



**GREEN
BOOK**

TRAINING MANUAL FOR REPRESENTATIVES TO ICAO

**Training material for IFATCA representatives to the
International Civil Aviation Organization in Montreal**

Version 3.0 – July 2018

MANUAL

IFATCA is the recognised international organisation representing air traffic controller associations. It is a non-political, not-for-profit, professional body that has been representing air traffic controllers for more than 50 years, and has more than 50,000 members in over 120 countries.

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2	30 July 2015	Incorporates changes from Conference 2015, Sofia. Update finance approval processes to 'Concur'. Incorporate updates to ICAO Doc 7984/5 Directives for Panel Members. Minor editorial amendments. Update addresses of ICAO and IFATCA Office.
3	30 July 2018	General update of the document.
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1. Introduction

- 1.1 This manual is developed as a quick reference guide for IFATCA representatives attending meetings in Montreal. It is not a replacement for existing manuals and policy documents.
- 1.2 IFATCA's participation in ICAO expert groups, including Panels, continues to expand. It is important for our representatives to understand their roles and responsibilities as they participate in these groups on behalf of the Federation. In addition, we recognize that all IFATCA reps are working as volunteers and can encounter difficulties that can interfere with meeting attendance and reports. This manual is designed to assist the representative in understanding the processes involved, including the expectations of both ICAO and the Federation.
- 1.3 There is a distinction between our Global and Regional activities with ICAO. This manual is designed for representatives on expert groups managed by ICAO headquarters in Montréal. Activities managed by ICAO regional offices fall under different procedures for both ICAO and IFATCA. IFATCA volunteers on ICAO regional activities should refer to the respective IFATCA EVP for their region.

2. IFATCA

2.1 SELECTION AND NOTIFICATION

- 2.1.1 Requests from ICAO for IFATCA participation on expert groups are sent to the IFATCA Headquarters in Montreal. The IFATCA Executive Board will determine if there is sufficient justification and resources to support a request for participation. Once the determination is made that IFATCA will participate, the Executive Board will determine how the solicitation for volunteers will be made and what required experience will be required to support the activity.
- 2.1.2 Volunteers are required to submit a current Curriculum Vitae (CV) to the IFATCA Office Manager, as it is a required part of the Federation's response to ICAO. CVs should include a short biography, education and work experience as well as contact details. Once a volunteer is selected by the Executive Board or the relevant Executive Vice President, and notification is sent to the IFATCA Office Manager, the IFATCA Office Manager will provide the formal notification to ICAO.
- 2.1.3 Once selected the Liaison Officer to the ICAO ANC or Regional Vice-President will forward instructions to the representative on how to request access to the ICAO portal, which will allow access to all ICAO documents as well as meeting specific pages. IFATCA representatives are granted this access from ICAO solely for the purpose of supporting their work on the expert group. Representatives are not permitted to reproduce, share, or sell any of the documents in the portal, as they are the property of, and controlled by, ICAO.
- 2.1.4 Furthermore, the Deputy President or delegated Executive Board member will create an email address for the representative. The address will be in the following format: firstname.lastname@ifatca.org. This email address shall be used in all communications with ICAO, ideally. The representative will then be included in relevant email lists (TOC, PLC, etc.) and will be granted access to the Federation's online collaboration tool (Basecamp) and associated projects.
- 2.1.5 In order to prepare and order business cards, the representative will also be required to provide a recent, professional picture.
- 2.1.6 To help its preparation for its first meeting, the Liaison Officer to the ICAO ANC will introduce the representative to the appropriate Technical Officer(s) in ICAO, provide documents to help the representative to get acquainted with ICAO procedures (e.g. IFATCA Green and Coral books, IFATCA TPM, Doc 7984, meeting report template, etc.)
- 2.1.7 A telephone call will also be organized to discuss, namely: the dress code in ICAO, the need to bring a computer, availability of WiFi, security procedures in the building, relation with IFALPA in the panel and informal debriefings, the protocols within the Panel, procedure to submit a WP, DP, IP, the requirement to submit a report after the panel, hotel reservations and claims (via the Office Manager) and interactions with other representatives of the Federation working at ICAO and TOC/PLC committees.
- 2.1.8 The representative will also be introduced to the Office Manager, who will create an account on Concur for claims and travelling requests. The Office Manager will be the point of contact for any questions regarding claims and expenses.

2.2 MEETINGS AND REPORTS

- 2.2.1 It is important to ensure that the IFATCA Office Manager is copied on all reports and working papers to ensure proper recordkeeping for the Federation.
- 2.2.2 IFATCA representatives are expected to submit a report on each meeting to the IFATCA Executive Board through the Liaison Officer to the ICAO ANC and the IFATCA Office Manager within 30 days of the meeting. The representative is also expected to post a copy of its report on Basecamp, unless otherwise coordinated with the Liaison Officer to the ICAO ANC.
- 2.2.3 **It is important to note that reimbursement of expenses claimed will only take place once the meeting report has been received and the claim accepted by the Office Manager.**
- 2.2.4 While attending meetings, representatives are serving as the result of an invitation for the Federation to participate. While they have been selected for their expertise in a given area, the knowledge resources of the Federation remain available. The representative should not hesitate to seek input and advice from the Liaison Officer to the ICAO ANC, EVPs Technical and Professional as well as the TOC, PLC and other teams in addition to referring to IFATCA policies to guide their work.
- 2.2.5 **While their expertise is obviously coming from their respective Member Association and country of origin, representatives should be mindful that they represent the Federation, and not their home State. Furthermore, the policies of the Federation, as contained in the Technical and Professional Manual (TPM) should remain the main source of information when it is required to take position on a given topic. In doubt, representatives should refer to either the Liaison Officer to the ICAO ANC or the Executive Board of the Federation.**
- 2.2.6 Representatives are also subject to ICAO guidelines for meeting participants that are covered under the next section and detailed in ICAO Doc 7984.
- 2.2.7 Representatives shall:
- Prior to the meeting, ensure that the agenda and relevant working papers are coordinated with the Liaison Officer to the ICAO ANC and relevant EVP(s), when required.
 - Actively participate in the Panel, Working Group(s), Study Group(s) or Task Force work on all work items as far as their knowledge permits and seek additional information from IFATCA committees, experts and teams.
 - Propose agenda items in order to promote IFATCA policies, when appropriate.
 - Write working papers on subjects of particular concern to IFATCA. These papers should be circulated within IFATCA (TOC, PLC and/or EB, as appropriate) for comments before they are submitted to ICAO.
 - IFATCA policies should be promoted within the panel as far as possible. If no IFATCA policy exists, the representative should exercise its best judgement with the interest of the international controllers' community in mind.

2.3 REPORTS

- 2.3.1 Representatives have to provide a report in English language within 30 days of all ICAO event attended on behalf of the Federation to the Office (office@ifatca.org) with a copy to the Liaison Officer to the ICAO ANC. A copy should also be uploaded on Basecamp, unless coordinated otherwise. Some reports which are of specific interest and/or importance will be promulgated on the web site for all members to read, so it pays to be diplomatic when mentioning other agencies, organizations, etc. Any less tactful or confidential comment can be sent directly to the Liaison Officer to the ICAO ANC by email or communicated by phone.

2.4 IFATCA FINANCIAL POLICY

- 2.4.1 Any questions regarding the interpretation of IFATCA financial policy should be directed to the Office Manager (office@ifatca.org). The IFATCA policies regarding the financial concerns of the Federation can be found in the IFATCA Administrative Manual, Part 1 Section 2 Article III (Constitution) and Part 2 Section 3 (Administrative Policy) and Guidelines for IFATCA Officers and Representatives (the "Blue Book"). These documents are available online at www.ifatca.org, under the IFATCA NET section. Contact the Office Manager or the Liaison Officer to the ICAO ANC to gain access to this secured section of the website.
- 2.4.2 As policies can change, please ensure you confirm any details with the most current version of the applicable manual.

2.5 ICAO

- 2.5.1 Complete documentation for participants in ICAO panels is contained in ICAO Document 7984/5 – Directives for Panels of the Air Navigation Commission. Below are some specific excerpts relevant to our participation:

2.5 – Duties of panel members

2.5.1 The duty of members is to contribute substantially to the panel's work.

2.5.2 Members are participating in their personal, expert capacity and not acting as representatives of their nominators. Members should therefore express their professional opinions and not established policies or points of view of a State or an international organization.

2.6 – Commitment of nominating States and international organizations

2.6.1 It is important that nominating States and international organizations ensure that their nominees are able to contribute freely and effectively to the panel's work. States and international organizations should thus ensure that their nominees have the resources and capacity required for work by the panel. Expenses incurred by members in the activities of the panel are borne by their nominators.

2.6.2 As members are participating in panel work in their personal and expert capacity, States and international organizations are not committed to the views expressed by their nominees.

7 – Change of Membership

7.1 If a panel member fails to contribute to the work of the panel or fails to attend two consecutive meetings, ICAO may ask the State or international organization concerned whether it wishes to maintain its nominee on the panel. If no reply is received within three months, it will be assumed that the State or organization wishes to withdraw its nominee.

7.2 A State or international organization may propose to replace its existing nominee at any time. The request, which shall include for the new nominee the information required in 2.4.4, will be considered by the ANC.

- 2.5.2 While the representative participates in its expert capacity, the value provided by IFATCA is a global view of issues related to air traffic control. In forming an expert opinion on matters, it is important to consider the diverse views of the profession available to you as well as the policies of the Federation. **The purpose of our participation is to ensure that ICAO standards and recommended practices are suitable for the global ATCO community and do not reflect the view of only one state or region.**

2.6 IFATCA POLICIES AND POSITIONS

- 2.6.1 IFATCA policies can be found in the IFATCA Technical and Professional Manual (TPM). However, as the work of ICAO expert groups is designed to address emerging issues in aviation, there will be many cases where an issue may not yet be covered by IFATCA policy. Maintaining an open dialogue with the relevant IFATCA EVPs, Liaison Officer, Committees and Teams, using IFATCA's email lists and online collaboration tool Basecamp can help to inform your position during your work.
- 2.6.2 It is important to note that a vast expertise is available within the Federation, and it should be used as often as possible. Frequently, issues or challenges posed by Panels and other ICAO groups may be unknown to the representative or outside its field of expertise; however, for most of them, an answer or appropriate advice can be provided by either committee members or the executive board, inter alia. **In other words, representatives should never hesitate to seek opinion from other representatives or members of the Federation.**

2.7 THE ICAO PROCESS

- 2.7.1 The ICAO processes to be used are dictated by the type of document being addressed. As an agency of the United Nations, it is important to remember that the functioning of ICAO is based on treaties with the contracting States, which include an underlying principle of State sovereignty. The process of amending any Standards or Procedures respects this framework.
- 2.7.2 This can make the process seem very slow, but developing standards and recommended practices that can be globally implemented in 192 States is a complex task.
- 2.7.3 The ICAO Council is the political body elected once every three years by the ICAO General Assembly. 36 states are elected to serve on the Council. The Council appoints the 19 Commissioners on the Air Navigation Commission, which serves as the technical body for the Council. Panels are working under the oversight of the Air Navigation Commission, of which the 19 Commissioners are appointed as independent technical experts, and 8 Industry Organizations (Observers) who represent the positions and views of their industry on the Commission. IFATCA serves as the Industry Observer for Air Traffic Controllers. The following figures summarize the main components of the ICAO structure and the Air Navigation Bureau (the component of the Secretariat with which IFATCA interacts the most):

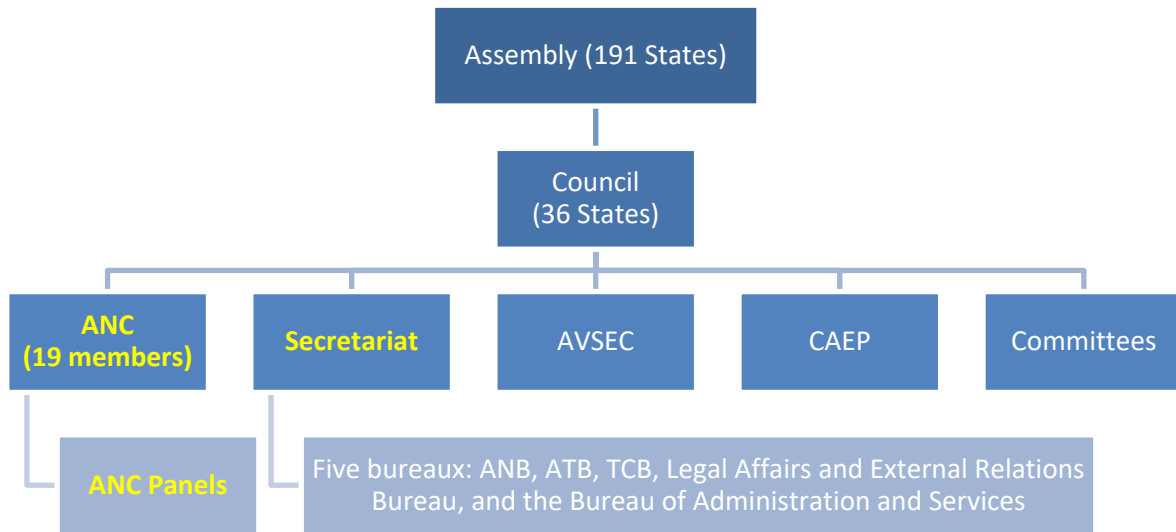


Figure 1 – The structure of ICAO

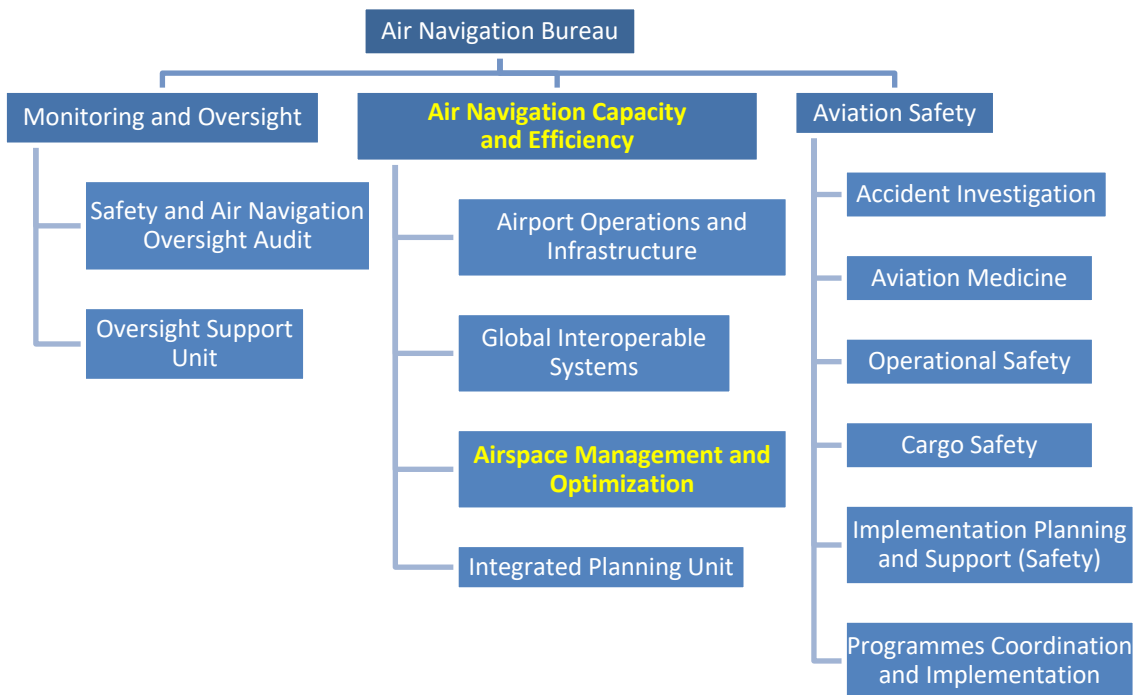


Figure 2 – The structure of the Air Navigation Bureau (ANB)

2.8 ICAO DOCUMENTS

- 2.8.1 ICAO’s document structure dictates how an issue will be handled within the ICAO bureaucracy. The document hierarchy follows:
- 2.8.2 **Chicago Convention** – the governing document of the organization signed by the contracting States (only amendable by the assembly, subject to ratification by the States)
- 2.8.3 **ANNEXES (SARPS)** – 19 topic specific documents (amendable through the formal ICAO process including State consultation and must be approved by the Air Navigation Commission and the ICAO Council. States must file difference if they do not implement)
- 2.8.4 **PANS** – Procedures for Air Navigation Services (amendable through the formal ICAO process including State consultation, approved by ANC under authority of the Council, filing of differences encouraged but not required, but variances are published in State AIP)
- 2.8.5 **Circulars, Manuals and other Guidance Material** – Published and approved by ICAO Secretariat While Circulars are never amended, Documents (Doc XXXX) will be reviewed and updated on a periodic basis.

2.9 ICAO GROUPS

- 2.9.1 ICAO Panels are the most formal of the ICAO groups, but whether you are serving on a Panel, a Work Group, a Study Group, a Task Force or other ICAO working group, your participation is important to the air traffic control profession. In order to participate, IFATCA has been invited by ICAO because our input is critical to the topics on that group’s work programme. In addition, the IFATCA Executive Board has determined that the work of that group is a priority for the Federation. The following figure presents the different Panels of the ANC. Those highlighted in yellow are the ones where IFATCA is represented:

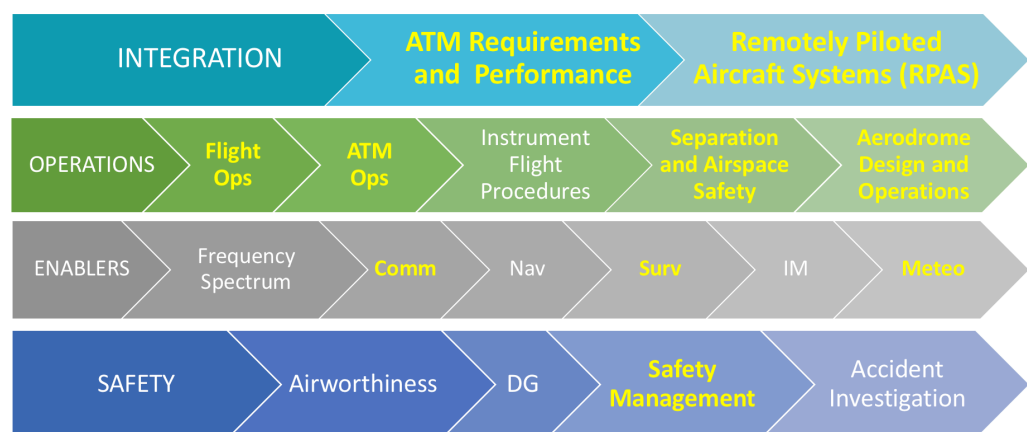


Figure 3 – The ANC Panels

2.10 FLOW OF PROCESS

- 2.10.1 Amendments to Annexes and PANS documents follow a formal process. Understanding this process is important to make the most productive use of IFATCA’s participation. While the representatives on the Panels and expert groups will work to advance IFATCA’s concerns as ICAO provisions are developed, it is important to continue to monitor and advise other representatives of the Federation as the issues progress through the process.
- 2.10.2 On matters related to guidance material (manuals and circulars) the ICAO Secretariat has control over the document and the process. There is no formal State consultation. In this way,

the expert group is the beginning and end of the process for IFATCA. For amendments to ICAO Annexes and PANS, there is a formal process where IFATCA can intervene at different points. Monitoring the issue through the process and ensuring the Federation representatives are aware of the underlying issues and concerns is important to creating effective input for our profession throughout the development of ICAO Standards and Recommended practices. The following figures presents the stages at which IFATCA can influence the standard-making process before and after the preliminary review of a proposal for amendment (PfA) by the ANC:

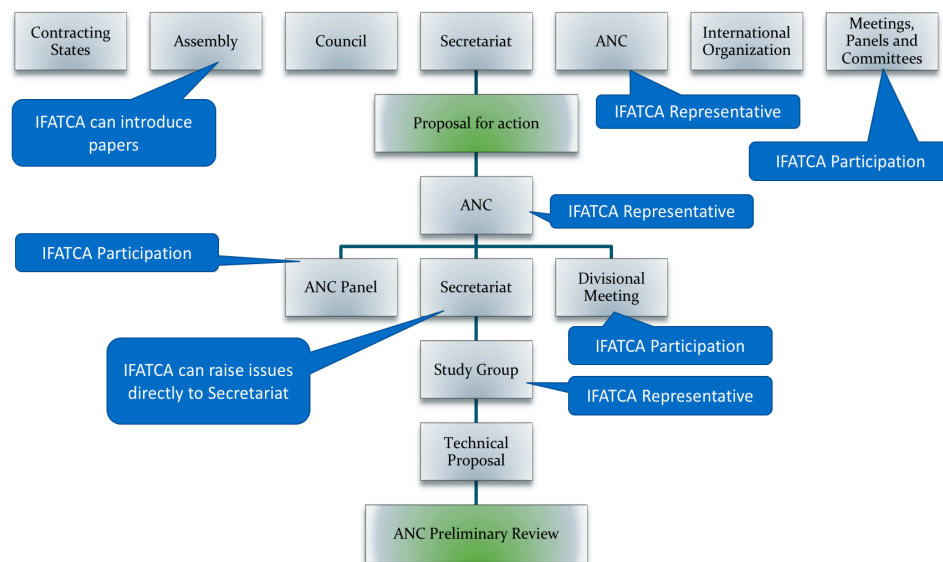


Figure 4 – IFATCA’s influence before the preliminary review

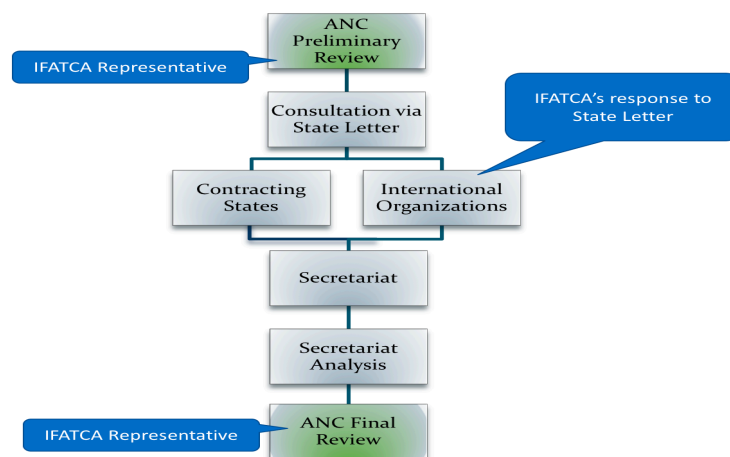


Figure 5 – IFATCA’s influence after preliminary review

2.10.3 This is true for issues that can be perceived as either positive or negative for the profession. Often, there is language included in a proposal that was reached after long and difficult debate in the expert groups and there is an interest in ensuring that the language is protected in order to be of value to the air traffic controller profession. By keeping our representatives on other Panels and expert groups and the Liaison Officer to the ICAO ANC informed of the issue, they are able to monitor the issue as it moves through the process and work to prevent changes that would compromise the issue.

- 2.10.4 Conversely, when the outcome of the expert group does not meet the needs of the ATCO profession, we can utilize our participation at other stages in the process – namely the ANC and State Letter response process – in order to try and modify the proposal to better reflect the concerns of the profession we represent.
- 2.10.5 Once a Panel or expert group has produced a proposal for amendment to an ICAO Annex or PANS, it is sent to the ICAO Air Navigation Commission for review. Only minor changes should be made at this stage. The IFATCA Liaison Officer to the ANC has an opportunity to intervene at this stage of the process. Once the ANC is satisfied with the proposal, a State Letter is drafted. This is the formal process for State consultation. The letter is sent to the Contracting States of ICAO and recognized International Organizations, including IFATCA. The Liaison Officer to the ANC is tasked with monitoring and coordinating IFATCA’s responses to ICAO State letters. The responses to the State letter are consolidated by the ICAO Secretariat who also drafts proposals to address the comments received by States. The State comments, ICAO responses, and any proposed modifications are delivered to the ANC for deliberation. The ANC will review the material and make any necessary modifications to the proposal as a result of the comments provided by States and International Organizations and forward a recommendation to the ICAO Council for adoption. Once the proposal has advanced through this stage, IFATCA has no further opportunity to intervene on the matter.
- 2.10.6 It is important to ensure that the IFATCA State Letter responses and any interventions by the Liaison Officer to the ANC are made with full consideration of the inputs and concerns of our representatives on Panels and expert groups as well as IFATCA policy.

3. ICAO HEADQUARTERS IN MONTREAL

It is important to note that not all ICAO meetings are held at ICAO Headquarters; typically, a Panel or any other expert group will have one meeting per year in Montréal, Canada and possibly another meeting elsewhere. This section of the manual is designed for those meetings that will be held in Montréal and has been crafted for those individuals who have never been to ICAO Headquarters.

3.1 FUNDING

- 3.1.1 Once nominated, the representative will receive a meeting invitation from ICAO for the next meeting, either an email message or a State Letter also transmitted electronically. This letter will contain the dates, times and location of the meeting. The Liaison Officer to ICAO ANC should be informed as soon as possible if the representative can attend the meeting.
- 3.1.2 If the response is positive, a request for funding should be made in Concur; that request will then be approved by the Liaison Officer to the ANC. IFATCA finance policies, including which expenses are covered by IFATCA, limits and reimbursement procedures are contained in the IFATCA guide for officers and representatives (the “Blue Book”). The Federation uses an electronic funding approval system called ‘Concur’; to request access to the system or for any assistance, please contact the Office Manager. Detailed instructions on how to use Concur are contained in the ‘Coral Book’.

3.2 ACCOMMODATION

- 3.2.1 For meetings in Montreal, the IFATCA Office Manager can arrange an hotel reservation for the Federation representatives and has access to IFATCA hotel rates and the tax-free status for the organization. Currently, most of the Federation representatives are staying at the “Square Philips Hotel”, conveniently located just a short walk from ICAO and in the heart of downtown Montréal. However, depending on availability, another hotel may be selected. Coordination for such reservation should be made as soon as possible with the Office Manager at office@ifatca.org.

3.3 TRANSPORTATION

- 3.3.1 Montreal is served by one international airport ‘Montréal Pierre Elliott Trudeau International Airport’, IATA code YUL, located approximately 20 km from the city center.
- 3.3.2 **TAXIS:** taxis from the airport have a flat rate to downtown, which is displayed on a sticker in the window. The taxi queue is located on the arrival level, slightly to the left when exiting the passenger-only area.
- 3.3.3 **UBER:** Uber is available at Montréal Int’l Airport. Wi-Fi is also available for free within the terminal to connect to the App. The designated meeting point is on the departure level (one level above arrivals), outside Door #6.
- 3.3.4 **BUSES:** there is also a very convenient 24 hr. express public bus (named “The 747”) with both luggage racks and free Wi-Fi on board that stops close to most downtown hotels. **For the Square Philips Hotel, leave the bus at Stop #6 – Union Street.** It is a flat rate (as of May 2018, it was 10\$CAD) and includes unlimited rides on the Montreal Metro and Buses for 24 hrs. There are several machines to purchase 747 passes in the airport after you exit customs on the arrival level. Machines take Canadian currency and credit cards. To purchase a pass

directly on the bus, it is exact change in coins only. More information can be found at <http://www.stm.info/english/info/a-747.htm>



Figure 6 – Bus 747 Route



Figure 7 – Montréal Metro

3.4 THE IFATCA OFFICE

- 3.4.1 The IFATCA office is located a few blocks from ICAO at 360 St. Jacques, Suite 2002, on the 20th floor. There is a desk where representatives can work from should they require some office space, and the IFATCA Office Manager can assist with any questions. WiFi is also available, Office Manager will provide login and password on request. To arrange a visit to the office, please contact the office beforehand by phone (+1 514 866 7040) or email to provide some advance notice.

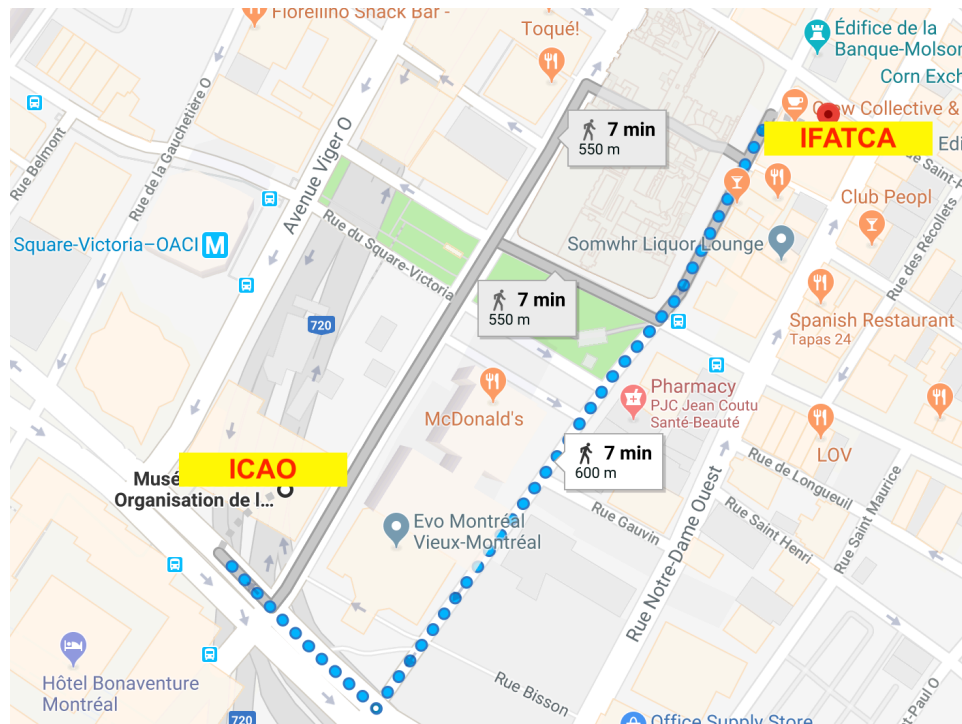


Figure 8 – IFATCA Office from ICAO

3.5 THE MEETING

- 3.5.1 The meeting times and room should be included with the invitation or in a Study Note for the meeting. It is best to arrive early to allow time to go through security and find the Conference Room. The ICAO building is located at 999 Robert-Bourassa Boulevard. When entering the building visitors are required to pass through an airport style screening, following the same rules as an airport security check, and then report to the security desk where a badge will be provided. Please bring a photo ID. This badge will allow for building access for the duration of the meeting, however anytime representatives have to enter the building they are expected to go through the security screening.
- 3.5.2 To find the meeting room, if it is not on the invitation, check the screens in the lobby or ask security. Meeting rooms will have power for laptops and Wi-Fi access, adapters are not provided. No food or drinks are allowed in meeting rooms. For coffee and lunch there is an affordable cafeteria in the building on the 5th floor and several other options nearby (namely: food court of the National Bank, across from ICAO's main entrance, Place Bonaventure, Victoria Place, etc. All of them can be located using Google Maps).



Figure 9 – ICAO from Square Philips Hotel

- 3.5.3 Business dress is appropriate for all meetings in the ICAO building; however, some meetings will elect a more casual option once the session begins.
- 3.5.4 Most meetings of a panel will be conducted as a working group of the whole and will not have interpretation. Study Groups, Task Forces and other groups do not have interpretation services for any meetings, business will be conducted in English. Remember to speak slowly and clearly as some participants may have difficulty understanding English, this will also assist the interpreters if they are present for your meeting. If it is a large room equipped with microphones, remember to activate and use the microphone otherwise you may not be heard, also for any interpreted meetings the microphone must be used.
- 3.5.5 During the meeting each participant has an equal voice, however it is important to remember that ICAO is a diplomatic body and all participants are expected to conduct themselves in a manner that allows all participants to be respected and heard. The exact conduct of each meeting and how people are recognized to speak on an issue is set by the chair of the meeting. As a member of an ICAO expert group, each participant is there to help reach the best solution that can be globally implemented. Good interaction and open dialogue between participants is essential.
- 3.5.6 Also, participants are tasked or volunteer to take the lead on different issues. You are encouraged to take on additional responsibilities; however, it is important to ensure you have the time and resources to follow through before committing to take the lead on an issue.
- 3.5.7 After a meeting, a great deal of work is done via email, particularly in preparation for the next meeting and in completion of open items.

4. Meeting Checklist

4.1 Before you go:

- Get approval for the trip with LO to ICAO ANC, preferably via 'Concur'.
- If the meeting is in Montreal, make your hotel reservation with the IFATCA Office as soon as you have the approval to attend the meeting.
- Download and study working papers before you go. If you do not have access to the ICAO portal, LO to ICAO ANC can assist you.
- Have flight booking and reservation confirmation for hotel printed out (for immigration).
- Don't forget to take IFATCA business cards, IFATCA pin and electronic copy of IFATCA TPM Manual. A copy of the IFATCA Guidelines for Representatives and IFATCA officers ('Blue Book') could also be helpful.
- Study the ICAO Document 7984/5 Directives for Panels of the Air Navigation Commission.
- Study the IFATCA Guide for officers and Representatives ('Blue Book').
- Search the IFATCA Technical and Professional Manual for any policies or information that may be relevant to the tasks of the group you are attending.
- Have the address of your hotel ready to check at which station you should leave the 747 express bus to have the shortest way to walk to your hotel. If staying at the Square Philips, the appropriate stop will be the 6th, "Union St."

4.2 During the meeting:

- Business dress is appropriate for all meetings in the ICAO building; however, some meetings will elect a more causal option once the session begins.
- First day - introduce yourself to the meeting participants already in the room when you arrive and, most importantly, to the ICAO technical officer in charge of the Panel. Be early, it is easier.
- Relax, it is likely that you are not the only new person there.
- In the introductory round in the meeting don't forget to say that you represent the INTERNATIONAL FEDERATION OF AIR TRAFFIC CONTROLLERS' ASSOCIATIONS, as some may be unfamiliar with the term 'IFATCA'.
- Take notes during the meeting - this will help you to write your report for IFATCA.
- Try to recognize names and organizations of other panel members, especially the persons at the head table. Having a good working relationship with the Secretary and Chairman of the meeting will make things easier for you and help you to have influence.
- Have lunch together with some other meeting attendees and liaise as much as you can - many meeting decisions are based on conversations on the floor, in the cafeteria and over lunch.
- Try to find supporters for your position and IFATCA's policies.

- Stay in close contact with the IFALPA representative and, if able, try to sit next to him/her, as we usually have a lot of points in common and similar positions on issues. They are naturally one of our closest alliances.
- Avoid statements in the meeting like "IFATCA policy is" - don't forget, you sit in the panel as a technical expert, and you speak with your technical expertise as a person - even though IFATCA was invited to nominate a member of its organization to be part of the panel work.

4.3 After the meeting

- Try to write your report as soon as possible after the meeting - of course you may use the official meeting report as reference material. Often there will not be a final meeting report available at the time you write your report for IFATCA. So use your notes and your memory, and highlight the issues and discussions, important for IFATCA. Also highlight issues that need the attention of the IFATCA EB or Liaison Officer to ICAO ANC.
- Send your report to the Office Manager and LO to ICAO ANC within 30 days after the meeting.
- Within 30 days after the meeting, submit an expense request in 'Concur', with the original receipts of your expenses.
- If you accepted work for the next meeting, try to do it early and submit any working papers and study notes early to give other members time to study your proposals before the start of the meeting. Nothing is more annoying than late working papers.

5. Checklist for 1st meeting at ICAO

5.1 The following checklist has been designed to help both the LO to the ICAO ANC and the new representative to set everything up in preparation for a first meeting at ICAO:

- Create an @ifatca.org email address;
- Include that email address in relevant groups email lists (TOC, PLC, etc.);
- Create an access to Basecamp;
- Create an ICAO Secure Portal access;
- Add the representative to the insurance list;
- Add the representative to Concur;
- Obtain a CV (2-3 pages max.), and include the @ifatca.org email address;
- Obtain a professional picture;
- Create business cards for the representative;
- Prepare a nomination cover letter;
- Ensure coordination with the ICAO Technical Officer in charge of the Panel/WG/SG/TF and chairperson;
- Provide IFATCA Green, Blue and Coral Books, TPM, Doc 7984 and the meeting report template to the representative;
- Setup a meeting with the new representative to discuss, inter alia: dress code in ICAO, the need to bring a computer, availability of WiFi, security procedures in the building, relation with IFALPA in the panel and informal debriefings, the protocol within the Panel, procedure to submit a WP, DP, IP, report after the panel, hotel reservation and claims (Office Manager), interactions with other reps and TOC/PLC, etc.;
- Notification to IFATCA HQ on Basecamp of the nomination.

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