



canso

Global ATM Operations Conference 2019

10 – 12 April, Langen, Germany

Making Seamless Operations a Reality

ORGANISER



HOST



DFS Deutsche Flugsicherung

Organised by **CANSO**



CANSO – the Civil Air Navigation Services Organisation – is the global voice of air traffic management (ATM) worldwide. CANSO Members support almost 90 percent of world air traffic. Members share information and develop new policies, with the ultimate aim of improving air navigation services (ANS) on the ground and in the air. CANSO represents its Members' views to a wide range of aviation stakeholders, including the International Civil Aviation Organization, where it has official Observer status. CANSO has an extensive network of Associate Members drawn from across the aviation industry.



<http://www.canso.org/>



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Join the discussion
#CANSOOperations19

Be part of the future of air traffic management



With CANSO's Members supporting almost 90 per cent of world air traffic, CANSO is the global voice of air traffic management (ATM). Join today to help shape the future of a safe, efficient and seamless airspace.



Be heard

By governments, regulators
and key stakeholders



Be connected

Build your network through CANSO
events and digital platforms to reach
20,000 people



Be inspired

Take advantage of the
40+ publications online and
160+ presentations per year



Be active

Contribute to industry-defining best
practice and thought-leadership through
CANSO events and workgroups



Be innovative

Showcase how your technology can
help the industry and offer new ideas
to common challenges

canso.org



Hosted by **DFS Deutsche Flugsicherung GmbH**



DFS Deutsche Flugsicherung

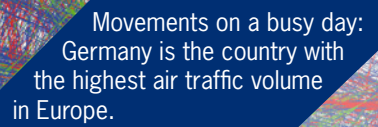
DFS Deutsche Flugsicherung GmbH, the German air navigation service provider, ensures the safe and punctual flow of air traffic over Germany. Around 2,000 air traffic controllers guide up to 10,000 flights in German airspace every day, more than three million movements every year. This makes Germany the country with the highest traffic volume in Europe.

In Germany, military and civil air traffic controllers work side by side. Since 1994, DFS has been responsible for the handling of both civil and military air traffic in peacetime. Only military aerodromes are exempted from this integration.

DFS operates control centres in Langen, Bremen, Karlsruhe and Munich as well as control towers at 16 international airports in Germany. The subsidiary DFS Aviation Services GmbH markets and sells products and services related to air navigation services, and provides air traffic control at nine regional airports in Germany and at London Gatwick Airport and Edinburgh Airport in the UK.

Apart from performing day-to-day activities, DFS compiles flight-related data and uses them in its products and services, such as aeronautical charts, pre-flight information and the development of air traffic management systems, surveillance systems as well as navigation aids. At its Academy, DFS trains a large number of new air traffic controllers every year.

www.dfs.de



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Welcome to the CANSO Global ATM Operations Conference 2019.

FOREWORD BY

Jeff Poole
Director General
CANSO

‘Making seamless operations a reality’ is a huge and continuing task for the ATM industry and is central to our efforts to transform global ATM performance. Importantly, it is what airspace users require. The conference will identify the barriers to seamless operations; look at what CANSO and its Members can do to remove them; and examine the technologies, procedures, training, regulation and political will that are required to achieve seamless airspace.

New technology such as data analysis, SWIM, space-based surveillance, digitisation, automation, artificial intelligence (AI) are all improving the safety and efficiency of airspace. But new technology must be combined with effective collaboration to achieve seamless operations. Collaborative decision-making (CDM) and air traffic flow management (ATFM) are key to smooth and seamless flow and improving capacity.

We must ensure that staff are trained and well-prepared for new technologies and procedures such as automation and AI; and we need to recruit people with the right skills through programmes such as Next Generation of Aviation Professionals. Seamless airspace requires a change in mind-sets, moving from a geographical sector-based approach to one based on systems, with increasing staff mobility.

We cannot achieve seamless airspace by ourselves. Industry partners, international organisations, regulators and States have important roles. They can help harmonise standards, regulations and procedures. Efficient cross-border service provision can be enabled by States adopting a network approach rather than focusing just on national interests.

All these issues will be discussed at the conference and I am pleased we have representatives of all stakeholders to make this a productive week in Langen.

I thank DFS Deutsche Flugsicherung GmbH for kindly hosting the conference as well as our sponsors, Indra Sistemas, Aireon and Thales for supporting the event.

A stylized, handwritten signature in black ink, appearing to read 'Jeff Poole'.

Jeff Poole
Director General
CANSO

PROGRAMME AT-A-GLANCE



MONDAY 08 APRIL 2019

To access the conference venue, DFS Headquarters, all attendees are required to show an identification document (ID). Please bring a passport or driving licence. Please enter the campus via Gate 9 (see map on page 31) to show your ID and collect your guest access pass for the duration of the event.

13:00-13:30

Registration for the CANSO Operations Standing Committee Workgroup and Task Force Meetings – CLOSED SESSION

📍 Gate 9, DFS Headquarters

13:30-17:00

CANSO Operations Standing Committee Workgroup Meetings – CLOSED MEETINGS

📍 Ground Floor, DFS Headquarters



TUESDAY 09 APRIL 2019

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📍 Gate 9, DFS Headquarters

09:00-12:00

CANSO Operations Standing Committee Workgroup and Task Force Meetings – CLOSED MEETINGS

📍 Ground Floor, DFS Headquarters

12:00-13:00

Lunch

Open to participants of the closed meetings only.

📍 Networking Area, Ground Floor, DFS Headquarters

12:00-13:00

Registration for the Industry Associations Workgroup and Task Force Meetings

📍 Gate 9, DFS Headquarters

13:00-17:00

Industry Associations Workgroup and Task Force Meetings – CLOSED MEETINGS

📍 Berlin, Ground Floor, DFS Headquarters



WEDNESDAY 10 APRIL 2019

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Industry Associations Workgroup and Task Force Meetings

📍 Berlin, Ground Floor, DFS Headquarters

12:00-14:00

Lunch

Open to participants of the closed meetings only

📍 Networking Area, Ground Floor, DFS Headquarters

CANSO GLOBAL ATM OPERATIONS CONFERENCE 2019

13:00-14:00

CANSO Global ATM Operations Conference 2019 Registration

📍 Gate 9, DFS Headquarters

14:00-17:30

CANSO Global ATM Operations Conference 2019

📍 Berlin Room, Ground Floor, DFS Headquarters

19:00-22:00

Conference Dinner

There are two departure points for the Conference Dinner. Please meet for an 18:30 departure at DFS Headquarters, Gate 9 or the Mercure Hotel Frankfurt Airport Langen Lobby.

Transport will depart from the Conference Dinner venue at 22:00, returning to the Mercure Hotel Frankfurt Airport Langen at 22:30. If you are staying in Frankfurt, staff will be available to provide direction to your hotel.

📍 Restaurant Drukwasserwerk

Hosted by



THURSDAY 11 APRIL 2019

To access the conference venue, DFS Headquarters, all attendees are required to show an identification document (ID). Please bring a passport or driving licence. Please enter the campus via Gate 9 (see map on page 31) to show your ID and collect your guest access pass for the duration of the event.

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CANSO Global ATM Operations Conference 2019 Registration

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Conference Reception

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19:00-20:30

Tour of Frankfurt

Please meet at DFS Headquarters, Gate 9 for a 18:20 departure to Langen Flugsicherung Station. Staff will be available to guide you to the tour starting point in Frankfurt and at the end of the tour for any assistance required.

📍 DFS Headquarters, Gate 9

Hosted by



FRIDAY 12 APRIL 2019

09:30-12:00

Visit to the European Space Operations Centre (ESOC)

Pre-registration is mandatory in order to participate in this tour.

Please meet at DFS Headquarters entrance DFS Headquarters, Gate 9 for a 09:00 departure. Attendees are required to bring ID to the European Space Operations Centre (ESOC). Please bring a passport or driving licence.

Transport will return from the European Space Operations Centre (ESOC) at 12:00. Coaches will be available to take delegates to Frankfurt International Airport, the Mercure Hotel Frankfurt Airport Langen and DFS Headquarters. Staff will be available to guide you to the coach you require.

📍 European Space Centre (ESOC)

Hosted by



CONFERENCE PROGRAMME



MONDAY 08 APRIL 2019

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Registration for the CANSO Operations Standing Committee Workgroup and Task Force Meetings – CLOSED SESSION

📍 Gate 9, DFS Headquarters

13:30-17:00

CANSO Operations Standing Committee Workgroup and Task Force Meetings – CLOSED MEETINGS

Please note your meeting room will be disclosed when onsite.

📍 Ground Floor, DFS Headquarters



TUESDAY 09 APRIL 2019

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Registration for the CANSO Operations Standing Committee Workgroup and Task Force Meetings – CLOSED MEETINGS

📍 Gate 9, DFS Headquarters

09:00-12:00

CANSO Operations Standing Committee Workgroup and Task Force Meetings – CLOSED MEETINGS

📍 Ground Floor, DFS Headquarters

12:00-13:00

Lunch

Open to participants of the closed meetings only.

📍 Networking Area, Ground Floor, DFS Headquarters

12:00-13:00

Registration for the Industry Associations Workgroup and Task Force Meetings

📍 Gate 9, DFS Headquarters

13:00-17:00

**Industry Associations Workgroup and Task Force Meetings –
CLOSED MEETINGS**

The International Air Transport Association (IATA), International Federation of Air Traffic Controllers' Associations (IFATCA), International Federation of Air Line Pilots' Associations (IFALPA) and CANSO each have workgroups, task forces and committees that bring expertise to operational matters and are instrumental to industry development. In this meeting, each group will discuss their programmes and projects, and explore the potential for coordination, collaboration and harmonisation across the industry.

📍 Berlin Room, Ground Floor, DFS Headquarters



WEDNESDAY 10 APRIL 2019

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08:30-09:00

**Registration for the Industry Associations Workgroup and Task
Force Meetings**

📍 Gate 9, DFS Headquarters

09:00-12:00

Industry Associations Workgroup and Task Force Meetings

To make seamless operations a reality, International Air Transport Association (IATA), International Federation of Air Traffic Controllers' Associations (IFATCA), International Federation of Airline Pilots' Associations (IFALPA), and CANSO will share their findings on potential routes of collaboration, in service of the aviation industry.

📍 Berlin Room, Ground Floor, DFS Headquarters

12:00-14:00

Lunch

📍 Networking Area, Ground Floor, DFS Headquarters

CANSO GLOBAL ATM OPERATIONS CONFERENCE 2019

13:00-14:00

CANSO Global ATM Operations Conference 2019 Registration

📍 Gate 9, DFS Headquarters

14:00-17:30

CANSO Global ATM Operations Conference 2019

📍 Berlin Room, Ground Floor, DFS Headquarters

14:00-14:30

Opening Remarks

- Professor Klaus-Dieter Scheurle, Chairman and CEO, DFS Deutsche Flugsicherung GmbH and Member at Large, Executive Committee, CANSO
- Simon Hocquard, Deputy Director General, CANSO

📍 Berlin Room, Ground Floor, DFS Headquarters

14:30-15:15

Global Solutions to Global Issues

Our keynote speaker has perspectives of the world that only few have seen. In February 2000, for 11 days, Gerhard Thiele participated as mission specialist aboard NASA's space shuttle mission STS-99. The Shuttle Radar Topography Mission (SRTM) was dedicated to creating the first three-dimensional digital mapping of the Earth's surface. He was responsible for SRTM operations, including the deployment and retraction of the flight's radar systems. Thiele was also one of two spacewalking crew members.

Taking from this experience Thiele will describe how putting a complex space programme together requires both a diverse, closely coordinated team working and the latest technology and innovation to overcome challenges and provide efficient solutions, and that the ATM community has much to learn from this. Thiele will also highlight how from outer space airspace has no man-made boundaries, only geographical boundaries, and that seamless transition from one region to another is an approach ANSPs should strive to achieve.

- Gerhard Thiele, Physicist and Former Astronaut, NASA and European Space Agency

📍 Berlin Room, Ground Floor, DFS Headquarters

15:15-16:00

Networking Break

📍 Networking Area, Ground Floor, DFS Headquarters

Bronze Sponsor

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16:00-17:15

How can we make Seamless Operations a Reality?

This top-level panel discussion will offer thought leadership on how we can make seamless operations a reality. What is locking us into current practices? Which scenarios for working together in harmonisation should be explored further? What realistic goals and solutions can help removing silos in the industry in the foreseeable future? Key decision-makers from across the industry share their views in achieving seamless operations.

- Chris Dalton, Chief, Airspace Management and Optimization (AMO) Section, International Civil Aviation Organization (ICAO)
- Jorge Gomez, Vice President, International Sales (Traffic Control Systems), Leonardo S.p.a
- Dr. Pierre Dominique Prümm, Divisional Board Aviation, Fraport AG
- Professor Klaus-Dieter Scheurle, Chairman and CEO, DFS Deutsche Flugsicherung GmbH and Member at Large, Executive Committee, CANSO
- Bakos József, Head of ATS Units, HungaroControl
- Michael Knitter, Member of the Executive Board and Chief Operating Officer, EUROWINGS

Moderator:

Ruby Sayyed, Head of ATM Advocacy, International Air Transport Association (IATA)

📍 Berlin Room, Ground Floor, DFS Headquarters

17:15-17:30

Summary of the Day

- Armin Beirle, Branch Manager Langen Centre, DFS Deutsche Flugsicherung GmbH and Chair, Operations Standing Committee, CANSO

📍 Berlin Room, Ground Floor, DFS Headquarters

19:00-22:00

Conference Dinner

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📍 Restaurant Drukwasserwerk

Hosted by



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08:30-09:00

CANSO Global ATM Operations Conference 2019 Registration

📍 Gate 9, DFS Headquarters

09:00-17:30

CANSO Global ATM Operations Conference 2019

📍 Berlin Room, Ground Floor, DFS Headquarters

09:00-09:15

Opening of the Day

- Armin Beirle, Branch Manager Langen Centre, DFS Deutsche Flugsicherung GmbH and Chair, Operations Standing Committee, CANSO

📍 Berlin Room, Ground Floor, DFS Headquarters

09:15-10:30

Airspace – Is a Seamless Sky Possible?

Global harmonisation of operational standards and procedures is key to improving the safety and efficiency of air navigation service provision. Today, there are a growing number of initiatives destined to revolutionise the way air traffic management will be conducted and help achieve seamless skies, making it more critical than ever for the industry to work together. In this panel, we identify key areas for improvement and discuss the requirements for achieving seamless airspace, illustrated by best practice examples.

- Giancarlo Buono, Safety and Flight Operations Director, IATA
- Thomas Lichter, Deputy Director of iCAS Programme, DFS Deutsche Flugsicherung GmbH
- Thomas Schmid, Director R&D, Rohde & Schwarz GmbH & Co. KG
- John Scull Walker, Senior Partner, The Padina Group
- Ed Wright, Executive Director, HQ Air Force Flight Standards Agency
- Jorge Munir, Manager – Defence and Security, Indra Navia AS

Moderator:

Doug Davis, Director of Airworthiness, Northrop Grumman and Vice Chair, Operations Standing Committee, CANSO

📍 Berlin Room, Ground Floor, DFS Headquarters

10:30-11:15

Networking Break

📍 Networking Area, Ground Floor,
DFS Headquarters

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11:15-12:30

Networks – Can Borderless Operations be Achieved?

Global harmonisation must also include the efficient exchange of data and aviation related information for the benefit of all stakeholders. Harmonisation does not stop at airspace, the same operational standards and procedures for data must be looked at and considered.

This panel will examine what type of data currently exists, and if the way we are managing that data and information exchange helps or hinders seamless skies. Do we have the right data or methods of exchange? Is that data what our users want? What are some of the regional network issues that are causing problems? Can we move into an environment where the network performs at a capability level of the best provider?

- Ralf Bertsch, Director, Planning and Innovation, DFS Deutsche Flugsicherung GmbH
- Greg Byus, Manager, CDM and International Operations, ATCSCC, FAA ATO and CANSO ATFM Workgroup Member
- Sugoon Fucharoen, Senior Air Traffic Management Officer, AEROTHAI
- Steve Pybus, Manager, International Development, NATS
- Dr. Mario Merri, Area Director, MOIMS, European Space Agency
- Pablo Costas, Europe Senior Researcher – SWIM Technical Lead, Boeing
- Razvan Bucuroiu, Head of Network Strategy and Development, EUROCONTROL

Moderator:

Milton Yang, Senior Manager, Product Engineering, Leidos and CANSO Operations Standing Committee Member

📍 Berlin Room, Ground Floor, DFS Headquarters

12:30-13:30

Lunch

📍 Networking Area, Ground Floor, DFS Headquarters

Bronze Sponsor

indra

13:30-15:00

People and Culture – The Essential Link

People are our greatest asset and their work and collaboration is the cornerstone of global harmonisation in aviation. This panel will look at methods to stimulate different stakeholders and professions (ATCOs, engineers, pilots) to work effectively together. It will also examine cultural issues that potentially keep stakeholders from acting as a community and working together. Are there cultural issues causing workplace conflict? Many industries face the same challenges in getting organisations to remove silos and open the doors for collaboration. Can we apply those same models used in other industries to resolve aviation and air traffic management industry cultural issues?

- Ignacio Baca, Executive Vice President Technical, International Federation of Air Traffic Controllers' Associations (IFATCA)
- Miguel Caparros Ruiz, Head of Air Traffic Control Training, FTEJerez
- Boni Dibate, Director Africa Affairs, CANSO
- Florian Guillermet, Executive Director, SESAR Joint Undertaking
- Billy Josefsson, Manager Automation and Human Performance Research and Innovation, LFV

Moderator:

Tanja Grobrotek, Director Europe Affairs, CANSO

📍 Berlin Room, Ground Floor, DFS Headquarters

15:00-15:30

Networking Break

📍 Networking Area, Ground Floor, DFS Headquarters

Bronze Sponsor

indra

15:30-17:15

Workshop: Taking Discussions into Action

In this workshop, we will explore and identify the actions that can be taken towards finding solutions for the issues raised during the previous discussions on achieving a seamless sky, creating borderless operations and collaborating through cultures and organisations.

Workshop Leader:

Paul Fallow, Head of Service Delivery, Airways New Zealand

📍 Berlin Room, Ground Floor, DFS Headquarters

17:15-17:30

Closing Remarks

- Armin Beirle, Branch Manager Langen Centre, DFS Deutsche Flugsicherung GmbH and Chair, Operations Standing Committee, CANSO

📍 Berlin Room, Ground Floor, DFS Headquarters

17:30-19:00

Conference Reception

📍 Networking Area, Ground Floor, DFS Headquarters

19:00-20:30

Tour of Frankfurt

Discover the city of Frankfurt on this 90-minute historical tour. See the Old Town Centre (known as Römerburg) and iconic landmarks including Frankfurt Cathedral as you are led through the diverse districts of the city.

Please meet at DFS Headquarters, Gate 9 for a 18:20 departure to Langen Flugsicherung Station. Staff will be available to guide you to the tour starting point in Frankfurt and at the end of the tour for any assistance required.

Hosted by





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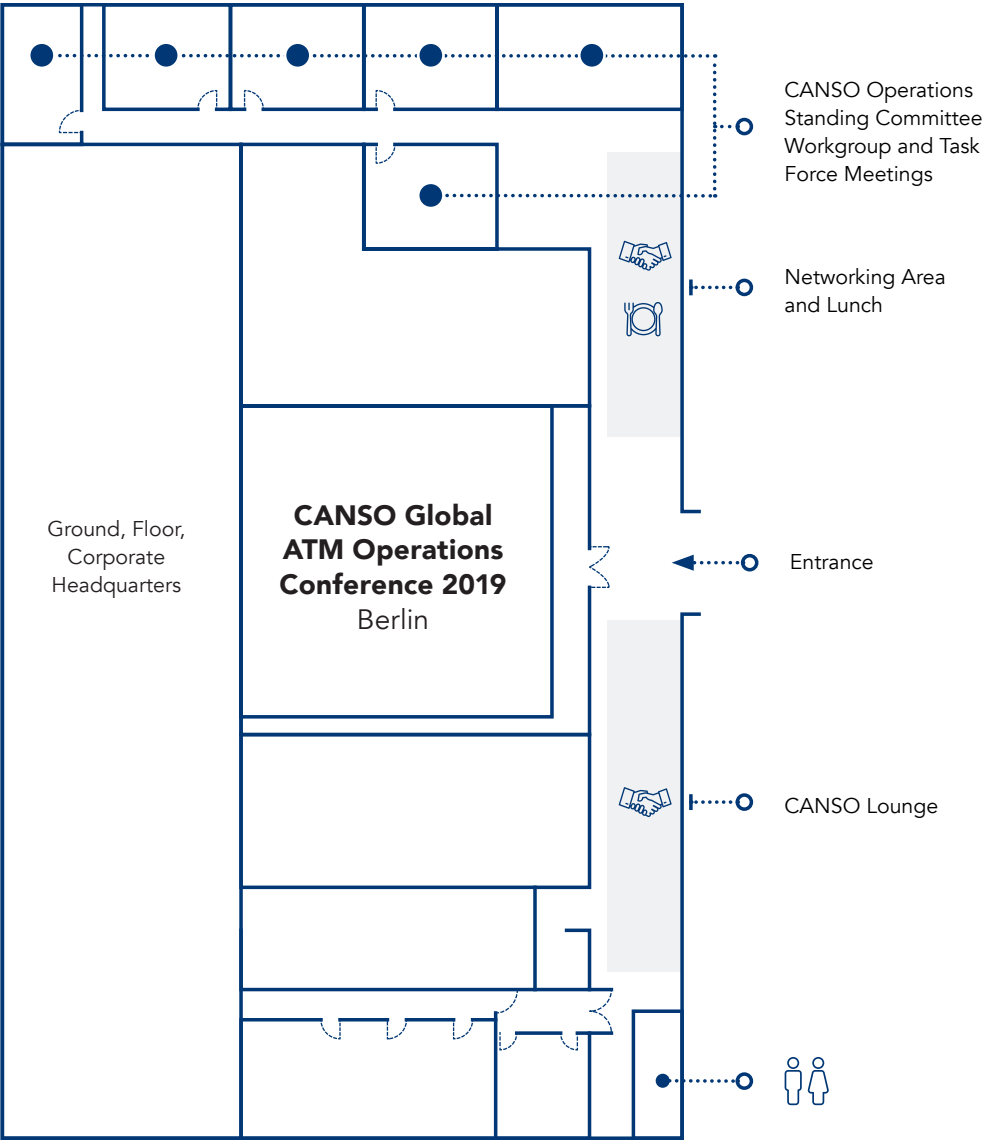
📍 European Space Centre

Hosted by



DFS Deutsche Flugsicherung

FLOOR PLAN



SPONSORS

Bronze Sponsor

The Indra logo is displayed in a bold, dark blue, sans-serif font.

Contact Information

+34 91 48 05 00 0
infoatm@indracompany.com
indracompany.com

Indra is one of the leading global technology and consulting companies, and the technological partner for core business operations of its customers world-wide. In ATM, we have over 100 years' experience creating skies together with our clients. As global player, we develop innovative solutions that guarantee safe, efficient and profitable flights, in the most difficult contexts, with constantly increasing traffic. Indra's Air Solutions cover automation, communication, navigation, surveillance and aeronautical information, providing country-wide systems on a turnkey basis. Our technology is operational in 160 countries and over 4.000 installations. Indra invests over €200 million per year in R&D and plays a leading role in SESAR.

Beyond ATM, we are a world leader in providing proprietary solutions in specific segments in T&D markets, and the leading firm in Digital Transformation Consultancy and IT in Spain and Latin America.

Sponsor



Contact Information

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info@aireon.com
aireon.com

Aireon is deploying a space-based air traffic surveillance system for Automatic Dependent Surveillance-Broadcast (ADS-B) equipped aircraft throughout the entire globe. Aireon will harness next-generation aviation surveillance technologies that are currently ground-based and, for the first time ever, extend their reach globally to significantly improve efficiency, enhance safety, reduce emissions and provide cost savings benefits to all stakeholders. Real-time ADS-B surveillance will cover oceanic, polar and remote regions, as well as augment existing ground-based systems that are limited to terrestrial airspace. In partnership with leading ANSPs from around the world, like NAV CANADA, Iridium Communications, ENAV, NATS, the Irish Aviation Authority (IAA), and Naviar, Aireon will have an operational, global, space-based air traffic surveillance system in early 2019.

Lanyard Sponsor



Contact Information

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marketing@thalesgroup.com
thalesgroup.com

The people we all rely on to make air travel safe and efficient rely on Thales. Thales is a global leader in air traffic management, designing, delivering and supporting the aviation systems that keep our skies running. Our advanced technologies and ground-breaking innovations deliver solutions that are continually adapting to the ever-changing needs of the aviation industry. With engagement in all major ATM modernization initiatives, NextGen, ICAO ASBUs, and SESAR, Thales focuses on international harmonization. Our strong involvement in these initiatives, and the alignment of our product roadmaps, ensures that our solutions have been extensively tested, certified and validated.

FORTHCOMING CANSO EVENTS



Asia Pacific Conference

📍 Fukuoka, Japan 📅 21-23 May

Hosted in one of the world's busiest air transport regions, this is the one event in the year that unites senior ANSP executives, colleagues and suppliers from across the region.

- ✓ 2.5 days
- ✓ 150+ delegates
- ✓ 67% ANSPs
- ✓ 29 countries



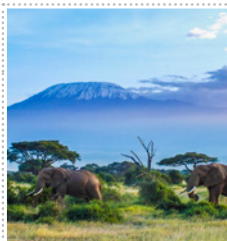
Global ATM Summit and AGM

📍 Geneva, Switzerland 📅 17-19 June

CANSO brings together global leaders from across the aviation industry to discuss key contemporary issues and projects.



- ✓ 2.5 days
- ✓ 200+ delegates
- ✓ 64% ANSPs
- ✓ 49 countries



Africa Conference

📍 Dar es Salaam, Tanzania 📅 26-28 August

This conference focuses on a rapidly developing region, the diverse challenges and wealth of opportunities.

- ✓ 2.5 days
- ✓ 120+ delegates
- ✓ 56% senior managers
- ✓ 67% ANSPs
- ✓ 23 countries



Global ATM Safety Conference

📍 Paris, France 📅 4-8 November

An event which brings together leading experts in safety and offers an unparalleled insight into policy, best practice and innovation.

- ✓ 4 days
- ✓ 80+ delegates
- ✓ 83% ANSPs
- ✓ 35 countries



Latin America and Caribbean Conference

📍 Willemstad, Curacao 📅 19-20 November

This conference offers exciting opportunities for the advance and development of ATM.

- ✓ 2.5 days
- ✓ 100+ delegates
- ✓ 42% ANSPs
- ✓ 22 countries



2020 MADRID

ENTER THE **ATM**OSPHERE FOR BUSINESS



World ATM Congress 2020

A CANSO partnership with ATCA

10 - 12 March | Madrid, Spain

IFEMA, Feria de Madrid
worldatmcongress.org

@WorldATM_now

#WorldATM

PRACTICAL INFORMATION



Conference Venue

DFS Headquarters

AM DFS-Campus 10
63225 Langen, Germany
www.dfs.de



Access to DFS Headquarters

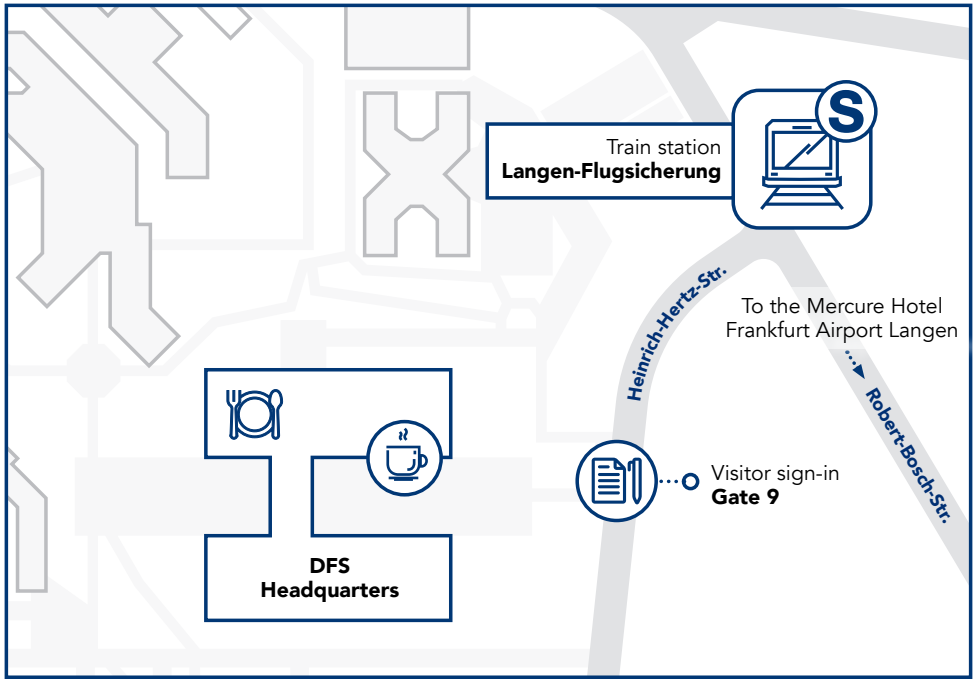
Please note all attendees of the CANSO Global ATM Operations Conference 2019 are required to bring an identification document (ID) to enter the conference venue. Please provide either your passport or driving licence upon arriving at DFS Headquarters. Please enter through campus Gate 9 to gain access to the conference venue.



Transport from Frankfurt International Airport

Bus is the quickest mode of public transport from Frankfurt International Airport to the conference venue, DFS Headquarters. Take bus OF-64 to Dreieich-Buschschlag station, leaving from Terminal 1, platform 20, every 30 minutes, from 11 minutes past the hour. Once at Dreieich-Buschschlag station, then take the S-Bahn (S3/S4) train to Langen Flugsicherung station, which is a 5-minute walk to the conference venue.

Taxis are also available from the taxi ranks outside the first level of Terminal 1 and the ground level of Terminal 2.



Transport from Mercure Hotel Frankfurt Airport Langen

From the Mercure Hotel Frankfurt Airport Langen it is recommended to walk to the conference venue. The conference venue is a short 10-minute walk from the Mercure Hotel Frankfurt Airport Langen. Head north on Robert-Bosch-Straße towards Heinrich-Hertz-Straße where you will find campus Gate 9 on your left.



Transport from Frankfurt

The quickest mode of transport to the conference venue from Frankfurt is S-Bahn train from Frankfurt Hauptbahnhof station, taking line S3/S4 to Langen Flugsicherung station. This takes take approximately 20 minutes. The S-Bahn departs Langen-Flugsicherung station to Frankfurt Hauptbahnhof station every 15 minutes.



Wi-Fi Access

All delegates will have full access to Wi-Fi during the Conference. Wi-Fi information will be provided upon your arrival at the conference venue.



Time Zone

The time zone in Langen is UTC/GMT +1 hour.



Climate

In April the climate in Langen is mild, with average temperatures reaching a high of 16° Celsius (60°F). Temperatures at night can drop to a low of 6 degrees Celsius (42°F).



Language

German is the official national language spoken in Langen although English is widely spoken. The CANSO Global ATM Operations Conference 2019 will be conducted in English only.



Currency

The currency in Germany is the Euro. One EUR is approximately 1.14 USD. If you require cash upon arrival in Germany, Frankfurt International Airport provides currency exchange services.



Bank / Credit Cards

Visa and MasterCard are usually accepted in German cities, however many restaurants and bars accept cash only. It is possible to withdraw cash at a variety of cash machines found within Langen and Frankfurt and at Frankfurt International Airport.



Tipping

Service charge is usually included in the bill in most restaurants in Germany. It is also recommended to round up your bill to the nearest whole number. To tip 5-10 % of the bill is a good idea if you are satisfied with quality and service.



Electricity

Germany uses the 230V AC at a frequency of 50 Hz. Two-point electrical plugs are standard in Langen.



Emergency Services

In case of an emergency, dial 110 for the police or 112 for the fire brigade and ambulance service (free of charge).

CONTACT INFORMATION

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<http://mai.mitrecaasd.org>

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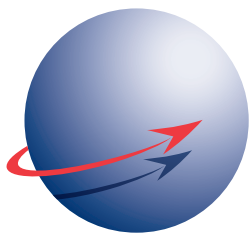
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