

ACI Asia-Pacific Young Executive of the Year 2016



Participate and contribute to innovative solutions to the challenging problems facing our industry!

The challenges that lay ahead in the aviation industry always drive us to rethink the way in which we run our business.

The industry has gone through a number of unprecedented changes over the years. Most of the time our experience can help us cope with these changes, nevertheless, we need innovative ideas to sustain our business in this difficult operating environment and to meet tomorrow's challenges. Many of these innovative ideas might come from the younger generations.

The ACI Asia-Pacific Young Executive of the Year Award (YEA) was established to honor the young and outstanding talents in the Asia-Pacific region. The purpose of the award is to encourage and promote the contribution of innovative ideas and solutions to the current aviation industry issues.

What do the past winner of ACI Asia-Pacific Young Executive of the Year Award say about the award?



Ruzliana Fazila KAMARUDIN

Senior Executive
Human Resources Services
Malaysia Airports Holdings
Berhad
ACI Asia-Pacific Young Executive
of Year 2015

Research Paper: Managing Customer Expectation for Passenger Service at Airport

I am deeply honored to have been selected as ACI Asia-Pacific Young Executive of the Year 2015. The aviation industry has become a dynamic industry that demand all airport management to aggressively going through transformation in keeping pace with the highly competitive environment. We have been persistently amplifying our effort in managing customer expectation as it has become the most important elements to differentiate the success of airport services. By participating in YEA, it has opened up my eyes for the new perspectives of understanding the customer expectation that are crucial for the sustainability of the airport business because the experience is far beyond than providing only world class airport facilities, it's about connecting people and enhancing their lives. I hope that this research paper can serve as reference in our endeavor to continuous success in managing the airport service quality performance. I would like to take the opportunity to express my gratitude to Malaysia Airports and everyone that have put their trust in me and supported me throughout the journey. I hope that YEA will continues to inspire all young airport executives to share their thought to further improve the entire airport ecosystem.

How do I participate?

To enter this competition, you will need to submit a research paper on ONE of the listed topics below. The candidate should be able to provide insightful and structural analysis with detailed observations and extensive research on the issue, demonstrate creativity and innovations to possible solutions, apply the concept in airports in general and show vision towards the future aviation industry. The paper will be assessed based on these criteria as well as writing skills.

Research Paper Topics

Effective collaboration and cooperation among airport stakeholders

Airport operation is complex and involves different agencies, such as immigration, customs, health and quarantine, and terminal management, each with varied objectives. Better understanding of the role and functions of the stakeholders can improve the efficiency of the operation; thus, developing effective collaboration and cooperation can enable the airport to work as a single entity and achieve a more effective and efficient operation.

In the research paper, candidate may:

- analyze the relationship of the airport stakeholders and effective ways of collaboration; and
- propose innovative ideas on improving the cooperation among airport stakeholders.

Promotion of safety culture at airports

Safety has always been considered one of the top priorities in airport operations. Airports have been trying to improve safety by putting in place the required operational processes, human resources and infrastructure. However all these could fail if the organization did not have a good safety culture which has been so elusive to many airport managers. How are we as airport operators doing on fostering a good

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safety culture? What should we do to promote it? What has been lacking, e.g. in the communication and training with our employees and managers?

In the research paper, the candidate should:

- define what a good safety culture is;
- analyze the prevalent safety culture at airports in Asia-Pacific; and
- suggest innovative ways to promote a good safety culture in Asia-Pacific.

Eligibility and Nominations

Entry fee is not required. Each ACI Asia-Pacific airport member in good standing is entitled to nominate ONE candidate for this competition. Each entry must be accompanied by a signed nomination letter from the CEO of the airport supporting the nomination of the candidate.

All candidates should be at or under the age of 35 at the deadline of submission. They should be currently serving in a middle management position at any ACI Asia-Pacific member airports and have a minimum of 2 years working experience in the aviation field.

Deadline and Submission Guidelines

Submission deadline is **4 December 2015, 12:00 noon Hong Kong Time (GMT + 8 hours)**.

All submissions must be in English. The research paper submitted should be **12–15 pages of A4 paper** (Times New Roman 10pt, maximum 15 pages), including references and appendices. All submissions must be in Microsoft® Word.DOC format or PDF file and sent together with the application and recommendation letter via email to young_executive@aci-asiapac.aero by the deadline.

The Winner



The winner will be awarded the prestigious title “**ACI Asia-Pacific Young Executive of the Year 2016**”. He /she will be invited to present the paper at the 11th ACI Asia-Pacific Regional Assembly, Conference & Exhibition, which will be held in Gold Coast, Australia, 18-20 April 2016.

In addition, the winner will be awarded with paid airfare and accommodation to attend the ACI Asia-Pacific Regional Assembly and Conference with a cash reward of US\$1,000 as well as an Airport Management Professional Accreditation Programme (AMPAP) Fellowship. The winner's profile and research paper will be widely promoted and published throughout ACI Asia-Pacific's communication channels.

Confidentiality

ACI Asia-Pacific will not use any material submitted for this competition without the candidate's permission.



For more information, please write to young_executive@aci-asiapac.aero or visit our website at www.aci-asiapac.aero

Panel of Judges

The panel of judges, represented by the ACI Asia-Pacific Regional Board, ICAO and other distinguished aviation experts, will review the entries. We are pleased to have Mr. Emmanuel Menanteau as the Panel Chairperson for this year's competition.

Panel Chairperson

Emmanuel MENANTEAU

CEO
Cambodia Airports
and
Secretary-Treasurer
ACI Asia-Pacific



Emmanuel Menanteau began his career in 1993 at French multinational Company Sextant Avionique where he held a number of positions, first as Sales and Marketing Manager then as the Head of the company's office in India.

In 2001, he joined France's Thales, a world leading company for Defense, Transport and Aerospace systems as Vice-President, Sales and Marketing, based in Singapore (2004 -2010) then in China (2010).

In July 2011, Emmanuel Menanteau was appointed Chief Executive Officer of Cambodia Airports, a subsidiary of VINCI Airports Group (France) holding the concession of the country's network of international airports. He is also in charge of VINCI Airports development activities in South East Asia.

Emmanuel Menanteau is a graduate of the Paris based School of International Relations and Commerce. He is the Chairman of the European Chamber of Commerce of Cambodia and French Trade Advisor.

ACI Asia-Pacific Young Executive of the Year 2016

Tan Sri Bashir Ahmad ABDUL MAJID

Advisor
Malaysia Airports Holdings Berhad
and
Immediate Past President
ACI Asia-Pacific



Tan Sri Bashir Ahmad is the Advisor to the Malaysia Airports Holdings Berhad's Board of Directors. He has been with the Company since 2003 and had served as its Managing Director/CEO for 11 years before assuming his current post. Malaysia Airports is a public listed company and operates KL International Airport and 38 other airports in Malaysia.

He began his career with Malaysia Airlines, Malaysia's national carrier. Over a 29 year period, he served as Director of Corporate Planning, Senior Vice-President of Commercial and eventually Executive Vice-President of the airline.

In 2001 Tan Sri Bashir was appointed as the Aviation Advisor to the Ministry of Transport Malaysia and held the position till his appointment as Managing Director/CEO of Malaysia Airports.

Apart from Malaysia Airports' Main Board and Committees, he also previously sat on the Boards of Hyderabad International Airport, Delhi International Airport (India) and Sabiha Gokcen International Airport (Turkey).

He is the current Immediate Past President of Airport Council International's (ACI) Asia-Pacific Region and also sits on its World Governing Board as Advisor.

Patti CHAU

Regional Director
ACI Asia-Pacific



Patti Chau is the Regional Director of Airports Council International (ACI), Asia-Pacific based in Hong Kong. She has been with the association since 2004.

Patti is responsible for developing and leading the ACI Asia-Pacific region's efforts to enhance member services and grow membership while maintaining the mission of promoting the interests of 99 airport members from 46 countries.

Prior to joining ACI, she was with Vancouver Airport Services (YVRAS) and oversaw the internal auditing and financial activities of the Canadian and international operations at YVRAS. Patti is a Certified General Accountant (CGA) and holds a degree in Finance from Canada.

Arun MISHRA

Regional Director
ICAO Asia & Pacific Office



Mr. Arun Mishra took over as Regional Director of ICAO Asia & Pacific Office in Bangkok on 3rd February, 2014.

Prior to this Mr. Mishra was the Director General of Civil Aviation of India. He has also been the Permanent Representative of India on the Council of International Civil Aviation Organization (ICAO) Montreal from July, 2009 to July 2012.

A member of the Indian Administrative Service (IAS), Mr. Mishra has served it in various capacities for last 27 years. He has occupied several positions of responsibility, both in Provincial and Central Government. These positions were in the field of District Administration, Health &

Family Welfare, Home & Internal Security, Finance, Surface Transport, Cabinet Secretariat, Civil Aviation etc

Craig SHAW IAP

Chief Operating Officer, QAL Services
Queensland Airports Limited
and
Chair, ACI Asia-Pacific HR Committee



Craig Shaw is a professional general manager with 20 years experience in Infrastructure including 15 years in Human Resources Management.

Having joined Queensland Airports Ltd (QAL) Group in September 2008 Craig has overseen the implementation of a broad reaching organizational development strategy with a strong focus on leadership development. In his time with QAL Craig has held the roles of General Manager, Human Resources, General Manager, Corporate Services and now Chief Operating Officer. In addition to a continuing organisational development role, his responsibilities now include the operations of four (4) Airports, QAL's Ground Handling business and new business acquisitions and development. Craig is currently the Chair of the Airports Council International, Asia-Pacific Human Resources Committee, and is also the Secretary of the International Airport Professionals (IAP) Community of Practice.

Prior to joining QAL, Craig was the General Manager of Human Resources in Canterbury Health, New Zealand supporting a workforce of 8000 staff. Craig has held senior roles both in Australia and New Zealand in health, electricity, engineering, local government and owned and managed a chartered accounting practice. Craig's path to the Senior HR roles came largely through the Industrial relations regime with roles as Industrial Relations Manager and Workplace Relations Manager.

Qualifications held include a Bachelor of Business in Human Resources Management, a Masters in Professional Accounting and the International Airport Professional (IAP) designation.

Application Form ACI Asia-Pacific Young Executive of the Year Award 2016



For Internal Reference
Reference no.:

Received Date:

Submission Deadline: 4 December 2015, 12:00noon HK Time

Acknowledgement of Receipt of the application – ACI Asia-Pacific Regional Office will acknowledge the receipt of each entry application by email with a reference number. If you do not receive the entry acknowledgement two days after submitting your application, you are advised to contact the ACI Asia-Pacific Regional Office immediately.

● Candidate Information

Dr.	Mr.	Mrs.	Ms.
Surname		First Name	
Company		Job Title	
Address			
City/Postal Code		Country	
Telephone	Fax	Email	

● Nominator Information (A Signed Nomination Letter from the CEO MUST be submitted)

Dr.	Mr.	Mrs.	Ms.
Surname		First Name	
Company		Job Title	
Telephone	Fax	Email	

● Other Supporting Documents

- Candidates are required to submit the following supporting documents:
 - CV
 - Signed Nomination Letter from the CEO
 - Passport copy
(Personal data collected will be used for the sole purpose of verifying the candidate's eligibility for the program.)

● Entrance Declarations

- I confirm the content of the research paper has not been disclosed previously.
- I agree the research paper being publicized at the discretion of ACI Asia-Pacific.
- I agree that the ACI Asia-Pacific and/ or the Panel of Judges have full authority to make final decisions in all matters in relating to the "ACI Asia-Pacific Young Executive of the Year" Award without obligation to disclose the reasons.

Signature of the Candidate: _____

Name of the Candidate: _____

Date: _____

Company Chop: _____

For enquiries, please contact the ACI Asia-Pacific Regional Office at +852-2180 9449 or email to: young_executive@aci-asiapac.aero