO Public Key Directory (PKD) when checking eMRTDs. By making Document Signer Certificates, Revocation Lists and Master Lists easily available, the ICAO PKD has become a powerful tool to enhance border security and the facilitation of cross border travel. The PKD also offers a certificate validation service before the up-load of new certificates to the PKD. This assures that a certificate meets ICAO Doc 9303 recommendations. The compliance of certificates is the corner stone for a worldwide reliable document authentication. Today, over 33 countries have already recognized the benefits of the PKD and have joined it.

**Joining the ICAO PKD:
Taking Full Advantage of being an Active PKD Member**

Ms. Christiane DerMarkar, ICAO PKD Officer

A practical briefing about ICAO PKD operational and administrative matters, including accessing reference materials on the ICAO/PKD Board website, filling in relevant forms and documents (e.g., MoU, Notice of Participation, Notice of Registration), invoices and financial modalities, CSCA Certificate import arrangements, and other related areas.

11:15-11:45



Morning Coffee/Refreshment Break

Sponsored by **Canadian Bank Note, Limited**



Validating 'E' in ePassport at the Border

Mr. R. Rajeshkumar, Chief Executive of Auctorizium Pte Ltd.

ePassports are the most secure of travel documents. Without proper validation of the contents of the chip in an ePassport, the advantages of this increased security are not realized. This presentation will cover the requirements for validation of ePassports at the border and the role of the ICAO Public Key Directory in this validation.

**Trust Management:
PKI Deployment & International Trust**

Mr. Mark Joynes, Director, Product Management,
Government & National Identity Solutions, Entrust

The presentation will provide a comprehensive description of the processes associated with electronic trust in eMRTD that are a function of Public Key Infrastructure (PKI). In addition, the process by which international trust is intended to be established will be discussed, as well as how PKI mechanisms are employed to establish the veracity of eMRTD at border control.

DAY 3

FRIDAY
(CONTINUED)

12:45-13:00

Sponsor's Presentation

13:00-14:00

**Lunch**

Sponsored by Global Enterprise Technologies Corporation

**14:00**

SESSION 4:

EMPOWERING THE MRTD COMMUNITY FOR ICAO POLICY MAKING, AND PREPARING FOR THE 2013 ICAO 38TH ASSEMBLY

DISCUSSION PANEL:

- **Mr. Jim Marriott**, Chief, Aviation Security Branch, ICAO
- **Mr. David W. Tiedge**, Chief, Implementation, Support and Development Section, Aviation Security Branch, ICAO
- **Mauricio Siciliano**, MRTD Officer, Aviation Security Branch, ICAO
- **Mr. Gary McDonald**, Senior Consultant, Identisec; Former Director General, Legislation and International Relations, Passport Canada; and former New Technology Working Group (NTWG) Chair
- **Mr. Barry Kefauver**, ICAO TAG/MRTD expert, International Organization for Standardization (ISO), US

PRESENTATIONS:

- **ICAO in Brief: the Legal and Institutional Framework and ICAO Standards and Recommended Practices (SARPs) and Guidance Materials**

Mr. Mauricio Siciliano, MRTD Officer, ICAO;
and **Mr. Gary McDonald**, Senior Consultant, Identisec, Former Director General, Legislation and International Relations, Passport Canada; and former New Technology Working Group (NTWG) Chair

- **Policy Making at ICAO: the Assembly, Council and its Committees and the role of Permanent Representatives** – TBC
- **Questions and Answer Session**

15:00-15:30

**Coffee / Refreshment Break**

Sponsored by Trüb AG



15:30-15:45

Reception Sponsor's Presentation**Wrap Up and Closing Remarks**

Mr. Barry Kefauver, ICAO TAG/MRTD expert,
International Organization for Standardization (ISO), US

End 16:30

16:30-18:30

Cocktail Reception

Sponsored by Entrust, Inc.



Fourth Floor, Booth Nos. 29 and 30



3M Company



3M Security Systems Division is a trusted partner and industry leader in delivering end-to-end, innovative security solutions to businesses and governments worldwide — helping to ensure the security of people, documents and goods. 3M uses its broadband knowledge, in-depth experience and technological expertise to help solve an array of security challenges. These include brand protection, product security, efficient passenger check-in, secure ID and passport document issuance and hardware and software system solutions for border management.

3M Cogent adds to these capabilities with biometric identification solutions for governments, law enforcement agencies and commercial enterprises. 3M Cogent provides the highest quality identification systems, products and services with leading technology, accuracy and speed.

Contact: **Mr. Neil R. Runte**

E-mail: nrrunte@mmm.com

Website: www.3M.com/SecuritySystems

Fourth Floor, Booth No. 28

Arjowiggins Security



Arjowiggins Security specialises in both digital and physical security for e-ID documents. In addition to our great experience in security paper, we also benefit from more than 15 years of e-ID experience and expertise in high security document, advanced electronic technologies and system solutions.

We offer comprehensive solutions for e-passport applications, either for implementation of first electronic generation or evolution to a second generation. Our team of experts advises, designs and implements the best suited system architecture fitting your needs.

Contact: **Mrs. Marie-Laure Maquaire**

E-mail: marielaure.maquaire@arjowiggins.com

Website: www.security.arjowiggins.com

Fourth Floor, Booth No. 18

Aware, Inc.



Aware, Inc. has been a leader of the biometrics industry since 1992, providing system integrators and OEMs with a comprehensive array of biometrics software for credentialing, access control, law enforcement and border management. We provide SDKs and applications for use on client workstations, as well as Biometric Services Platform (BioSP), a service-oriented application server. These products perform fingerprint, face and iris image autocapture, image quality and compliance assurance, ICAO-compliant data formatting and validation, passport personalization, reading and authentication as well as biometric verification and deduplication.

Contact: **Mr. David Benini**

E-mail: dbenini@aware.com

Website: www.aware.com/biometrics

Fourth Floor, Booth Nos. 33 and 34

Bundesdruckerei GmbH



Berlin-based Bundesdruckerei GmbH is one of the world's leading companies engaged in the development and supply of systems solutions for secure identification applications. In addition to full-scale passport and ID-card systems, the company provides national and international customers with ID documents, high-security cards, document verification hardware, security software along with trust center services.

Bundesdruckerei also produces banknotes, postage and revenue stamps as well as electronic publications. With its subsidiaries: BIS Bundesdruckerei International Services GmbH, D-TRUST GmbH, Maurer Electronics GmbH and INCO Sp. z o.o.; the Bundesdruckerei Group employs a staff of around 2,000 worldwide and generated revenue of EUR 406,3 million in the 2011 financial year.

Contact: **Ms. Sabine Düfer**

E-mail: info@bundesdruckerei.de

Website: www.bundesdruckerei.de

Fourth Floor, Booth No. 6



Canadian Bank Note Company, Limited



More than 80 nations have engaged CBN as their partner for :

- Travel Documents
- Civil Registry Documents
- National ID
- Document Issuing Systems
- Driver Licenses
- Border Management Systems

Through a consultative approach, we develop and deliver tailored solutions that address the unique challenges encountered by our customers.

Contact: **Mr. Dwight MacManus**

E-mail: dmacmanu@cbnco.com

Website: www.cbnco.com

Fifth Floor, Booth No. 46

CardLogix Corporation



CardLogix improves Digital Identity with smart cards and software for the powerful, portable and secure transaction of data and value. CardLogix smart cards make a critical difference in National Identity, ePassports, Healthcare, Transportation and other programs making thousands of everyday transactions safer.

Every level of smart card security is an integral part of CardLogix technology from advanced cryptography to secure printing options. Products include smart cards, smart card Operating Systems, Development Kits, Middleware, Applications and a wide range of companion products from partner companies. CardLogix features a portfolio of partner companies and solutions for a comprehensive MRTD system.

Contact: **Mr. Bruce Ross**

E-mail: sales@cardlogix.com

Website: www.cardlogix.com

SPONSORS AND EXHIBITORS (CONTINUED)

Fifth Floor, Booth No. 43

Crane Micro-Optic Solutions



Crane Micro-Optic Solutions is a technology and component supplier to government ID and currency markets. Our patented MOTION™ technology has been used in banknotes around the world since 2006. We now provide security feature solutions for applications such as Passport and ID cards. Our Micro-Optic security elements are compatible with paper, polycarbonate, PET, Teslin and other substrate materials.

Contact: **Mr. Dave Graves**

E-mail: info@craneoptics.com

Website: www.craneoptics.com

Fourth Floor, Booth Nos. 25 and 26



Datacard Group



Datacard Group helps government agencies and integrators worldwide reduce risk and implement highly secure, reliable and efficient credential programs. Datacard Group has delivered innovative solutions for over 400 ID programs in more than 100 countries, including passports, national IDs, driver's licenses, healthcare and e-government applications.

A deep understanding of industry best practices and standards, along with an open, flexible architecture, ensures security and flexibility for customers. In addition, Datacard Group offers a Secure Issuance Anywhere™ platform, which includes best-in-class personalization hardware, identity management software, supplies and services, providing the most comprehensive identity and credential management solutions available.

Contact: **Ms. Mary Olson**

E-mail: mary_olson@datacard.com

Website: www.datacard.com

Fourth Floor, Booth Nos. 31 and 32



De La Rue

De La Rue's intelligent Government solutions ensure the integrity of every individual's identity, today and tomorrow. A reliable and trusted partner of governments worldwide, De La Rue has implemented over 100 projects in 65 countries in the last six years alone, focussing on the provision of passport, ePassport, national ID, eID, driving licence and voter registration schemes. A specialist identity systems integrator, we pride ourselves on the ability to deliver complete identity solutions with the highest possible levels of end-to-end security.

Contact: **Ms. Victoria Cox**

E-mail: identitysystems@uk.delarue.com

Website: www.delarue.com

Fourth Floor, Booth No. 16

DILETTA ID-Systems



For more than five decades DILETTA has been engaged in the development and production of identity products and security systems for governments and other national institutions. DILETTA offers complete systems for centralized and decentralized personalization of high security travel documents which support all safety criteria, contactless chip technology and machine readable features.

With over 30,000 installations in more than 100 countries we have gathered an amazing expertise and ample experience. Through this worldwide experience DILETTA is adequately equipped to meet your every requirement.

Your competent partner for machine readable passports and e-passports.

Contact: **Mr. Udo R. Nikolai**

E-mail: udo.nikolai@diletta.com

Website: www.diletta.com

SPONSORS AND EXHIBITORS

 (CONTINUED)

Fourth Floor, Booth Nos. 22 and 23



EDAPS Consortium



The EDAPS Consortium is the leader in the development and implementation of ID documents and IT systems. It provides operations and services with its in-house products/solutions while fulfilling unique state and commercial projects. It offers government and state authorities solutions in identity documents, laser engraving for personalizing identification documents, production of highly secure biometric passports, ID cards, electronic government and integrated systems for the registration of individuals.

The Consortium has its own unique technologies in biometrics, issuance of highly protected documents, information systems, lasers, polycarbonates, demetallized holograms, contact/contactless chips, track and trace solutions, excise stamps and comprehensive solutions for preventing counterfeiting and falsification of goods and documents.

Contact: **Mrs. Nataliia Kochubei**

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Fifth Floor, Booth No. 47

Emperor Technology



Established in 1995, Emperor Technology has been developing Secure ID, e-Payment and smart cards technologies over the last 17 years and has drawn on this experience to produce a comprehensive range of products, it is the China's Market Leader in innovative systems and software solutions.

With leading expertise, rich industry experiences, good reputation, strong comprehensive strength, Emperor provides the most cost-effective products, the most suitable overall solution and the most satisfying service. Emperor Technology is your reliable technology partner.

Contact: **Mr. Sean Zheng**

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SPONSORS AND EXHIBITORS (CONTINUED)

Fourth Floor, Booth No. 13



Entrust, Inc.



Entrust provides identity-based security solutions that empower enterprises, consumers, citizens and websites in more than 4,000 organizations spanning 60 countries. Entrust's identity-based approach offers the right balance between affordability, expertise and service. With more than 125 patents granted and pending, these world-class solutions include strong authentication, physical and logical access, credentialing, mobile security, fraud detection, digital certificates, SSL and PKI.

Contact: **Mr. Mike Moir**

E-mail: Mike.Moir@entrust.com

Website: www.entrust.com

Atrium, Booth No. 65

Forensic Technology Inc.



Forensic Technology pioneered automated ballistics identification over 20 years ago and continues to be a leader in ballistics and firearms identification technologies. Partnered with hundreds of public safety agencies in over 60 countries, we provide cost effective services and sustainable solutions that meet the needs of public safety agencies worldwide.

Contact: **Mr. Fernando Carreiro**

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Website: www.forensictechnology.com

Fourth Floor, Booth No. 27

Foster + Freeman



Foster + Freeman are innovators in the design and manufacture of systems for the examination of questioned documents, latent fingerprints, trace evidence and shoe prints.

Established in 1978, Foster + Freeman has become one of the foremost forensic science equipment suppliers in the world, exporting market leading, and in many cases unique products to more than 140 countries.

Contact: **Mr. Richard Evans**

E-mail: sales@fosterfreeman.com

Website: www.fosterfreeman.com

Fourth Floor, Booth No. 1

Gemalto



Gemalto is the world leader in digital security with 2011 annual revenues of EUR 2 billion and more than 10,000 employees, including 1,500 Research and Development engineers.

In the public sector, we help governments, national printers and integrators design and roll-out secure documents and robust digital identity solutions.

Beyond the traditional enrolment, personalization and issuance services, our eGovernment infrastructure and innovative applications will help win citizen's acceptance and boost usage.

A leader in digital identity solutions, we bring our contribution in over 60 government programs worldwide.

Contact: **Mr. Eric Billiaert**

E-mail: Eric.billiaert@gemalto.com

Website: www.gemalto.com

Fourth Floor, Booth No. 21

Giesecke & Devrient



Giesecke & Devrient

The Giesecke & Devrient Group (G&D) is a leading global technology provider with its headquarters in Munich, Germany. Government Solutions is one business unit of the G&D Group and offers high security (electronic) identification and travel documents, tachograph and healthcare cards as well as solutions for document and product authentication.

The company provides expertise extending from consulting and implementation through to the maintenance of identification systems for documents. It also delivers system solutions for data entry, personalization, authentication, application management for e-IDs, and border control in the field of high security documents.

Contact: **Dr. Bernhard Deufel**

E-mail: Bernhard.Deufel@gi-de.com

Website: www.gi-de.com

Fourth Floor, Booth No. 9

Global Enterprise Technologies Corporation



For more than two decades, GET Group has been a world leader in passport and ID issuing solutions, providing state-of-the-art systems utilizing the world's most advanced Toppan digital printers, exclusively provided by GET Group. Governments worldwide are proudly using our systems to issue highly secure passport and ID documents, for both small/large, and centralized/decentralized projects. With a strong international presence, extraordinary resources, and extensive experience, GET Group is well positioned to meet the needs of all clients. GET. Into the future.

Contact: **Mr. Khaled Aziz**

E-mail: kaziz@getgroup.com

Website: www.getgroup.com

Fourth Floor, Booth No. 20

HID Global



HID Global is the trusted source for secure identity solutions for millions of customers around the world. Recognized for robust quality, innovative designs and industry leadership, HID Global is the supplier of choice for OEMs, system integrators and application developers serving a variety of markets. These markets include physical and logical access control, including strong authentication and credential management; card printing and personalization; visitor management systems; highly secure government and citizen ID; and identification RFID technologies used in animal ID and industry and logistics applications.

The company's primary brands include ActivIdentity®, EasyLobby®, FARGO®, LaserCard® and HID®. HID Global has over 2,000 employees worldwide and operates international offices that support more than 100 countries.

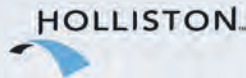
Contact: **Mrs. Monica Nascimento**

E-mail: [mnascimento@hidglobal.com](mailto:mnaissance@hidglobal.com)

Website: www.hidglobal.com

Fifth Floor, Booth No. 42

Holliston LLC



Holliston LLC is the preferred supplier to the passport industry. Holliston LLC offers a broad line of products to fit all needs for the security/passport market. In addition to providing the most utilized cloth materials in the market with Enviromate and SecureMate, Holliston LLC also supplies paper (latex and synthetic fiber reinforced) based materials under the name of DataMate.

Holliston LLC has an exclusive partnership with Applied DNA to bring the first Country specific identification system to the market. Holliston LLC further offers multiple UV and IR prints for added security.

Holliston LLC "THE Passport Covers of Choice".

Contact: **Mr. William Waldron**

E-mail: bwaldron@holliston.com

Website: www.holliston.com

Fourth Floor, Booth Nos. 14 and 15



Hologram.Industries

H O L O G R A M I N D U S T R I E S

Hologram.Industries has over 25 years' experience, a unique know-how and a worldwide presence. It is a Leading Global Provider of high security anti-counterfeiting solutions for documents, products and media content. With a significant worldwide presence, international sales account for 80% of Hologram.Industries revenue (€43 million in 2011).

Seamlessly investing in R&D, the Group has a broad range of expertise and unique know-how organised around several technology divisions focused on developing Solutions to prevent counterfeiting and fraud.

Hologram.Industries markets cover five main user applications:

- Identity documents
- Fiduciary documents
- Vehicle protection
- Web investigations
- Brand protection

Contact: **Mr. Hugues Souparis**

E-mail: sales@hologram-industries.com

Website: www.hologram-industries.com

Fourth Floor, Booth No. 19

IAI industrial systems



IAI supplies advanced passport personalization equipment for centralised and decentralised issuance of passports.

The BookMaster One is a high speed system that turns blank booklets into fully personalized passports. This includes laser perforated security features such as NumberPerf® and ImagePerf® and the verification of applied data. The system has a modular concept; functionalities and throughput can be adapted to customers' needs.

The BookMaster Desk is a manual personalization system for passports with a polycarbonate data page. Functionalities include document identification, chip programming and laser engraving.

IAI's personalization equipment and security features are used in leading documents worldwide.

Contact: **Mr. Will Hospel**

E-mail: info@iai.nl

Website: www.iai.nl

Atrium, Booth No. 64

ImageWare Systems, Inc.



ImageWare Systems is a leading provider of biometric and credentialing software to the aviation sector including the solution the Canadian Air Transport Security Administration uses to issue biometric smartcards at 29 Canadian airports. ImageWare and GCR, Inc. are also developing the new Aviation Credentialing solution being deployed at LAX.

GCR is a multi-disciplinary consulting firm with a focus on the aviation industry delivering solutions to airports for 35 years. GCR's staff utilizes an in-depth understanding of the aviation industry, coupled with technological expertise, to develop and implement comprehensive solutions that address operational complexities in airport and aviation organizations.

Contact: **Mr. Tom Hoyt**

E-mail: thoyt@iwsinc.com

Website: www.iwsinc.com

Fourth Floor, Booth No. 10

IRIS Corporation Berhad



IRIS is the preferred supplier of sustainable products and solutions that benefit the world's citizens – our goal is to continually strengthen our position in the sectors of trusted identification, payment and transportation, food and agro technology, environment and renewable energy, industrialised building systems and sustainable communities. In addition, IRIS has an in-depth understanding in chip standards, in particular ISO7816 and ISO14443 for both Type A and B.

As a leading technology innovator, we are fortifying our core competencies towards value-added innovations that increase efficiency and provide wider international reach.

Contact: **Ms. Oi Lin Chong**

E-mail: linchong@iris.com.my

Website: www.iris.com.my

Fourth Floor, Booth No. 12



Morpho



Morpho brings you the most innovative, complete solutions for high-end biometric passports, ID Cards and the full range of related services.

Morpho continues to launch innovative and secure solutions such as the recent 3D Photo ID. We provide you with a fully compliant, durable and highly secure passport. Our services comprise enrolment and issuance solutions, graphical and electronical personalization of ID documents, data management and distribution.

As the market leader, Morpho has already issued more than 40 million passports with a polycarbonate data page with embedded chip and antenna. The Netherlands, Switzerland, Ireland, Finland, Croatia, Slovakia, Albania, Mauretania, Chile and Panama have already chosen our Passport solution and services.

Contact: **Mr Herman Hemels**

E-mail: herman.hemels@morpho.com

Website: www.morpho.com

Fifth Floor, Booth No. 45

Mühlbauer, Inc.



Mühlbauer is involved in more than 300 ID projects and takes full responsibility with a great number of government and public authorities to introduce innovative ID documents. The solution provider internally develops and produces the entire spectrum of hardware and software systems.

Mühlbauer's customers particularly stand to benefit from 30 years of technology and market know-how ranging from the capturing of personal and biometric data, to the production and personalization of individual ID documents such as ID cards and ePassports, and fully automatic access control systems.

Contact: **Ms. Heike Davis**

E-mail: heike.davis@muhlbauer.com

Website: www.muhlbauer.com

Fourth Floor, Booth No. 2



Oberthur Technologies



Oberthur Technologies is a world leader in the field of secure technologies: systems development, solutions and services for smart cards (payment cards, SIM cards, access cards, NFC...) and for secure identity documents, traditional and electronic (identity card, passport, health care card).

Created in 1984, Oberthur Technologies employs 5,700 employees. With 50 sales offices across five continents, Oberthur Technologies' international network serves clients in 140 countries. With more than 70 program references worldwide, the Identity business line of Oberthur Technologies is in the best position to closely assist its customer in the deployment of ID programs providing turnkey and customized end-to-end system solutions.

Contact: **Mr. Moise Moyal**

E-mail: m.moyal@oberthur.com

Website: www.oberthur.com

Fifth Floor, Booth No. 41

Optaglio s.r.o.



Optaglio s.r.o. provides customised fully synthetically written optical security measures. Our mission is to offer a variety of micro to macro features which clearly demonstrate that we produce the whole spectral range of security microstructures especially for identification documents, banknotes, brand protection and tax stamps. Each hologram mastered by our advanced technology includes graphical details with a resolution of 500.000 dpi or even 2,500.000 dpi for certain forensic applications.

Contact: **Mr. Roman Kmoniček**

E-mail: omar.farghali@optaglio.cz

Website: www.optaglio.com

Fourth Floor, Booth No. 7



OVD Kinegram AG KINEGRAM

OVD Kinegram is the innovative, global leader in the supply of advanced Optically Variable Devices (OVDs) to protect government documents and banknotes. More than 90 countries have placed their trust in the KINEGRAM® security device to protect their high security documents. OVD Kinegram is a Swiss company and a member of the KURZ Group.

The company has accumulated over 25 years of experience in the protection against counterfeiting and maintains close contacts with police forces, customs authorities and internationally reputed security specialists.

Whatever counterfeit-protection needs, OVD Kinegram offers a full range of services: consulting, design, engineering, in-house production, application machines, support as well as after-sales service.

Contact: **Mr. John A. Peters**

E-mail: john.peters@kinegram.com

Website: www.kinegram.com

Fourth Floor, Booth No. 3

Regula Group



Regula is the world leader in supplying border control solutions for questioned documents analysis including:

- specialized hardware for detailed examination and automatic processing and control of MRTDs and other documents;
- software for image processing and storing of received information;
- information reference systems with images and detailed description of passports, ID cards and other documents.

Contact: **Mr. Nikita Kolesnev**

E-mail: mail@regula.by

Website: www.regulaforensics.com

SPONSORS AND EXHIBITORS (CONTINUED)

Fourth Floor, Booth No. 24



SICPA

SICPA is the leading provider of security inks and integrated security solutions that protect most of the world's banknotes, as well as the security documents of over 100 countries, including passports, visas, ID documents and access cards. We are the trusted partner of governments, central banks and security printers, providing cutting-edge technologies to address specific needs in the domain of document security.

Contact: **Mr. Pandelis Papadimitriou**

E-mail: pandelis.papadimitriou@sicpa.com

Website: www.sicpa.com

Fourth Floor, Booth No. 17



SMARTRAC N.V.

Based on technical and operating experience from more than 200 million e-ID products manufactured and supplied to more than 40 electronic identity documents worldwide, SMARTRAC is the global market leader for high quality RFID inlays for e-Passports and National ID Cards.

Our customers benefit from high security production facilities in the United States, Europe and Asia; two active EAL5+ site certificates for production of e-ID products; Security Assurance Certification from NASPO; compliance with international standards (ISO/IEC, ICAO); highest product quality and reliability as well as proven, patent protected technology.

Contact: **Mr. Brian Bender**

E-mail: e-ID@smartrac-group.com

Website: www.smartrac-group.com

Fourth Floor, Booth Booth No. 36

Speed Identity AB

SPEED IDENTITY®

Speed Identity is a leading global provider of solutions for biometric data capture and enrollment. Our systems capture and provide quality assurance for biometric facial images, signatures and fingerprints for passports and other identity documents as well as meeting standards set by ISO and ICAO.

To date, Speed Identity has delivered secure, reliable and user-friendly systems in more than 100 countries worldwide, making Speed Identity the partner of choice for both public and private sectors.

Contact: **Mr. Claes Bohm**

E-mail: claes.bohm@speed-identity.com

Website: www.speed-identity.com

Fifth Floor, Booth No. 44

Suprema Inc.



Suprema Inc. is a leading global provider of biometric recognition and identity management solutions and systems. The company offers a range of products including multi-format ID card/e-passport readers, biometric access control systems, fingerprint modules and fingerprint live-scanners. Suprema has worldwide sales network in over 100 countries and is also a listed company on South Korea's stock market (KOSDAQ).

Contact: **Mr. Martin Kim**

E-mail: sales@supremainc.com

Website: www.supremainc.com

SPONSORS AND EXHIBITORS (CONTINUED)

Fourth Floor, Booth Nos. 4 and 5



Toshiba Corporation **TOSHIBA**

Technology developed by Toshiba makes passports more secure than ever before. By applying 20 years of our engineering success to automatic passport printing, we make the process to print passports more efficient and reliable.

Toshiba exhibits its fully automatic ePassport Printer P460 which is streamlined for mass production. Printing, laminating, encoding and quality assurance are all fully automated. Every process is handled by the printer in an all-in-one system for maximum efficiency.

Contact: **Mr. Mamoru Kimura**

E-mail: idsystem@jsh.toshiba.co.jp

Website: www.toshiba.co.jp/sis/en/index.htm

Fourth Floor, Booth No. 8



Trüb AG



Trüb AG, Switzerland is a national and international leader in the production and personalization of technically secure and high quality identity solutions. Founded in 1859, the company is among the world's leading suppliers of national identity documents such as identity cards, data pages for passports and licences, as well as EMV compliant bank cards, customer loyalty cards and solutions for logical and access.

Over 30 countries on four continents – including Switzerland, the UK, the Czech Republic, Croatia, Estonia, Hong Kong and South Africa, are among the company's governmental clientele.

Contact: **Dr. Urs Fawer**

E-mail: info@trueb.ch

Website: www.trueb.ch

Fourth Floor, Booth No. 11

Vision-Box



Founded in 2001, Vision-Box is the leading provider of automated border control systems and electronic identity solutions using ICAO-compliant standards. Our product portfolio ranges from smart biometric ABC gates, live biometric enrolment stations, document verification kiosks, digital document dispensers and personalization systems to portable and hand held biometric units.

VB-iShield® is a powerful IT-platform that enables the integration of advanced border management systems, digital video management solutions, biometric and biographic search engines and danger management functionalities.

Vision-Box operates automated borders in more than 30 international airports and over 2,000 electronic identity systems in Europe, the Middle East, Latin America and Africa.

Contact: **Mr. Nuno Periquito**

E-mail: nuno.periquito@vision-box.com

Website: www.vision-box.com

Fourth Floor, Booth No. 35

WorldReach Software



WorldReach is an end-to-end provider of consular software management solutions in the form of case management, crisis management, traveler registration and overseas travel document issuance. We provide solutions for Emergency Travel Documents, Overseas Passport Issuance, Electronic Immigration Clearance, and Visa, including Biometric Capture.

WorldReach es un proveedor de soluciones completas de software para servicios consulares tales como manejo de casos, gestión de crisis, registro de viajeros y emisión de documentos de viaje en el extranjero. Proveemos soluciones para Documentos de Viaje de Emergencia (ETDs por sus siglas en inglés), Emisión de Pasaportes en el extranjero, Autorización Electrónica de Inmigración, y Visa, incluyendo Captura Biométrica.

Contact: **Mr. Mark Stoochnoff**

E-mail: mark.stoochnoff@worldreach.com

Website: www.worldreach.com

MEDIA PARTNERS



Airportdata.com

Website: www.airportdata.com



Air Transport News

Website: www.airtransportnews.aero



Air Transport World (ATW)

Website: www.atwonline.com



Authentication News

Website: www.authenticationnews.com



The Biometric Digest

Website: www.biodigest.com



Contingency Today

Website: www.contingencytoday.com



findBIOMETRICS

Website: www.findbiometrics.com



Just4airlines.com

Website: www.just4airlines.com



Keesing Technologies

Website: www.keesingtechnologies.com



Momberger Airport Information

Website: www.mombergerairport.info



Police Oracle

Web: www.policeoracle.com



Security Europe

Website: www.secur.info



Security Technology News (STN)

Website: www.security-technologynews.com



Watermark Magazine

Web: www.vodyanoyznak.ru

SUPPORTING ORGANIZATIONS



Airports Council International (ACI)
Website: www.aci.aero



International Biometric Group (IBG)
Website: <http://www.ibgweb.com/>



The Biometrics Institute
Website: www.biometricsinstitute.org



**International Biometric
Identification Association**
Website: www.ibia.org



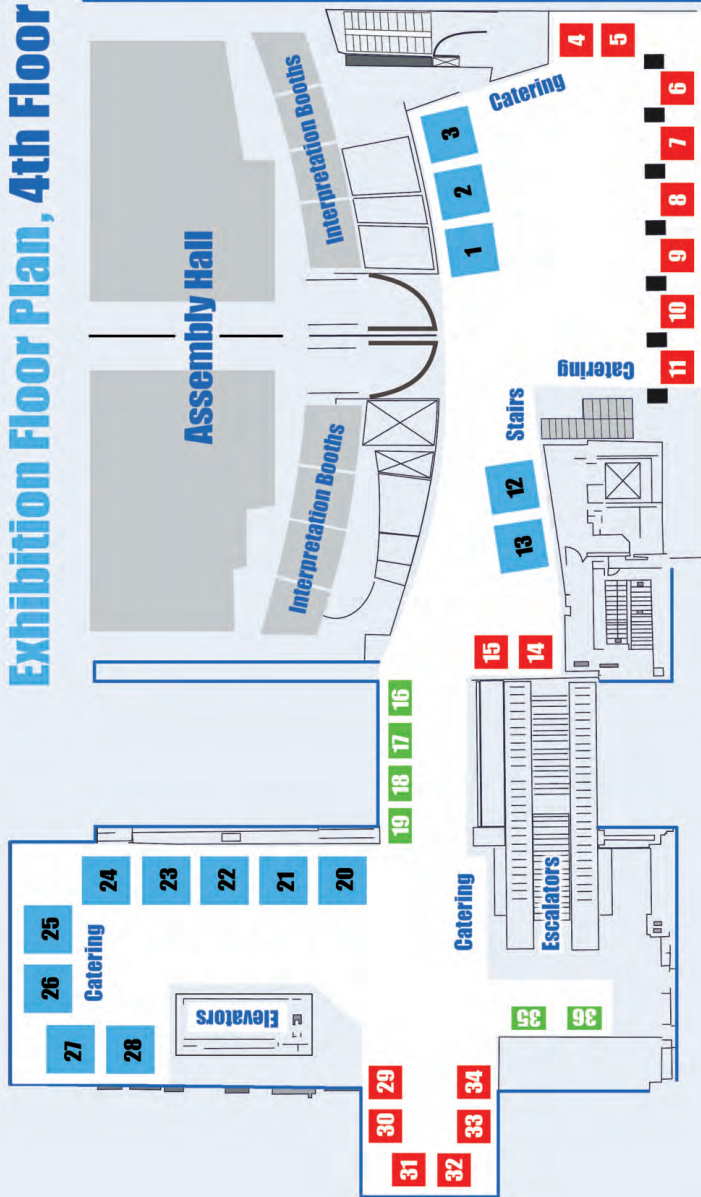
**The International
Air Transport Association (IATA)**
Website: www.iata.org



**The Organization
of American States (OAS)**
Website: www.oas.org

EIGHTH SYMPOSIUM
AND EXHIBITION ON
ICAO MRTD'S,
BIOMETRICS AND
SECURITY STANDARDS

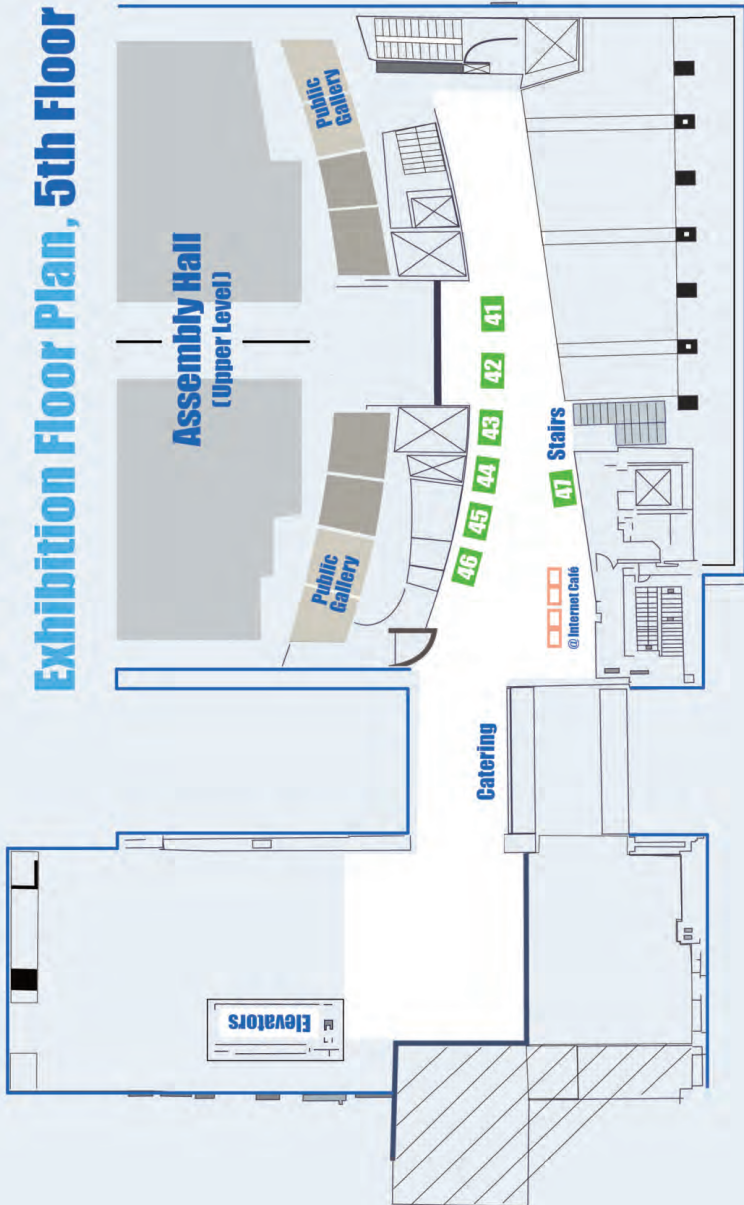
EXHIBITION FLOOR PLAN



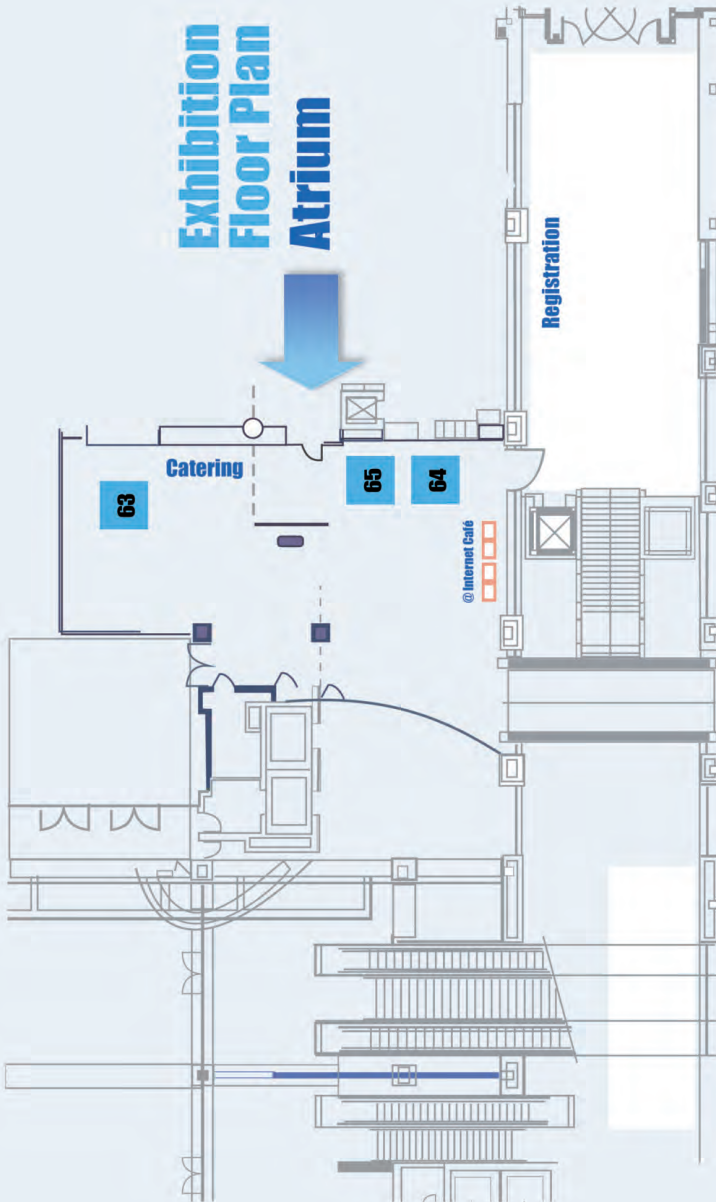
EIGHTH SYMPOSIUM
AND EXHIBITION ON
ICAO MRTD'S,
BIOMETRICS AND
SECURITY STANDARDS

EXHIBITION FLOOR PLAN

(CONTINUED)



EXHIBITION FLOOR PLAN (CONTINUED)

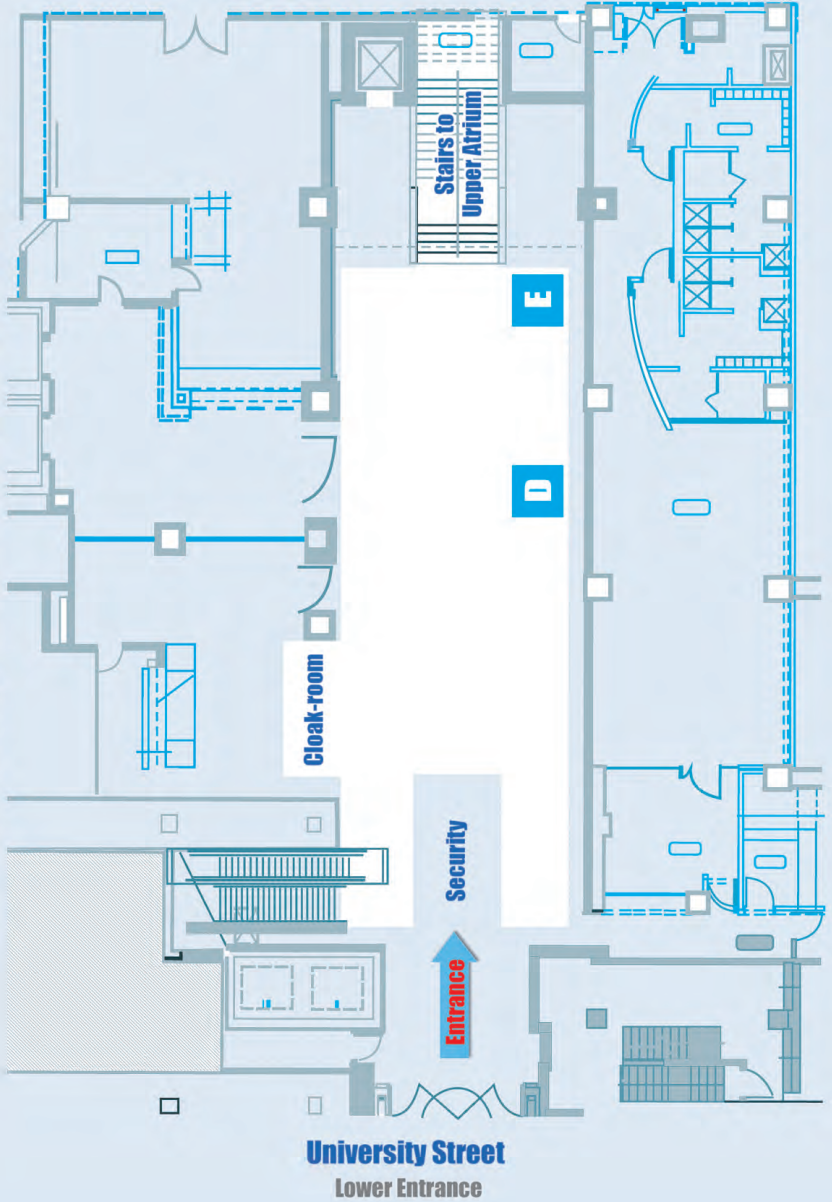


EIGHTH SYMPOSIUM
AND EXHIBITION ON
ICAO MRTD'S,
BIOMETRICS AND
SECURITY STANDARDS

EXHIBITION FLOOR PLAN

(CONTINUED)

VIP Meeting Rooms, Lower Atrium



Fourth Floor

- | | |
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| 1 Gemalto | 20 HID Global |
| 2 Oberthur Technologies | 21 Giesecke & Devrient GmbH |
| 3 Regula Ltd. | 22 EDAPS Consortium |
| 4 Toshiba Corporation | 23 EDAPS Consortium |
| 5 Toshiba Corporation | 24 SICPA |
| 6 Canadian Bank Note Company, Limited | 25 Datacard Group |
| 7 OVD Kinegram AG | 26 Datacard Group |
| 8 Trüb AG | 27 Foster + Freeman |
| 9 Global Enterprise Technologies Corporation | 28 Arjowiggins Security |
| 10 IRIS Corporation Berhad | 29 3M Company |
| 11 Vision-Box, S.A. | 30 3M Company |
| 12 Morpho B.V. | 31 De La Rue |
| 13 Entrust, Inc. | 32 De La Rue |
| 14 Hologram Industries | 33 Bundesdruckerei GmbH |
| 15 Hologram Industries | 34 Bundesdruckerei GmbH |
| 16 DILETTA ID-Systems | 35 WorldReach Software |
| 17 SMARTRAC N.V. | 36 Speed Identity AB |
| 18 Aware, Inc. | |
| 19 IAI industrial systems | |

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- 41** Optaglio s.r.o.

- 42** Holliston LLC

- 43** Crane Micro-Optic Solutions

- 44** Suprema Inc.

- 45** Mühlbauer, Inc.

- 46** CardLogix Corporation

- 47** Emperor Technology

Atrium

- 63** ICAO

- 64** ImageWare Systems Inc.

- 65** Forensic Technology Inc.

Lower Atrium (VIP Meeting Rooms)

- D** SICPA

- E** HID Global

Mark Your Calendar



Regional Seminar on

MRTDs, Biometrics and Border Security

Victoria Falls, Zimbabwe,

27-29 November 2012



For information and registration:

www.icao.int/meetings/mrtd-zimbabwe2012

► REGISTRATION OF PARTICIPANTS

All participants are required to register. Upon registration, participants will be issued an ICAO security pass which will be needed to access the Conference Centre.

► IDENTIFICATION OF PARTICIPANTS AND SECURITY

The ICAO security pass must be visible at all times while on the premises. Security guards have strict instructions not to allow access to the ICAO premises or to the conference rooms to persons not wearing a pass.

Although special care should be taken not to lose these passes, registration personnel will provide replacements upon proper identification.

► MEETING ARRANGEMENTS

LANGUAGES

Facilities for simultaneous interpretation from and into English, French, Russian and Spanish will be available.

PRESENTATIONS

Presentations will be given in the language submitted by the speaker and posted on the MRTD Symposium Web site: <http://www.icao.int/Meetings/mrtd-symposium-2012>.

TECHNICAL SUPPORT

Technical support for the configuration of participants' portable computers will be provided by ICAO's Information Technology staff.

WIRELESS INTERNET ACCESS (WiFi)

Access to a public wireless network is available throughout ICAO's facilities. Using the public wireless network, users with computer equipment compatible with WiFi **802.11b/g/n** will get access to the Internet.

The specification for ICAO's public wireless network is as follows:

Public@Intl. Civil Aviation

Under normal circumstances, users of **Windows 2000** and **XP** will not have to set any special configuration parameters. For technical assistance call **extension 8248**.

SMOKING

Smoking is **not** permitted in ICAO Headquarters.

» **ANCILLARY SERVICES PROVIDED BY ICAO**

LOST AND FOUND

Lost articles should be reported to the office of the Chief, Conference and Office Services Section, telephone **extension 8227**. Any articles found should be handed to the Security Desk.

MEDICAL SERVICES

The **Medical Consultant's office** is located on the **fourth floor, Room 4.25**, telephone extension **8212**. A nurse is on duty from **08:30-16:30** for the duration of the event. If an emergency occurs outside the office hours, the **Social Security and Welfare Unit**, also located on the **fourth floor, Room 4.35.28**, telephone extension **8236** or **8237**, will provide assistance.

Participants seeking medical attention could also obtain information from their hotel management the location of a doctor in their hotel or nearby.

The closest hospital to the ICAO premises is the **McGill University Health Centre**, telephone **514-934-1934**. Ambulance service may be obtained through a doctor or **Urgences-Santé**, telephone **911**.

TELEPHONE SERVICES

The ICAO general telephone number is **514-954-8219**.

Telephones for use within the Organization and for local calls in the Montreal area may be found on each level of the Conference Centre. When calling an extension within the Organization the four-digit extension may be dialled directly. When making a local call outside the building “9” must be dialled before the outside number. The internal telephones located in the Conference Centre cannot be used for direct long-distance calls. Long-distance calling cards may be purchased from the telephone operator on the fourth floor.

The use of cellular phones is prohibited in all conference rooms.

» OTHER SERVICES

BANKING FACILITIES

The following banks are conveniently located relatively close to the ICAO premises:

National Bank of Canada

600 de la Gauchetière West

514-394-4385

Royal Bank of Canada

1 Place Ville-Marie

514-874-7222

Canadian Imperial Bank of Commerce

1155 René-Lévesque West

514-876-2323

TD Canada Trust

500 Saint-Jacques West (corner of McGill)

514-289-0799

CITY BUS AND METRO SERVICES

Public transportation, by bus and metro, is operated as an integrated system within the city limits and transfers may be made at designated points. Individual tickets, as well as one-day and three-day passes, can be purchased in advance at metro stations (not on the bus). All buses are the “pay-as-you-enter” type with exact fare only (no change is given) or a ticket/pass. Route and fare information may be obtained by calling 514-288-6287.

NEWSPAPERS AND MAGAZINES

Indigo Bookstore, located at 1500 McGill College Avenue, off Sainte-Catherine Street, carries a wide range of international newspapers, magazines and other publications, including street maps.

TOURIST INFORMATION

All major hotels provide tourist information on points of interest in Montreal and vicinity, excursions, cultural and sporting events and other activities. **Tourisme Québec**, located at the **Centre Infotouriste** at 1001 Square Dorchester (between Peel and Metcalfe Streets, one street south of Sainte-Catherine Street) offers tourist information for Montreal as well as for the entire province of Quebec.

It can be reached at 514-873-2015 every day from 09:00–17:00 or via its website: <http://www.tourisme.gouv.qc.ca>.

TRANSPORTATION TO PIERRE ELLIOT TRUDEAU INTERNATIONAL AIRPORT

Special bus service from major downtown hotels is available from 05:00–23:00. Arrangements can be made and prices obtained through the hotel management.



ICAO MRTDs, Biometrics and Security Standards



ICAO International Civil Aviation Organization,
Montréal, Canada

PRINTED IN ICAO REPRODUCTION SERVICES

DESIGN: STUDIO IDÉES EN PAGE INC.

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PRINTED IN CANADA

Eighth Symposium and Exhibition on
ICAO MRTDs,
Biometrics and Security Standards



ICAO International Civil Aviation Organization,
Montréal, Canada