Optimise life cycle costs, maximise productivity and performance of airport infrastructure through strategic asset management

Asset Management for Airports

Conference: 25 & 26 January 2005
Workshops: 24 January 2005
Site Tour: 27 January 2005
Pan Pacific Kuala Lumpur International Airport, Malaysia

- Benchmark your asset management strategies against leading international and regional airport operators at Asia's launch event!
- Harness effective maintenance programmes to optimise your assets, minimise costs and downtime whilst sustaining performance
- Apply new technology and practices to enhance productivity and increase reliability

Keynote Speakers include:

Dato' Bashir Ahmad
Managing Director
MALAYSIA AIRPORTS HOLDINGS BERHAD (MAHB)

Joop Krul
Director Airport Development
AMSTERDAM SCHIPHOL AIRPORT

Marc Noyelle
Executive Director & Chief Development Officer, ADP
Chairman, ADPI

Robert Barker
Interim Vice President of Energy & Asset Management
DALLAS FORT WORTH AIRPORT & President
AIRPORT FACILITIES COUNCIL, IFMA

Edward Clayton
Director Aviation
HOCHTIEF AIRPORT GMBH

Ken Owen
Group Commercial Director
BAA

PLUS PRE-CONFERENCE PROGRAMME:
WORKSHOP A
The Role of Facilities Management in Delivering Customer Service Excellence in Airports
WORKSHOP B
Maximising Value From Airport Investments
POST-CONFERENCE SITE TOUR OF KUALA LUMPUR INTERNATIONAL AIRPORT
CONFERENCE DAY ONE • TUESDAY • 25 JANUARY 2005

08:30 Registration & coffee

09:00 Chairman’s opening remarks

Julianne Ailor, General Manager of Asset Planning, SYDNEY AIRPORT CORP LTD & Chair, ACI WORLD TECHNICAL SAFETY STANDING COMMITTEE

09:15 OPENING WELCOME ADDRESS:
Examining the role of airports in driving growth
• Overview of the strategic development of Kuala Lumpur International Airport (KLIA)
• Role of KLIA in attracting investment
• Infrastructure planning and expansion programmes
• Outline of key asset management plans in maintaining a state-of-the-art regional hub
Dato’ Bashir Ahmad, Managing Director MALAYSIA AIRPORTS HOLDINGS BERHAD (MAHB)

09:45 INTERNATIONAL KEYNOTE:
Defining and implementing asset management for airports
• Global airport asset management trends and developments and their impact on the bottom line
• Effectively defining and valuing the asset base
• Adopting a customer-centric approach to asset management
• New trends and factoring low-cost carriers into airport asset management planning
Joop Krul, Director Airport Development AMSTERDAM SCHIPHOL AIRPORT

10:00 Morning refreshments

10:45 TAPPING THE BENEFITS OF PROACTIVE STRATEGIC ASSET MANAGEMENT

11:15 REGIONAL KEYNOTE:
Structuring an integrated approach to airport facility management and maintenance
• Development of a holistic approach to airport asset management
• Integrating operations to service increased variety and needs of customers
• Inter-departmental co-ordination and communication processes and reviews
• Planning for future capacity and growth
Dr Carlos Seruca Salgado, CEO, ADA-ADMINISTRATION OF AIRPORTS, LTD & Airport Director, MACAU INTERNATIONAL AIRPORT

12:00 INTERNATIONAL KEYNOTE:
Planning for and accommodating future needs: 2005-2008, four years that will completely change Paris CDG Airport
• Evaluating airport financial risks and long term ROI: assessing realistic returns
• Meeting passenger requirements whilst strongly improving the quality of service
• Understanding multiple customer requirements in formulating your asset management programme
• Creating new revenue streams from your assets
Marc Noyelle, Executive Director & Chief Development Officer ADP & Chairman, ADPI

"Very useful, particularly since we’re managing such diverse assets”
Ricky Leung
HONG KONG INTERNATIONAL AIRPORT

12:45 Networking lunch

14:00 INTERNATIONAL KEYNOTE:
Leveraging operational efficiencies from multiple-airport management groups
• Advantages and synergies from a group perspective
• Potential savings to be gained from adopting a centralized group approach to asset management
• Evaluating activities and processes which can be optimised
• Co-ordination and management locally versus centrally
Edward Clayton, Director Aviation HOCHTIEF AIRPORT GMBH

14:45 Systems for delivering cost-effective maintenance
• Gaining operational efficiencies from asset information and management systems
• Streamlining procedures to ensure optimal performance
• Implementing monitoring programmes and schedules for proactive and preventative instead of reactive maintenance
• Developing predictive maintenance systems to optimise maintenance scheduling
Wong Yiu Fai, Head of Technical Services & Procurement Unit HONG KONG INTERNATIONAL AIRPORT

15:15 Afternoon refreshments

15:45 Benchmarking and evaluating your asset management programme
• Establishing performance objectives and criteria to measure results
• Building a framework and procedures for feedback and analysis
• Evaluating the effectiveness of key components of your asset management programme
• Applying results for continuous improvement and modification for changing operating conditions
Hong-Ki Lee, Executive Director, Administration Division INCHEON INTERNATIONAL AIRPORT CORPORATION

16:30 ROUNDTABLE DISCUSSIONS
Hosted by a speaker, each round table enables smaller groups to discuss pertinent issues in greater depth. This format allows greater opportunities for group learning and exchange of practices amongst participants. Topics will include:
1. Adapting your asset management plans for predicted growth
2. Airport-airline collaboration – reality or myth?
3. How far can existing airports go in providing ‘no frills’ to meet low cost-carriers’ needs?
4. Key challenges in outsourcing services and maintenance to 3rd parties

17:30 Chairman’s summary and close of day one
ASSET MANAGEMENT FOR CHANGE – IMPACT AND OPPORTUNITIES FROM NEW TRENDS

08:30 Re-registration & coffee

09:00 Chairman’s opening remarks
Julieanne Alroe, General Manager of Asset Planning, SYDNEY AIRPORT CORP LTD & Chair, ACI WORLD TECHNICAL SAFETY STANDING COMMITTEE

09:15 INTERNATIONAL KEYNOTE: Activating asset management in developing services and the transition to new facilities
- The role of airport asset management in activating major capital programs
- Asset management and decision-making for service delivery methods
- Shifting facility maintenance from in-house to a fully outsourced service
- Global airport facilities management trends and the role of the International Facility Management Association
Robert Barker, Interim Vice President of Energy & Asset Management DALLAS FORT WORTH AIRPORT & President, AIRPORT FACILITIES COUNCIL, IFMA

10:00 Asset management for change: the impact of new developments and trends in airlines
- Outline of major trends in airline and aircraft development
- Planning for and accommodating future needs
- New asset and expansion plans to meet requirements of mega-aircraft such as the A380 and increased traffic
- Point-to-point versus mega-hubs and the impact on airports
Azmi Murad, General Manager MALAYSIA AIRPORTS (SEPANG) SDN BHD

10:45 Morning refreshments

11:15 INTERNATIONAL KEYNOTE: The commercial challenge of asset management- leveraging the supply base
- Controlling the management, overhead, consultancy and indirect costs as part of the overall investment costs
- Reducing cash investment by migrating the current supply base to create an integrated capability model
- Building capabilities, learning and technical innovation whilst operating in a commercially robust environment
- Adopting key learning from non-airport related global industries which engage in significant capital investment programmes
Ken Owen, Group Commercial Director BAA

12:00 Effective assets tracking for maintenance and performance monitoring
- Applying asset information in scheduling ongoing maintenance and long term asset replacement
- Monitoring and maintaining real time information with an integrated database detailing all airport assets

"This will be an invaluable opportunity to learn how other regional and international airports manage their assets. I’m looking forward to this conference”
Dato’ Bashir Ahmad
MALAYSIA AIRPORTS HOLDINGS BERHAD

14:00 Automation technology and its role in minimising asset maintenance costs
- Update on latest technologies to reduce costs and achieve maximum results
- Key factors and processes in establishing a fully automated, seamless asset management system
- Understanding the relationship between, and impact on, other activities
- Developing effective communication in all aspects of airport management, from maintenance to renewal and construction
Datuk Mohd Siddik Shaik Osman, Director SENAI AIRPORT TERMINAL SERVICES SDN BHD (SATS)

14:45 Optimising maintenance programmes
- Reviewing your maintenance strategy to optimise operations and minimise cost
- Assessment and allocation of maintenance costs over the long term
- Risk-based maintenance and methodologies
- Latest initiatives and insights into sweating your assets
Waleed Saffy, Acting Director Engineering & Maintenance CIVIL AVIATION AFFAIRS, BAHRAIN

15:15 Afternoon refreshments

15:45 PANEL DISCUSSION: This session provides an opportunity to debate, ask questions and discuss key considerations on: Making your assets work for you: monetising airport assets
- How do you value your airport assets and their potential accurately?
- How do you identify and develop profitable uses to generate new revenue streams?
- What can you do to unlock maximum operational and commercial potential from airport assets?
- How can you optimise use of real estate assets to achieve greater returns?

16:45 Implementing outsourcing in your asset management programme
- Evaluating outsourcing options and determining the ‘what, where, when and how?’
- Balancing outsourced and internal processes
- Establishing key performance criteria, evaluation and monitoring procedures
- Balancing quality and performance versus costs
Julieanne Alroe, General Manager of Asset Planning, SYDNEY AIRPORT CORP LTD & Chair, ACI WORLD TECHNICAL SAFETY STANDING COMMITTEE

17:30 Chairman’s summary and close of conference
WORKSHOP A • 9 am - 12 noon
The Role of Facilities Management in Delivering Customer Service Excellence in Airports

Attend this workshop to understand how facilities management can deliver and enhance your services in the most cost-effective way. Find out how you can activate your facilities management programme and establish customer-focused criteria to benchmark your performance. It will encompass both in-house as well as outsourced services and provide guidelines to optimise management of contractors.

The workshop will focus on the roles of and key issues concerning:
• Defining airport facilities’ customer service expectations
• Establishing facilities maintenance levels of service
• Service delivery cost benefit analysis modeling
• Outsourced facilities maintenance and contractor performance management techniques

By attending this workshop, you will gain a clearer understanding of the importance and impact of facilities management in your airport operations strategy.

ABOUT YOUR WORKSHOP LEADER:

Robert Barker, Interim Vice President of Energy & Asset Management, DALLAS FORT WORTH AIRPORT & President, AIRPORT FACILITIES COUNCIL, IFMA

Bob has over 25 years’ leadership experience in facility maintenance, energy management, and industrial power and district energy plant operations. He has held technical, engineering and leadership positions with the U.S. Navy, and for the past 8 years with the Dallas-Fort Worth International Airport Board. His department is responsible for the maintenance, repair and renewal of the airport’s pavement & grounds, energy, transportation, utilities and facility systems infrastructure. It is also tasked with the facility maintenance services transition to activate a currently under construction 2.1 million sq ft international terminal, and for the commissioning of a $122 million upgrade to the Airport’s Central Utilities Plant.

WORKSHOP B • 2 pm - 5 pm
Maximising Value from Airport Investments

This workshop is designed to enable participants to understand the role of asset management in a profitable airport operations strategy. It will show how asset management impacts key areas including:
• Aviation and airport operations
• Commercial and property activities
• Master planning
• Business planning and financing

The workshop will provide strategic and practical advice on:
• Evaluating airport financial risks and long term ROI: assessing realistic returns
• Key drivers and challenges of optimising asset life while minimising asset cost
• Understanding multiple customer requirements in formulating your asset management programme
• Creating new revenue streams from your assets

You’ll leave this workshop with the tools and understanding to maximize your investment from airport infrastructure, along with potential profit generation opportunities.

ABOUT YOUR WORKSHOP LEADERS:

Edward Clayton, Director Aviation, HOCHTIEF AIRPORT GMBH

In his role as Director of Aviation, Edward leads the team delivering aviation services to internal and external clients. Edward’s extensive experience covers a wide range of airport and airline experience and contacts gained from years of working on the airline-airport interface, both whilst working for British Airways and with HOCHTIEF AirPort.

Johan Merten, Senior Project Manager, HOCHTIEF AIRPORT GMBH

A very experienced airport and project manager with significant experience in many parts of the world, Hans is able to provide a strong business perspective to the operational management of airports and airport development projects. His experience is inter-disciplinary, including the interaction between operations and commercial activities at airports; in addition he has worked through a number of major airport commissionings and privatisation projects.

POST-CONFERENCE SITE TOUR • THURSDAY • 27 JANUARY 2005

NEW! EXCLUSIVE BEHIND-THE-SCENES TOUR OF KUALA LUMPUR INTERNATIONAL AIRPORT!

KLIA covers 10,000 hectares (25,000 acres) and is one of the world’s largest airport sites. A destination in itself, its grounds include the conference venue, the 5-Star Pan Pacific Hotel along with Sepang International Circuit, a Formula 1 Grand Prix race track. Its location is close to Putrajaya and Cyberjaya, home to the Multimedia Super Corridor.

Tour itinerary:
[Tour will depart from Pan Pacific Kuala Lumpur International Airport Hotel]
9.00 am Introduction and overview of KLIA asset management and operations
9.20 Overview of Total Airport Management System
9.30 Tour of:
A: Main Terminal Building / Contact Pier & Satellite including passenger check-in system, flight operations centre, flight information display, baggage handling & track transit systems OR
B: Engineering Complex – Airside Facilities & Maintenance / Free Commercial Zone / Cargo Complex OR
C: Airport Management Building & Airport Fire Rescue System Building
11.30 Groups return to Main Terminal Building; proceed to Sepang International Circuit (SIC)
12.00 Tour followed by lunch

NOTE: Site visit is open to conference delegates only and subject to limited availability. For security reasons, the organiser and host reserve the right to approve visitors.
As regional airport competition intensifies...

Asia Pacific nations have invested millions of dollars in building and upgrading their airports to attract and increase investment. Inter-regional competition is intensifying, along with pressure to ensure that high cost airport assets are well maintained and perform optimally in the long term. These projects involve significant spend whilst adopting advances in new technologies. New developments, new airport investments, plus new demands from low-cost carriers means that airports have to find ways to cut costs and increase profitability whilst continuing to retain and attract customers to their hub.

...how do you ensure your assets are working optimally for you?

Asia’s 1st Asset Management for Airports 2005 conference will focus on the strategies, challenges and processes in optimising life costs whilst maximising productivity and performance from your airport infrastructure. This is YOUR chance to meet leading airports from the region and globally, which have already adopted asset management principles and seen dramatic improvements in asset performance and cost optimisation.

Witness their results at the ONLY event dedicated to advancing asset management within the challenging airport environment. Packed with practical case studies, attendance at Asset Management for Airports 2005 will enable you to:

- **Activate a strategic approach to asset and facilities management**: learn how this was applied at Malaysia Airports Holdings and Amsterdam Schiphol Airport
- **Optimise processes to streamline your maintenance operations** with examples from Hong Kong and the Republic of Korea
- **Plan effectively for changing customer needs**: explore how ADP, Dallas Fort Worth and Macau International Airports accommodate new requirements
- **Deliver cost savings and drive new revenue streams from your existing assets**: discover how BAA leverages its supply base and HOCHTIEF AirPort gains efficiencies from multiple-airport management
- **Apply new technology to improve performance, enhance reliability and assist decision-making**: find out how this is achieved at Malaysia’s Senai and Bahrain’s Airports

Register before 30 November to save up to US$2946
Asset Management for Airports

Pan Pacific Kuala Lumpur International Airport, Malaysia

REGISTRATION FORM

My code is: PA1701 E
Please complete in BLOCK CAPITALS as information is used to produce delegate badges. Please photocopy for multiple bookings.

Please do not remove this label even if it is not addressed to you.

CONFERENCE PRICES

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<tr>
<th>Book &amp; pay before 30 November to save with our early bird discounts!</th>
<th>Normal Price</th>
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<td>✑ I am registering 3 delegates for the price of 2 to save up to US$ 2,946</td>
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NB: Discount applies to conference attendees only and you MUST book and pay before 30 November 2004

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❑ By cheque/Bank Draft: Made payable to IQPC Worldwide Pte Ltd
❑ By Direct Transfer: Please quote PA1701 with remittance advice.
IQPC Bank details:
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Bank No: 7339
Account No: 501-426926-001
Swift Code: OCBCSGSG
Overseas-Chinese Banking Corporation Limited, 65 Chulia Street, OCBC Centre, Singapore 049513

All bank charges to be borne by payer. Please ensure that IQPC receives the full invoiced amount.

❑ By Credit Card:
Please debit my credit card: Visa Mastercard American Express
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Expiration date

Cardholder’s name

Signature

Card billing address (if different from Co.address)

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PAYMENT TERMS

Payment is required within 5 working days on receipt of invoice. If a booking is received 10 working days before the conference a credit card number will be taken to confirm your place, likewise if full payment has not been received before the conference date.

TEAM DISCOUNTS

IQPC recognises the price of learning in teams. Group bookings at the same time from the same company receive discount:

• 3 or more 7%
• 5 or more 10%
• 8 or more 15%
This offer is exclusive of the early bird discount. Call us for a special discount rate for teams of 10 and above (Not applicable to workshop only bookings).

VENUE & ACCOMMODATION

VENUE: Pan Pacific Kuala Lumpur International Airport
Jalan CTA 4B, 64000 KIA, Sepang Selangor Darul Ehsan, Malaysia
Tel: (603) 8787 3333  Fax: (603) 8787 5555
Email: resvsls.kia@panpacific.com

ACCOMMODATION: Hotel accommodation and travel cost are not included in the registration fee. A reduced corporate room rate of Malaysian Ringgit 231 nett (approx US$60) has been arranged at Pan Pacific Kuala Lumpur International Airport, Malaysia for attendees. To take advantage of this special rate, please call the hotel directly and mention that you are attending the ASSET MANAGEMENT FOR AIRPORTS conference.

CONFERENCE DOCUMENTATION AND AUDIO CDs

❑ I am registering as a delegate, please send me an extra set of Conference Documentation with Audio CD with a US$50 discount: US$300.
❑ I cannot attend the event, please send me the Conference Documentation and Audio CD at US$350.
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Please note that speakers and topics were confirmed at the time of publishing, however, circumstances beyond the control of the organizers may necessitate substitutions, alterations or cancellations of the speakers and/or topics. As such, IQPC reserves the right to alter the contents and timing of the programme or the identity of the speakers. Any substitutions or alterations will be updated on our web page as soon as possible. AQPC reserves the right to alter or modify the advertised speakers and/or topics if necessary. Any substitutions or alterations will be updated on our web page as soon as possible.

SPEAKERS CHANGES - Occasionally it is necessary for reasons beyond our control to alter the contents and timing of the programme or the identity of the speakers.
WORKSHOP ATTENDANCE - Please note that workshops and master classes are subject to limited availability. Certain workshops or master classes may be conducted as closed forums and as such IQPC reserves the right to decline individual registrations as necessary.
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