

World Report

June 2007



DIRECTOR GENERAL'S NOTE

One of our key priority areas as airports is customer service. The past decade has seen a great number of developments in technology to improve the flying experience for passengers, as well as make life easier for airports and our aviation partners. Over the next few months and into the future, ACI is increasing its involvement in the Simplifying Passenger Travel (SPT) interest group to assist member airports in the development of new, improved and simplified processes for passenger handling. The SPT Interest Group has published the Ideal Process Flow (IPF), a document that outlines the simplified passenger processes for airports, airlines, ground handlers and government authorities, which will in the long run increase capacity, security and efficiency at airports.

ACI is looking forward to working with the members of the SPT Interest Group from all segments of the aviation industry to help make the IPF become a reality. The current passenger processes need to be re-examined to bring better efficiencies and customer services at airports world wide, this is one of the foundational objectives of SPT. ACI will support and assist all airport members in the development of SPT projects around the world. For more information on this important programme, request the ACI position paper (hdodd@aci.aero), visit the SPT website , or contact Thomas Romig (tromig@aci.aero) at ACI World Headquarters.

Robert J. Aaronson

SAFETY

Runway Safety

ACI (represented by ACI's David Gamper and Andrew Badham from BAA) took part in the second meeting of the Flight Safety Foundation 's Runway Safety Initiative in Brussels on 30 – 31 May. This continued the work started at the first meeting, which decided that it was worthwhile to identify gaps in existing practice and guidance (notably on efficient collaboration between airlines, airports, ATC and regulators), and to work on Runway Incursions, Excursions and Confusion. It was decided to concentrate on the latter two, because Action Plans to reduce Incursions are already in place in most parts of the world, and there is a multitude of best practice guidance available. As a result of a "gap analysis", a number of high-priority areas were selected for follow-up, which were rated as having high impact on increasing safety and may be relatively easy to change. These include some directly concerning airports – e.g. for Runway Confusion: Lighting, Marking and Signage, and Airport Layout Charts. Many more Human Factors issues were identified as possible "quick wins". Sub-groups will work to produce problem statements, including a target and a work programme, aimed at reducing the risk.

HEALTH

Hygiene in Aviation

The World Health Organisation (WHO) held a first meeting in Geneva on 7 – 8 June to begin updating its 1977 publication "Guide to Hygiene and Sanitation in Aviation". The meeting concentrated on the quality of and uses of drinking water on board aircraft. ACI is directly concerned, since airport operators have the responsibility for water supplied to aircraft, though normally not for transfer to the aircraft. The existing WHO Guidelines for drinking-water quality are the international reference for acceptability. At a later stage, the document update process will be extended to food/ beverages on board aircraft, Communicable disease and vector control, sanitation and waste disposal, etc. ACI will be part of the consultative group formed by the WHO, as it is on the Transportation Working Group - concerning the International Health Regulations (2005), and measures to reduce the spread of communicable diseases in airports.

ICAO REPORT

ACI activities at ICAO in Montreal

Mrs Folasade Odotola took up her appointment as Director of the Air Transport Bureau in ICAO on 7 May 2007. Immediately before joining ICAO Mrs Odotola was Chairman, Task Force on Verification of Status of Aircraft and Operational Competencies of Commercial Aircraft Operators in Nigeria and the Chief Executive of the Nigerian College of Aviation Technology. Prior to that she was Director Airworthiness and Operations Standards with the Nigerian CAA. The Director's new responsibilities will include the development of security, environmental and facilitation policies.

Visit of the European Commissioner

Mr Jacques Barrot, Vice-President of the European Commission was scheduled to visit ICAO on 21 June.

The Council and Commission are engaged in their last full session before the ICAO Assembly in September 2007. The main tasks of both bodies is to prepare and finalise all of the ICAO working papers to be presented to the representatives of contracting states at the Assembly. The Assembly Agenda is extensive and covers settling the ICAO budget for the following triennium and also establishing the key tasks for the Council in the strategic sectors of safety, security and environment over the same time frame.

A large number of Observers will also attend the Assembly and like ACI will be preparing working papers across the range of key issues for industry. Details of the Agenda can be found on the ICAO website.



EVENTS

ACI Europe Conference, Zurich, Switzerland

Zurich Airport hosted this year's ACI Europe Annual General Assembly and Conference last week in a truly unique setting that provided views overlooking taxiing aircraft -- a fitting setting for keynote speakers Kerrie Mather, CEO, Macquarie Airports and Michael Cawley, Chief Operating Officer & Deputy Chief Executive, Ryanair who addressed future industry growth perspectives and the mounting environmental pressures across Europe. A lively panel debate followed, and delegates were encouraged to visit the new industry website at www.enviro.aero which is a valuable source of facts and figures about work that is underway to reduce aviation's footprint.



Everything you need to know
about aviation and the environment



EVENTS

ACI World Annual General Assembly, Buenos Aires, Argentina, 5-7 November

Join the premier global airport industry event of the year! Registration is now open on the ACI website at www.aciworld.aero. The key ingredients for an exciting and successful conference are all there.

Quality speakers:

Roberto Kobeh González, President, Council of ICAO

Joaquín Ayuso, CEO, Grupo Ferrovial

Manuel Azuaga Moreno, President, AENA

Héctor Navarrete, Director Regional Airports, ASUR

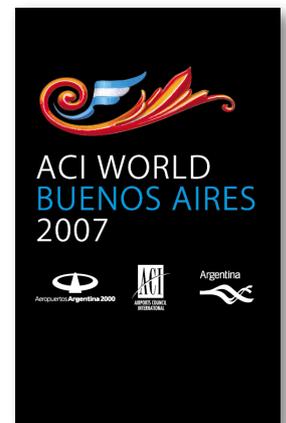
Bijan Vasigh, Ph.D., Professor, Embry Riddle Aeronautical University

Benjamin de Costa, Aviation General Manager, Atlanta International Airport

Alexander ter Kuile, Secretary General, CANSO

Miguel Southwell, Director Business Development, Miami Airport

Enrique Urioste, CEO, Interbaires



PUBLICATIONS

ACI directories - on their way to you

All airports and world business partners should have received their complimentary copy of the ACI World Airports Directory and ACI World Business Partners Directory. These up-to-date listings of our membership are a valuable tool and extra copies can be purchased through the ACI website.

TRAINING

ACI Global Training Hub: Delivering demonstrable benefits to your airport

It is no longer feasible for airports to provide training and development for its own sake. Like any investment, it must be measurable and deliver demonstrable benefits against organisational requirements as well as individual needs. ACI's training strategy, as applied to each of its Global Training Hub (GTH) classroom courses, is to satisfy the change and development issues likely to occur within your organisation and offer courses that are focused on real business needs, meet your employees' expectations and operate within your constraints.

For example, the Fundamental Airport Operations* course not only introduces that overall concept to the participant, but more importantly creates a contextual understanding of the airport, its complex structures and the regulations that shape its operations. The course, including best practice case studies and a final examination also fulfils the more pragmatic training requirements of any viable HRD / HRM strategy.

The same may be said about the more specialised ACI GTH course on EU Regulations for Airports**. Providing clear and concise interpretation of the obligations that airports in the European Community are required to adhere to, the course will fully explain existing EU Law and Policy. Even the most intricate regulations will be rendered manageable. The course provides practical content for airport managers and team leaders in the EU who need to implement these policies, and specifically responds to the needs of airports in the new European Union member States.

ACI GTH training is developed and delivered in order to provide airports with accessible, professional training that yields measurable results to enhance your airport operation. Please review the ACI GTH schedule of courses and register today at www.gth.aero or contact Nathalie Zulauf, ACI GTH registrar: nzulauf@aci.aero or +41 22 717 8758

* Fundamental Airport Operations course will be held in Geneva from 16 to 19 July 2007 in English

** EU Regulations for Airports course will be held in Prague from on 25 and 26 June 2007 in English and in Geneva on 10 and 11 July 2007 in English

SERVICE QUALITY

Krakow and Muscat Airports join the ASQ programme

We are pleased to announce that John Paul II International Airport in Krakow has joined the ASQ programme starting in Q2 2007. With 2.3 million passengers in 2006, an impressive increase of 50% over 2005, Krakow airport continues to show strong growth and is currently the second largest airport in Poland. In order to cater to the increase in passengers, the airport has recently opened a new domestic terminal and is currently expanding its international terminal. We can also announce that Muscat Airport has joined the programme. Seeb International Airport is the main airport in Muscat, capital of the Sultanate of Oman. The airport serves 46 destinations in 25 countries and was used by 4.7 million passengers in 2006. The airport is currently being expanded and a new 12 million passenger terminal is planned for 2010. This brings the number of airports taking part in the ACI Airport Service Quality programme to 96. www.airportservicequality.aero

PUBLICATIONS

The Journal of Airport Management

The *Journal of Airport Management*, the leading professional journal on airport management and published in association with ACI, is able to announce further new content lined up for its next issue. Copenhagen Airport's consistent focus on quality and the framework used by Macquarie Airports to help create value are two examples cited in an article by David Feldman, Managing Partner of Exambela Consulting. In 'Improving the Quality of Management in the Global Airport Industry', David argues that it is by focusing on the creation of value that airport CEOs and senior management will ensure their airports succeed in today's increasingly competitive environment. The ground handling services business can offer real opportunities for some airports – both as an additional and profitable source of revenue and to increase and improve customer service. Recently, there have been a number of airports that have considered getting into the ground handling service industry for their airlines, similar to the business model used by many privately operated airports around the world. In an excellent article, Bobbi Thompson, Executive Vice President of Airport Business Solutions, considers the advantages and disadvantages that airport management should consider, as well as the first steps airports need to take to assess the feasibility of offering ground handling services. To access these and the many other excellent articles in the forthcoming issue of *The Journal of Airport Management*, including contributions by Michael Kerkloh, Munich Airport, Samuel Ingalls, McCarran International, George Williams and Rodney Fewings, Cranfield University and James Kimpton, former Deputy Chairman of the Board of the Civil Aviation Safety Authority, Australia – you or your organisation will need to subscribe. ACI members can subscribe to *The Journal of Airport Management* at an exclusive discounted annual rate. For details contact the publisher, Daryn Moody (daryn@hspublications.co.uk).