



ORGANISATION DE L'AVIATION  
CIVILE INTERNATIONALE  
INTERNATIONAL CIVIL  
AVIATION ORGANIZATION

PASSPORT

ICAO | ICAO  
PARTICIPANT GUIDE

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**ICAO is working hard with all of its sectoral partners so that international aviation continues to be a global climate success story, on track to achieve carbon-neutral growth from 2020.**

As a UN agency, we are committed to hosting and organizing environmentally-friendly and carbon-neutral meetings, using the United Nations Environment Programme's definition of sustainable events as a guiding principle and ICAO methodology to estimate carbon emissions generated by participants' air travel.<sup>1</sup>

1. United Nations Environment Programme (UNEP), 2009 (p. 9). [Green Meeting Guide](#)

# THE ICAO CODE OF CONDUCT

## FOR ICAO CONFERENCES, MEETINGS AND EVENTS TO PREVENT HARASSMENT, INCLUDING SEXUAL HARASSMENT

The organizations of the United Nations system, which includes ICAO, are committed to enabling events at which everyone can participate in an inclusive, respectful and safe environment. UN system events are guided by the highest ethical and professional standards, and all participants are expected to behave with integrity and respect towards all participants attending or involved with any UN system event.

ICAO conferences, meetings and events should be professional, respectful and harassment-free environments for all participants. Harassment in any form, including sexual harassment, will not be tolerated. All participants are expected to conduct themselves in a professional and appropriate manner.

The Code of Conduct to prevent harassment, including sexual harassment at UN Systems Events can be found [here](#).

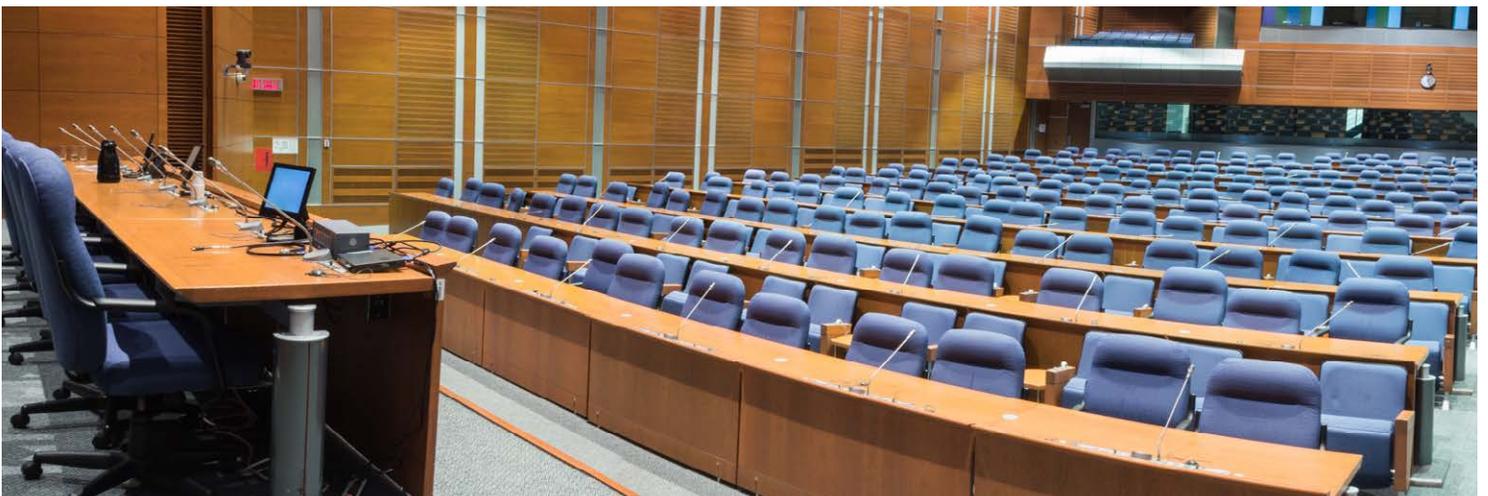
The ICAO Framework on Ethics is available [here](#) and provides guidance on how to observe standards of conduct to help achieve an appropriate ethical working environment in ICAO. It also provides information on how to report misconduct against ICAO personnel, the investigation procedure, as well as possible consequences in case of misconduct.

We encourage reporting of any incident to the organizer of the UN system event, or directly to any security and safety officer, or by calling the security desk on extension 6269 or +1 514 954 6269 (ICAO Security Desk).



ICAO

ZERO TOLERANCE FOR HARASSMENT AT ICAO CONFERENCES, MEETINGS, AND EVENTS



# CONFERENCE VENUE & FACILITIES

## ICAO CONTACT INFORMATION

**International Civil Aviation Organization (ICAO) Headquarters**

999 Robert-Bourassa Boulevard, Montréal, Québec, H3C 5H7, Canada, Tel.: +1 514-954-8219

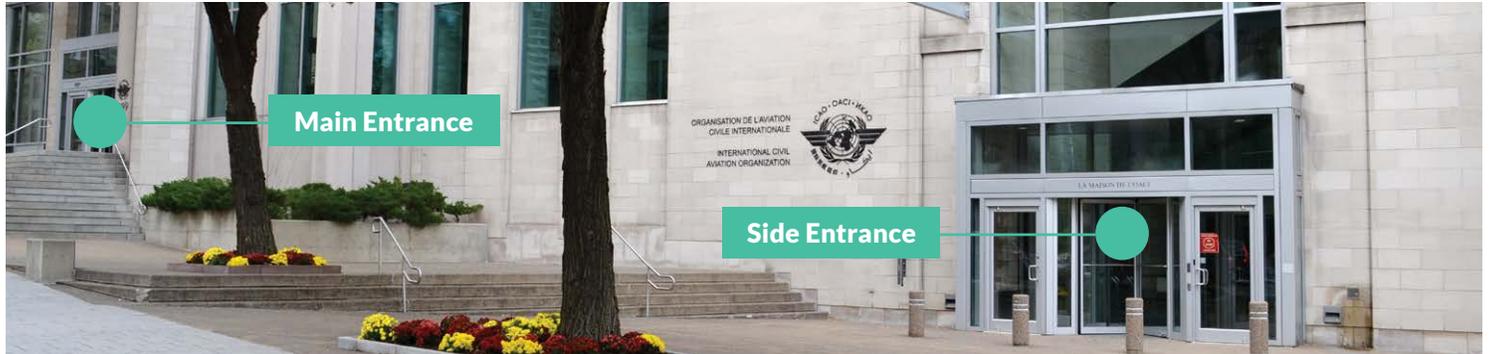


# CONFERENCE VENUE & FACILITIES

## REGISTRATION & ACCESS

Delegates must present their passport upon registration, along with their credentials (unless provided in advance to the ICAO Secretariat).

- All participants are strongly encouraged to pre-register using the online registration form available on their event's ICAO website page, and to follow the instructions to complete their pre-registration.
- The Registration Centre is located in the lower atrium of the Conference Centre. You will find the registration hours posted on your event's ICAO website page.
- Please allow ample time for security clearance and registration.
- All delegates will be required to submit to security screening whenever they enter ICAO Headquarters. Entry to the Conference Centre should be made at the side entrance at 999 Robert-Bourassa Boulevard, as shown in the photo below, unless indicated otherwise.
- Credentials (if applicable) are required for the meeting. Information on credentials can be found on your event's ICAO website page.
- Badge-recuperating bins are located near the exits of the Conference Centre and entrance lobby. Please help make our events green by recycling your badge at the end of your event.



## IDENTIFICATION & SECURITY

**An ICAO security badge will be issued to each participant upon registration, which allows access to the Conference Centre.**

Should a badge be misplaced or lost, please notify the Security Desk immediately. The ICAO security badge must be worn visibly at all times while on the premises. Security agents have strict instructions not to allow access to the ICAO premises or to the conference rooms to persons not wearing a badge.

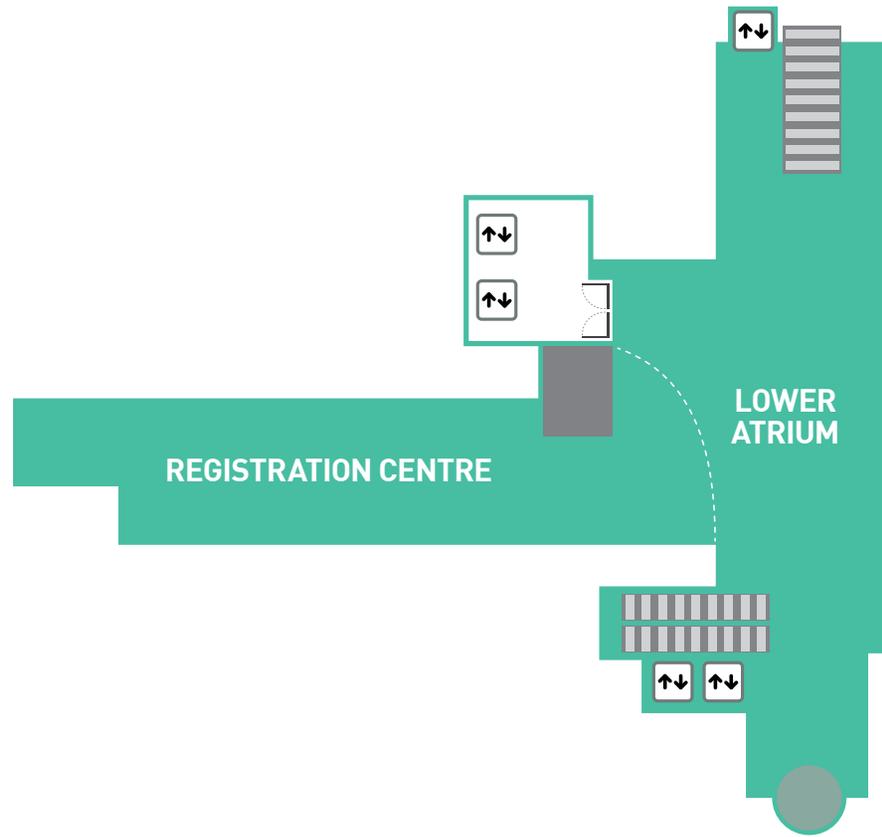
## LIST OF PARTICIPANTS

A list of participants who have registered by the first day of your event should be available on the event's ICAO website page the following day. This list will be revised and updated, as necessary.

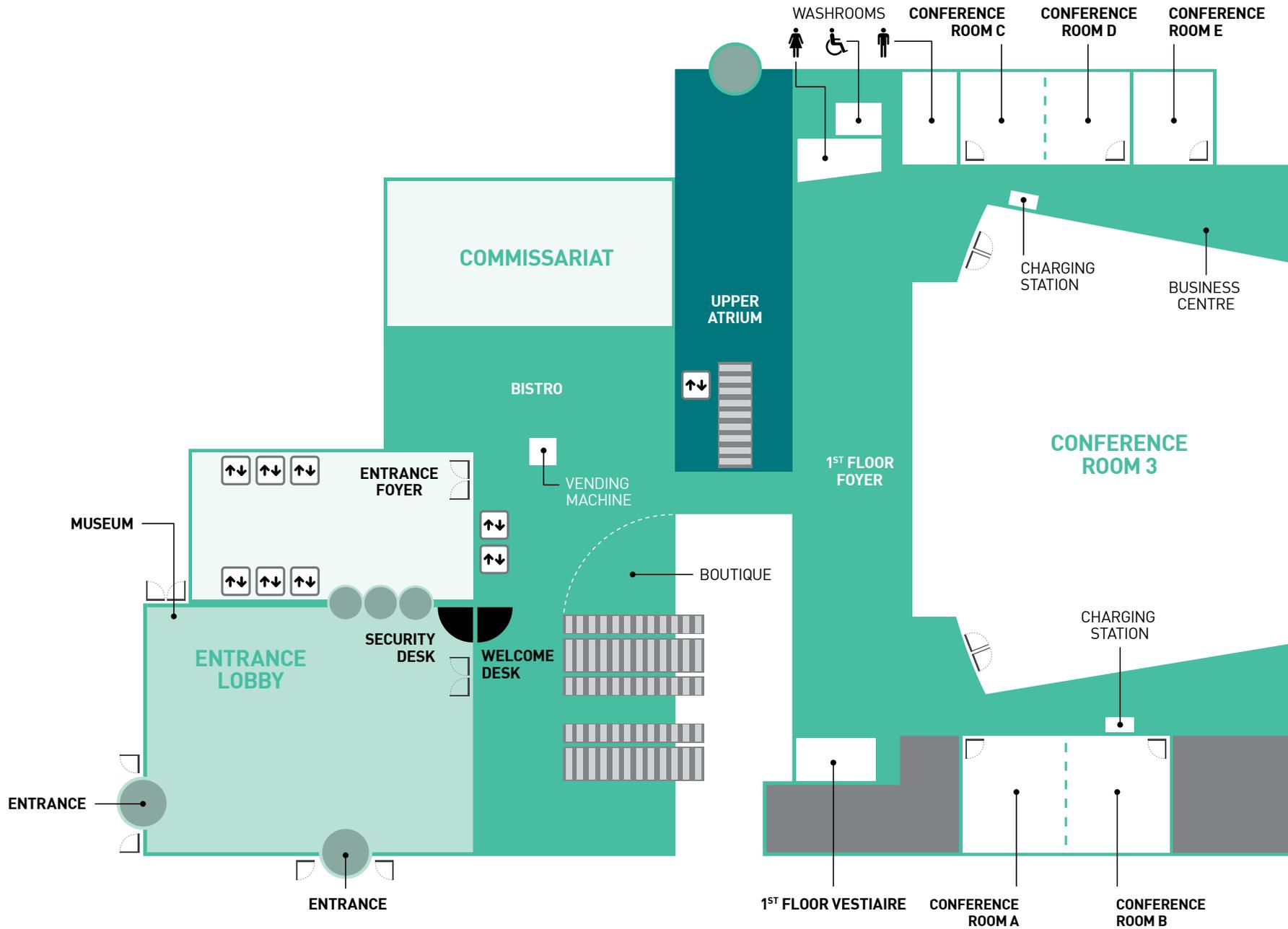
Participants should notify the Registration Centre of any additions or corrections that must be made to the list. They can also contact the ICAO Registration Desk by email at [registration@icao.int](mailto:registration@icao.int) for any registration-related enquiries.

# CONFERENCE CENTRE : LEVEL A

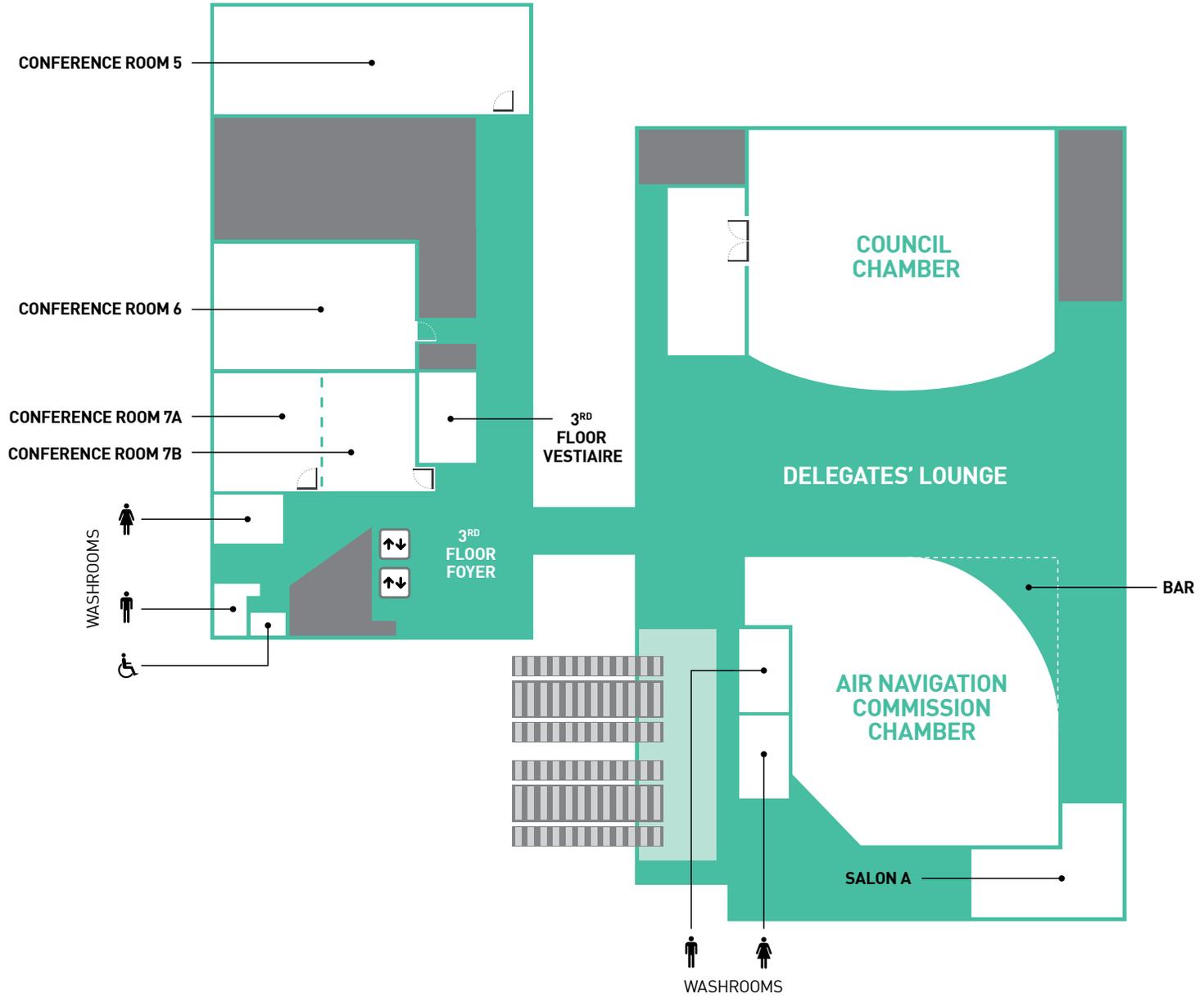
The following illustrations depict the five floors of the ICAO Conference Centre and their respective meeting rooms. Please take note of the floor(s) your event is restricted to and locate the rooms applicable to your event.



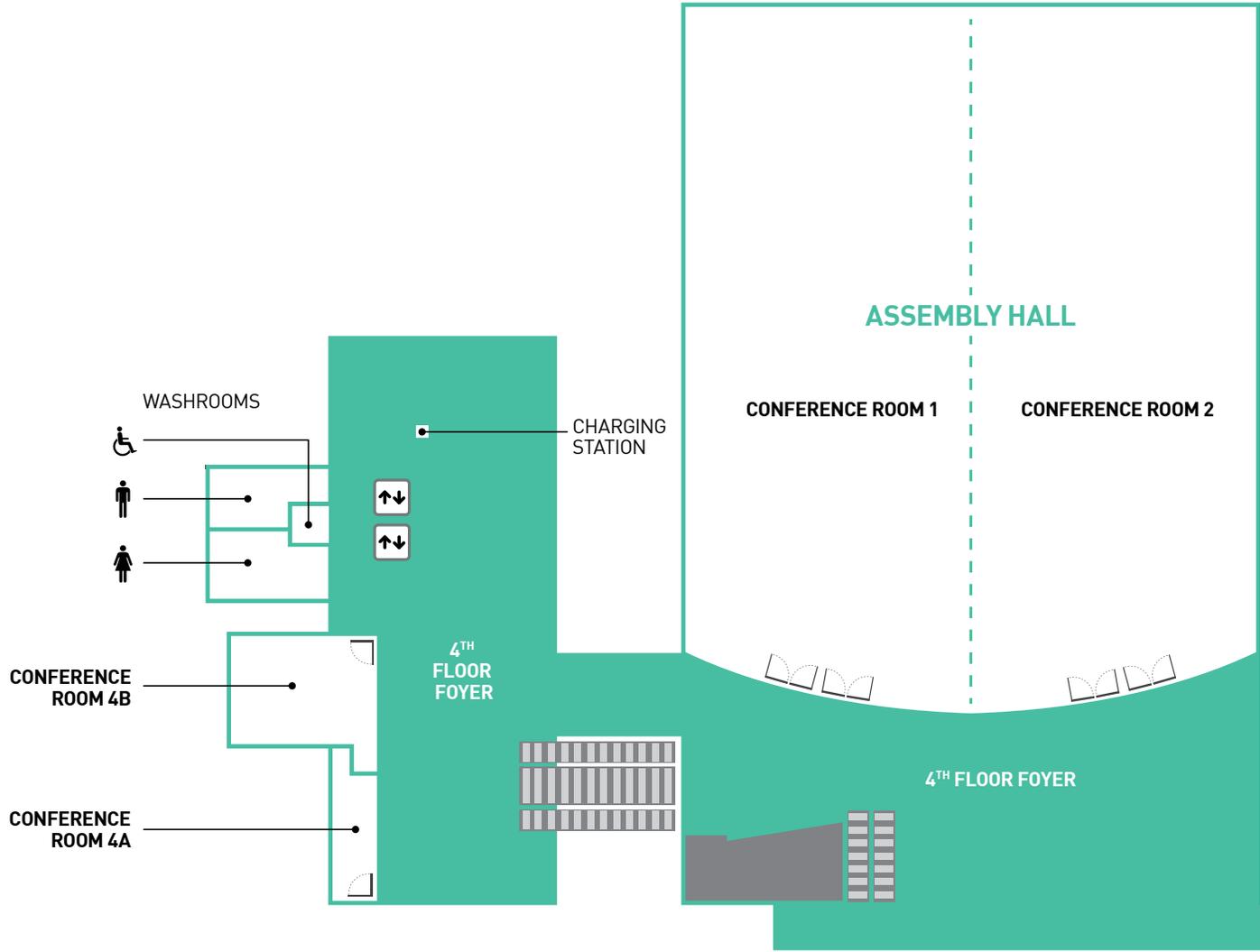
# CONFERENCE CENTRE : 1<sup>ST</sup> FLOOR



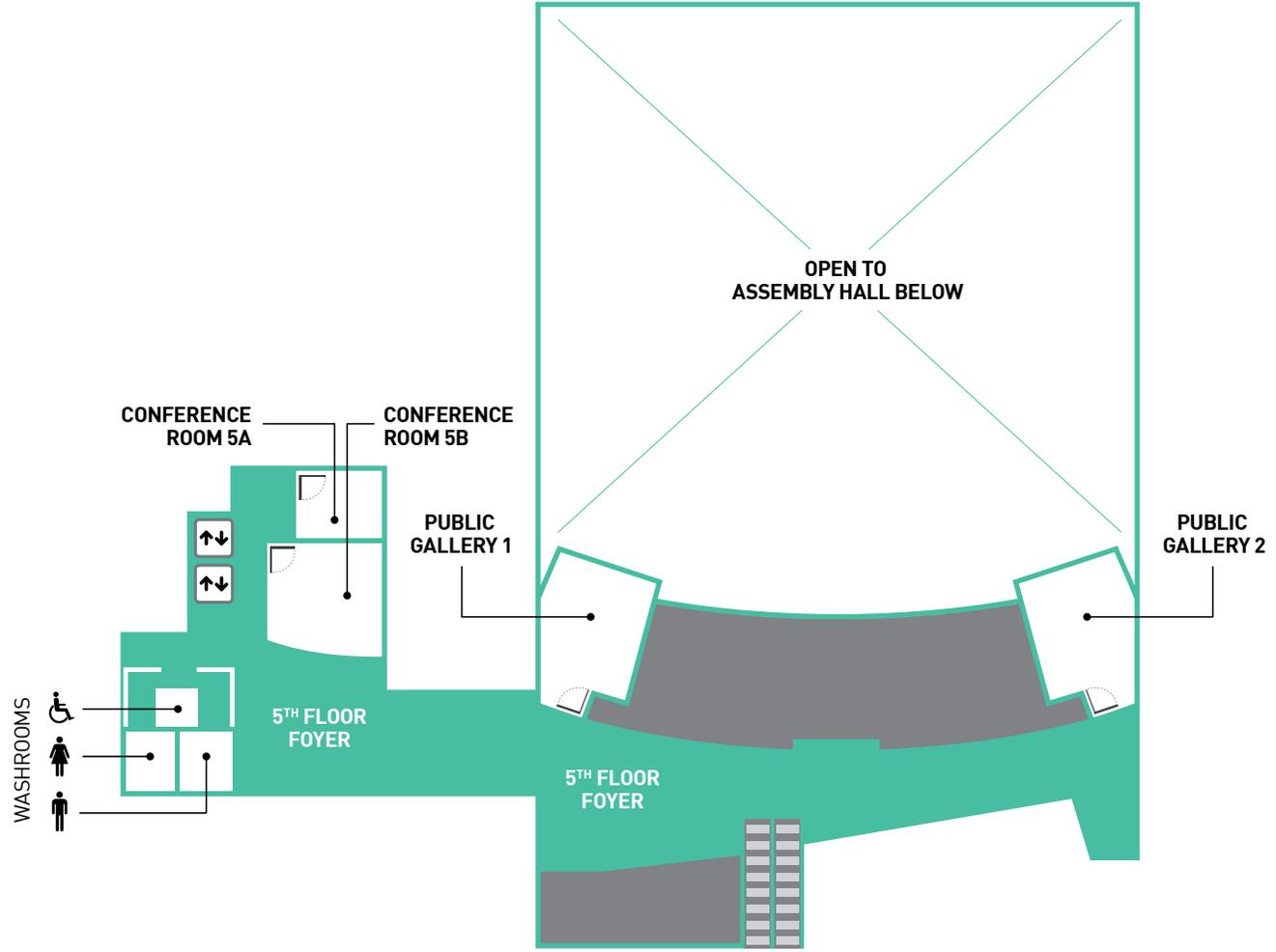
# CONFERENCE CENTRE : 3<sup>RD</sup> FLOOR



# CONFERENCE CENTRE : 4<sup>TH</sup> FLOOR



# CONFERENCE CENTRE : 5<sup>TH</sup> FLOOR



# RESOURCES

## WI-FI & BUSINESS RESOURCES

Free Wi-Fi is available throughout ICAO Headquarters. When connecting, you will find the updated login information (Public@ Intl. Civil Aviation) for you to access ICAO's wireless services while on-site.

Delegates wishing to connect to ICAO's wireless network must have devices equipped with an 802.11 b/g/n network card or comparable connectivity hardware.

In addition, computer workstations with Internet access and printer and telephone are available to all participants at the Business Centre on the 1st floor of the Conference Centre.

## SOCIAL MEDIA

It is forbidden to broadcast any written, audio, photographic or video recordings of any of the proceedings of closed meetings through social media or any other means, during or after the event.

If you are unsure if the meeting you are attending is open or closed, please consult the Chair of the meeting.

## MEETING DOCUMENTATION

ICAO strongly supports the trend toward 100% paperless conferences and events. Whenever possible, please download the working papers and reports you will need to refer to during your event from the designated sites and bring a tablet or laptop with you to consult them during the meeting.

To locate your event's web page, please visit [www.icao.int/meetings](http://www.icao.int/meetings) and follow the links to your event and its documentation.

## FOOD & PHONES

No food or beverages are permitted inside the conference rooms or Registration Centre. Cellular phones should be on silent or vibrate mode. The ICAO phone number is 514-954-8219 and four-digit extension numbers may be dialed directly when calling within Headquarters. When using one of the phones at ICAO, please dial 9 and then the area code before dialing the number desired (local calls only).



# RESOURCES

## TOURIST INFO

All major hotels provide tourist information on points of interest, entertainment and dining options, cultural and sporting events, excursions and other activities in Montréal and surrounding areas.

Tourisme Québec, located at the Centre Infotouriste at 1255 Peel Street (corner of Sainte-Catherine Street) offers tourist information for Montréal and the entire province.

**Tel:** 1 (877) 266-5687 (daily from 0900 to 1700 hours)

**Web:** [www.bonjourquebec.com](http://www.bonjourquebec.com)

## COMMUNITIES

To promote equal distribution of wealth and preserve traditional culture, participants are invited to purchase locally produced goods and souvenirs and to support local businesses and commercial activities.

Look for the *Aliments du Québec* and *Signé Local* logos shown below. You will find a list of participating merchants on the *Signé Local* website: [www.signelocal.com](http://www.signelocal.com).



## SHOPPING

All major department stores and well-known brands can be found in downtown Montréal, which features extensive underground tunnels connecting the major city malls and retail outlets. Montréal's historic quarter is better known for specialty retail, including more adventurous clothing brands, art galleries, spas, souvenir shops, etc.

## ICAO COMMISSARIAT

For the convenience of participants eligible to purchase spirits and cigarettes at diplomatic prices, the Commissariat is located on the 1<sup>st</sup> floor of the Conference Centre. The Commissariat hours may be extended on certain occasions depending on the size of the meeting.

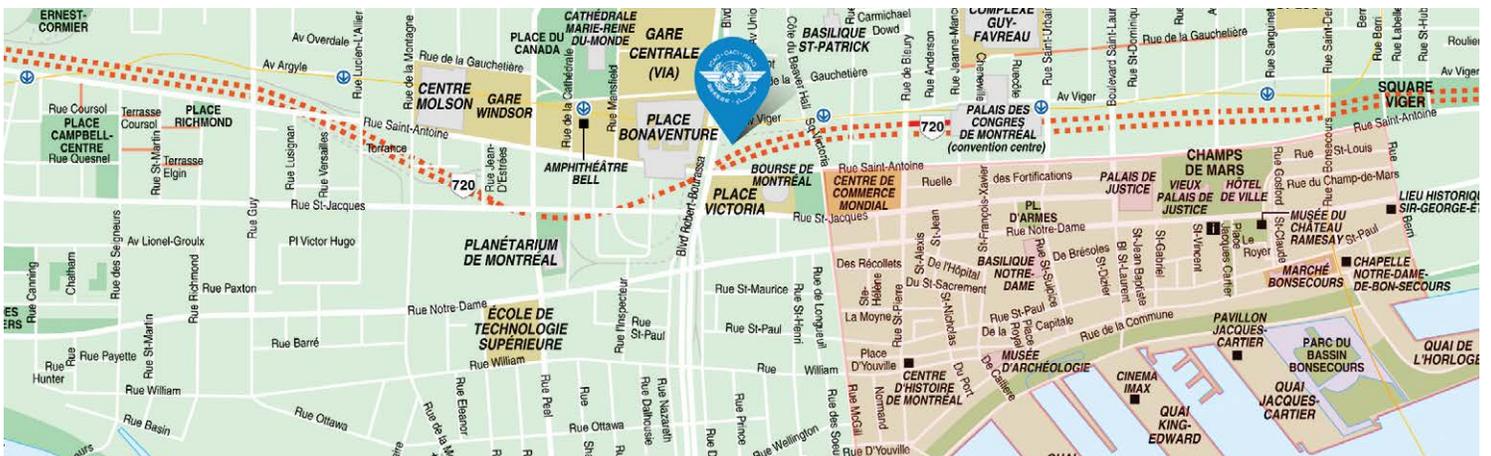
### Commissariat hours:

Tuesday and Thursday: 1200-1500 hours

*Please note that citizens and permanent residents of Canada do not have access to the Commissariat. Visa, MasterCard and debit cards are the only forms of payment accepted.*

## LOCAL RESOURCES

The map below shows ICAO's location between Montréal's downtown core historic quarter (Old Montréal), highlighted in red.



# GREEN INITIATIVES

## CLIMATE NEUTRALITY

“A green meeting is one designed, organised and implemented in a way that minimises negative environmental impacts and leaves a positive legacy for the host community.”<sup>2</sup>

## CARBON ACCOUNTING

In 2007, the United Nations System Chief Executives Board for Coordination (CEB) endorsed the UN climate neutral strategy, asking UN organizations to measure, reduce and ultimately offset greenhouse gas emissions from facilities and operations. At the Climate Summit in September 2014, the UN Secretary-General called on organization leaders to guide their respective entities to become climate neutral by 2020.

Within this context, ICAO will begin using the [United Nations system's carbon accounting methodology](#), which is based on measuring different emission sources.<sup>3</sup>

These include transportation to and within Montréal, accommodation type, the carbon footprint of the conference venue, food and food waste, paper and plastic consumption and waste related emissions.

The information can be compiled, upon request of the organizers, into a short report to highlight carbon-emission offsetting efforts in meeting and conference facility operations and to inform meeting-related policies aimed at reducing carbon emissions as much as possible.

## FOOD & DRINK

The carbon emissions associated with food are mainly generated by its production and transportation.<sup>4</sup> In cooperation with its food providers, ICAO has taken steps to ensure that the food at its Headquarters is seasonal, locally produced, community-sourced and to the extent possible, organic. Efforts have also been made to increase the environmental sustainability of the menus offered.

## AVOIDING FOOD WASTE

Approximately one third of the food produced globally for human consumption goes to waste, representing 3.3 gigatonnes of CO<sub>2</sub> annually.<sup>5</sup>

You can use the biodegradable takeout containers that are available in various sizes in the cafeteria. Note that there is a discount for customers who bring their own mug for coffee or tea in the cafeteria. There is also a charge for water cups.

ICAO's food providers donate all their leftovers to local charities.

## DRINKING WATER

Water fountains can be found throughout the ICAO Conference Centre. Participants are encouraged to bring their own reusable water bottles and refill them as often as they wish.

Glass bottles are more environmentally friendly than plastic ones and are therefore recommended. Please dispose of empty plastic bottles in the plastic recycling bins located on each floor of the Conference Centre.

2. United Nations Environment Programme, 2009 (p. 9). [Green Meeting Guide](#).

3. [www.icao.int/environmental-protection/CarbonOffset/](http://www.icao.int/environmental-protection/CarbonOffset/)

4. Worldwatch Institute, (2011). State of the World. Innovations that Nourish the Planet.

5. Food and Agriculture Organization of the United Nations (FAO), (2011). Food wastage footprint. Impacts on natural resources.

# TRANSPORTATION & ACCOMODATION

## AIR TRAVEL

In April 2009, the UN Environmental Management Group (EMG) adopted the ICAO Carbon Emissions Calculator as the official tool for all United Nations entities to quantify their CO<sub>2</sub> footprint from air travel, in support of the United Nations Climate Neutral initiative.

Many factors influence the environmental footprint of a flight: cabin class flown, aircraft type, passenger load factor and cargo carried. The [ICAO calculator's](#) methodology uses the best publicly available industry data to account for all these factors and is periodically updated by a dedicated group of technical experts.

Information from a participant's business travel itinerary to and from Montréal, when provided, will be used as input to the ICAO Carbon Emissions Calculator in order to estimate the air travel-related portion of his or her ICAO meeting carbon inventory.

## GETTING TO AND FROM THE AIRPORT

Transportation to and from Montréal-Pierre Elliott Trudeau International Airport is possible by taxi, airport shuttle bus or special bus service.

Taxi fares to and from the airport have a fixed rate of \$41. Fares from the airport are charged by meter for all destinations other than downtown Montréal.

The airport shuttle bus (city bus No. 747) is an express bus that operates between downtown Montréal and the airport 24 hours a day, 7 days a week. Information on the fare and schedule can be found at: [STM 747 bus](#).

A special bus service is available from 0500 to 2300 hours from major downtown hotels. For arrangements and prices, contact your hotel.



# TRANSPORTATION & ACCOMODATION



## TRAVELLING WITHIN MONTRÉAL

Montréal is a megacity with heavy traffic; walking and public transportation are therefore encouraged. Montréal's public transportation system is a modern, reliable and convenient way to reach most shopping, entertainment and business areas. If taking a taxi, participants are encouraged to ride-share with others to minimize the CO<sub>2</sub> emissions per person.



## CITY BUS & METRO SERVICE

ICAO Headquarters are located within walking distance of Square Victoria - OACI metro station on the orange line and several bus stops. The bus and metro are operated as an integrated system within the city limits, and transfers may be made at designated points. Fare cards may be purchased in advance at metro stations (but not on the bus). All buses are pay-as-you-board requiring a fare card or the exact fare in coins (no

change is given). Once the fare card is activated, it is valid for 120 minutes for travel in the same direction.

Route and fare information may be obtained by calling 514-STM-INFO (514-786-4636 option 4) or at [www.stm.info](http://www.stm.info).

## ACCOMMODATION

Participants can find a list of hotels with ICAO preferential rates on their event website. The hotel industry alone is responsible for one per cent of global CO<sub>2</sub> emissions.<sup>6</sup> Participants are strongly encouraged to choose a Green Key-certified hotel or a hotel that is striving for social and environmental sustainability from the list provided. In compiling the list, proximity to ICAO Headquarters has been taken into account to reduce transportation. Efforts to minimize waste, energy and water consumption have also been considered.



6. United Nations World Tourism Organization (UNWTO). (2016). Tourism Highlight.

# ADDITIONAL INFORMATION

## ICAO BOUTIQUE & ONLINE STORE

For a wide range of ICAO clothing, gifts and other merchandise, please visit the ICAO Boutique located near the Information Desk on the 1<sup>st</sup> floor. ICAO products and services including publications, ICAO Data+, training courses, as well as meeting, exhibition and sponsorship opportunities are conveniently browsable online.

## LOST & FOUND

Lost and found articles should be reported/handed to the Security Desk in the entrance lobby.

## MEDICAL RESOURCES

The ICAO medical office is located on the fourth floor, Room 4.25, telephone extension 8212.

## ACCESSIBILITY

Access for persons with reduced mobility is available throughout ICAO Headquarters. A wheelchair is also available at the Security Desk upon request.



