

# World Report May 2008



## DIRECTOR GENERAL'S NOTE

You only have to watch the news to contemplate how cyclical our industry can be. With the global credit crunch, high oil prices and this week's news about the world's biggest carrier American Airlines cutting back on routes, never has there been a more important time for our industry to have a strong association to advocate on our behalf. With that in mind, my first months at ACI will be spent on the road, visiting ACI regional offices, attending the ACI Asia-Pacific conference and a number of board meetings. One of my first priorities is to meet with and further develop the dialogue across ACI to strengthen our service to members across the world. You can read about the ACI Asia-Pacific regional assembly in this *World Report*, and I will be attending the ACI Europe annual congress in Paris and ACI Africa annual meeting in Accra in the coming months. Of course, we are all looking forward to the ACI World Annual General Assembly in Boston in September. I look forward to meeting you at these events, please introduce yourself to me!

Angela Gittens

## EVENTS

### ACI Asia-Pacific holds first regional assembly after official integration

Over 200 delegates from 24 countries gathered in Cairns, Australia for the third ACI Asia-Pacific Annual Assembly. This was the first Regional Assembly after the official integration of the ACI Asia and ACI Pacific Region. At the Regional Assembly, new board members were elected and they are Ms Suning Liu, (Macau Airport, China), Mr Kosaburo Morinaka (Narita Airport, Japan), Mr Atsushi Murayama (Kansai Airport, Japan) and Mr Han'an Zhang (HNA Airport Group, China). In the new regional board, Dato' Seri Bashir Ahmad Abdul Majid will be serving as our secretary treasurer.

This year the conference was kindly hosted and sponsored by Cairns Airport with great support from the Queensland Government, Australia. The theme of the conference was "Building sustainable new growth markets for business and tourism". Dr Assad Kotaite, President Emeritus of the ICAO Council, was invited as the keynote speaker. He shared his thoughts on the past, the present and the future of economic growth on a global basis, particularly with regard to air transport and tourism in the Asia-Pacific region.

Apart from Dr Kotaite's keynote speech, delegates enjoyed the presentations on various pressing issues, including how our industry should address aviation's impact on climate. The President of ACI Asia-Pacific, Mr Max Moore-Wilton, urged members to take immediate action to work with their local governments and authorities, and most importantly their local communities to look for innovative and feasible ways to help preserve the environment.

For details of the presentations and the photo gallery of the event, please refer to [www.aci-asiapac.aero](http://www.aci-asiapac.aero). The fourth ACI Asia Asia-Pacific Regional Assembly, Conference and Exhibition will be held in November 2009 in Kuala Lumpur, Malaysia in conjunction with the ACI World Annual Assembly.



For coverage of the **Aviation & Environment Summit 2008**, check the **enviro.aero** channel on **YouTube**: [www.youtube.com/enviroaero](http://www.youtube.com/enviroaero)

or, click here for the story directly: <http://uk.youtube.com/watch?v=sfDUs6-0F8o>

## SAFETY

### Dangerous goods alert

Airports should be aware of an incident on 3 December 2007 in which a gas cylinder exploded in an air cargo warehouse in Dubai, UAE, injuring one person. The cylinder which had arrived in an air cargo consignment from Manchester, UK contained ethyl chloride, which was improperly transported in an aluminium alloy cylinder. The explosion was reportedly caused by a reaction of the ethyl chloride with the aluminium alloy. Clearly such an explosion has the potential to endanger life, both on the ground and in-flight. ACI understands that ICAO will shortly issue an amendment to the Technical Instructions for the Safe Transport of Dangerous Goods by Air (Doc 9284), 2007-2008 Edition, prohibiting the use of aluminium cylinders for the carriage of ethyl chloride and for mixtures containing similar Dangerous Goods. Airports should ensure that their airlines and cargo terminal operators are aware of this incident and should consult with their respective Dangerous Goods regulatory authorities regarding appropriate preventive measures.

## EVENTS

### The Airport Show, Dubai, 2-4 June

ACI is a supporting partner of 'The Airport Show' taking place in Dubai from 2-4 June, and we look forward to welcoming members at stand number CA8. The Airport Show was established by the Dubai Civil Aviation Authority and enjoys the support of all the aviation stakeholders in the United Arab Emirates. It is the biggest airport exhibition in the Middle East and one of the biggest worldwide. The organisers expect 600 exhibitors and 6,000 visitors from 80 countries. The exhibition is accompanied by four conferences on Future Airports, Aviation Security, Air Traffic Control and Ground Handling.

# Airportshow

BUILD • SUPPLY • OPERATE

## EVENTS

### Get set to join us in Boston!

The 18th ACI World Annual General Assembly, Conference and Exhibition is taking place earlier than usual this year. Being held in conjunction with the ACI-NA annual show, the conference and exhibition starts on the 21st of September with a reception on the exhibition floor at the John B. Heynes Convention Center in downtown Boston. Three full conference days will follow, covering various current aspects of our industry. The 18th ACI World Annual General Assembly is going to take place on Monday, 22 September, afternoon. Come and meet ACI's new Chairman James Cherry and new Director General Angela Gittens at their first ACI World Assembly in office. The conference will close with a dinner at the John F. Kennedy Library and Museum on Wednesday, 24 September, night.



The event is only 4 months away and it is absolutely essential that you start planning your attendance now. Especially, if you are a citizen of a country for which a visa is required, or as a citizen from a visa waiver country in case your passport is not machine readable. The visa application process may take three months or longer. In order to obtain an invitation letter from ACI, you are required to register and pay the registration fee first. Together with your registration/ payment confirmation, the visa approval should be facilitated. Should you have to cancel due to non-approval of your visa, the payment will be reimbursed less bank, credit card, administration charges. For further information please contact [hbagott@aci.aero](mailto:hbagott@aci.aero) or call ACI at +41 22 717 8585.

## ENVIRONMENT

### ACI to hold airport environment colloquium in Cairo in November

At the most recent ACI World Environment Standing Committee meeting in Zurich, the committee responded to a request for more environmental information for African airports by scheduling an event. From 26 - 27 November this year in Cairo, the WESC will hold an Airport Environment Colloquium tailored to suit the needs of airports in Africa. This event will provide a showcase of environmental initiatives from around the world and is a follow-on from the successful ACI and CANSO workshop held at the recent Aviation & Environment Summit, focusing on airport infrastructure and current mitigation initiatives. For further details, please contact ACI Senior Environment Manager Xavier Oh at [xoh@aci.aero](mailto:xoh@aci.aero).

## ACI WORLD HEADQUARTERS NEWS

### New Manager of Facilitation and Airport Information Technology



ACI is very pleased to welcome our new Manager, Facilitation and Airport IT, Arturo Garcia-Alonso, who began work at ACI in Geneva in April. Arturo has joined ACI from SENASA, the safety regulatory arm of the Spanish Civil Aviation Authority. Arturo has a degree in aeronautical engineering and he has worked with an airport planning consultancy firm and Acciona Airport Services (a Spanish ground handling company) before joining the Spanish CAA.

He will be focusing on a range of facilitation and airport information technology issues and will take over the role of secretary to the Airport IT Sub-Committee. Arturo can be contacted at [agarcia@aci.aero](mailto:agarcia@aci.aero) or on +41 22 717 8637.

## SERVICES

### GTAA offers ACI Airport Wayfinder service

The Greater Toronto Airport Authority (GTAA) has subscribed to the ACI Airport Wayfinder. The new service will allow travellers to find the most efficient way through the terminal building while enjoying the many services offered along the way. Before arriving at the airport, passengers will now be able to view the GTAA's ACI Airport Wayfinder video that provides the step by step route that passengers will take travelling through Terminal 1 at Toronto Pearson. The ACI Airport Wayfinder is a web-based service that allows travellers a mock walk-through of Toronto Pearson's Terminal 1. The video features a passenger's experience in the terminal, including international arrivals, airline transit, transfer processes and domestic arrivals. Passengers connecting through Toronto Pearson can click the "How Do I Connect?" feature, which offers important tips about the different types of connecting passengers. A video featuring wayfinding tips in Terminal 3, ground transportation, concessions and parking will be available over the next few months. GTAA is the fourth subscriber to the ACI Airport Wayfinder after Portland, Montreal and Boston. Get your Wayfinder experience at [www.gtaa.com](http://www.gtaa.com).

## PROGRAMMES

### Simplifying Passenger Travel regional meetings

The Simplifying Passenger Travel (SPT) programme aims to improve the travel experience for passengers. One of the focus areas is replacing repetitive checks of documents with a new technology based process flow, collecting information once and then sharing it electronically with subsequent stakeholders, using biometrics as a means of verifying the identity of the passenger, thus increasing capacity, security and efficiency at airports. ACI is an active member of the SPT Board, and will support and assist all airport members in the development of SPT projects around the world. During the last SPT Interest Group Meeting, March 2008, it was agreed that the SPT programme needed more participation and collaboration from all stakeholders at regional level. As a result, three Regional Meetings are taking place shortly:

- Europe, Middle-East and Africa: 10-11 June 2008, Warsaw, Poland
- Americas: 24-25 June 2008, Washington DC, USA
- Asia-Pacific: 10-11 July 2008, Kuala Lumpur, Malaysia

For those airports interested in participating, or getting more information on this important programme, please contact Arturo García-Alonso ([agarcia@aci.aero](mailto:agarcia@aci.aero)) at ACI World Headquarters, or visit [www.spt.aero](http://www.spt.aero)

## TRAINING

### Training springs to life with the ACI Global Training Hub

The Global Training Hub is gathering momentum and recognition as one of the best sources of targeted training for the airport industry. A total of 16 classroom courses were delivered by ACI these past two months and were enthusiastically attended by some 350 participants from all over the world. The subjects covered in the sessions ranged from Aviation English to customer service and a variety of safety courses. The courses focusing on commercial aspects - such as the short course on 'Airport/Airline Business Relations' and the AMPAP elective course entitled 'Airline Management for Airport Professionals,' - help airports formulate their airline marketing strategies and gain a better understanding of their main customers. In addition, two joint ACI/ICAO courses - 'Negotiating User Charges (English and French)' - generated much interest as did the course on 'Airport Commercial Development and Planning' held in Cairo.

Apart from safety related courses, the courses that attracted the largest number of participants was Aviation English. Since January, 94 airport professionals have participated in these courses held at numerous locations, enhancing their professional language skills in order to better understand technical requirements and communicate with passengers and airlines more effectively. AMPAP launched the second of its four mandatory courses, covering 'Airport Commercial and Financial Management'. Those participating in the course appreciated the opportunity to further their accreditation online and praised the value and relevance of the course. In addition, the AMPAP held another of its introductory courses "Air Transport System" in Brussels this week, growing the number of AMPAP candidates working to earn their International Airport Professional (IAP) designation. The ACI Fund also provided a valuable training seminar for airports from developing nations in New Delhi in April. The seminar focused on non-aeronautical revenues for airports and was particularly well attended and appreciated. The ACI GTH has many more courses planned over the next months as we look forward to meeting the needs of our member airports worldwide. For more information on classroom and online courses, please visit the GTH website: [www.gth.aero](http://www.gth.aero).

**"We thank ACI for organising this (Customer Service) course for us. We enjoyed it so much and appreciated that so many of the questions we have had since for such a long time have been answered by the instructor (Joanne Patemoster). We also appreciated the opportunity for discussion with colleagues from other participating airports."** Comment received from one of the participants attending the 'Developing and Maintaining a Customer Service Culture' course in Athens.

## Global Training Hub courses

Month	Dates	# days	Topic	Location	Language
June	08-12	5	Emergency Crisis Management	Dubai	English
June	09-13	5	ACI Fund Seminar - Hazardous Materials	Chateauroux, France	English / French
June	16-19	4	Airport masterplanning, maintenance and hurricane preparedness	Port of Spain	English
June/July	30-04	5	Airport Environment Management (AMPAP elective)	Montreux, Switzerland	English
July	21-25	5	Quality of service: building the culture and measuring the results	Port of Spain	English
July	21-25	5	Quality of service: building the culture and measuring the results	Panama City	English

To register please visit [www.gth.aero](http://www.gth.aero) or contact ACI: +41 22 717 8585

## WORLD BUSINESS PARTNERS

### Paris the next venue for World Business Partner meeting

The next World Business Partner meeting will take place alongside the ACI Europe Annual Congress in Paris on Wednesday 18 June from 15h00 to 17h00.

Five high-level airport experts are looking forward to answering your questions

- Philippe Hamon, Senior Adviser, Macquarie Airports
- Austin Calleja, Chief Financial Officer, Malta International Airport
- Jure Meznarsic, Assistant Director General, Ljubljana Airport
- Robert Deillon, Director General, Geneva International Airport
- Stefan Thordersen, Airport Director, Keflavik International Airport

The number of seats is limited to 40 participants! Confirm your attendance and submit questions to [danielle.michel@aci-europe.org](mailto:danielle.michel@aci-europe.org) by 30 May.

WELCOME ON BOARD, **NEW ACI WORLD BUSINESS PARTNERS** (*who have provided us with a description of their services*)

### Flemingo International Duty Free (DUBAI)

Flemingo International Limited was established in 1997 and operates from its administrative head office in Jebel Ali (Dubai) United Arab Emirates and its focused operations are operating duty free business from various airports. We are currently operating in nine countries and looking for opportunities in more countries.

Flemingo can also take up projects on turn-key basis for airport infrastructure development along with our consortium partners.

[www.flemingo-intl.com](http://www.flemingo-intl.com)

### Cranfield University (UNITED KINGDOM)

Cranfield University Department of Air Transport in the UK is the main international centre for postgraduate teaching and research in air transport management and safety. Our flexible approach to teaching means that MSc courses and PhD research can be undertaken on a part-time basis as well as full-time. We offer full and part-time MSc programmes in Airport Planning and Management and in Air Transport Management. We are a focus for research in air transport and safety and the Department also offers consultancy services and career development training to the airport industry. The Department is home to the Cranfield Safety and Accident Investigation Centre and research centres specialising in business travel and in the provision of air transport services in remote regions. [www.cranfield.ac.uk](http://www.cranfield.ac.uk)

### Basel Aero (RUSSIA)

Basel Aero was founded in 2007. It is an airport management company and belongs to Basic Elements Aviation Sector. Currently, Basel Aero manages airports in southern Russia: in Sochi, Krasnodar, Gelendzhik and Anapa. Basel Aero's main objectives include the reconstruction and renovation of the entire infrastructure of the airports, and the introduction of modern technologies to service passengers, cargo and aircraft. [www.basel.ru](http://www.basel.ru)

### Market Insight Consultants (INDIA)

Market Insight Consultants (MIC) is a research based consulting firm based in India. The Aviation unit handles all types of research and consulting activity in the aviation sector. Services include: customer satisfaction survey planning and conduct, regulatory compliance audit services, traffic forecasts, feasibilities - local area land use and development near airports and cargo complex, business models and joint ventures. In the Indian market, MIC works with leading airports like Delhi International Airport, Mumbai International Airport and Airports Authority of India. In the international market, MIC works with DKMA, Switzerland for its market research at Indian Airports. [www.marketinsightconsultants.com](http://www.marketinsightconsultants.com)

### Dulcert Software (CANADA)

Based in Montreal Canada, Dulcert provides the finest micro-designed mapping software that will revolutionise the way people travel. Its Boarding Path software will provide air travellers with a state-of-the-art method of reducing time and stress during their flight stops at major international airports and will drive them to discover and to shop at duty free areas. Dulcert is targeting airport retailers, GDS providers and airports authorities that are interested in leveraging this technology and exploring strategic partnerships that are mutually beneficial. [www.boardingpath.com](http://www.boardingpath.com)

### Kusch+Co (GERMANY)

Kusch+Co is a leading contract furnisher, the medium-sized family business still embraces innovation and inventiveness. Its products are popular all around the world. For instance, nearly 120 airports worldwide have opted for the best-selling bench system Terminal 7100. Timeless design, optimum functionality, quality, ergonomics and environmental awareness form the basis of the corporate philosophy. [www.kusch.com](http://www.kusch.com)

### Paxflow (SINGAPORE)

Paxflow has pioneered the world's first active boarding card technology - the Personal Passenger Assist (PPA). The capabilities of the solution deliver significant business value to the airport business and also to its partners - airlines, retailers, passenger service providers, and the authorities. The Paxflow system enables airports to locate, inform and prompt passengers to manage flight passenger flow. The real-time visual dashboard provides early warning to airport/flight supervisors of potentially late passengers and similarly of service problems within an airport. Paxflow's PPA card acts as a secure, personalised boarding pass which provides updated flight information and advice to ease and facilitate the passenger's journey. [www.paxflow.com](http://www.paxflow.com)

### Skidata (AUSTRIA)

SKIDATA is an international market leader in access and ticketing solutions for controlled access of vehicles and people. For parking facilities, modern airports look for security, customer-friendliness and added value for maximised revenue. SKIDATA meets these expectations with tailor-made solutions for international and regional airports. The systems are adapted to airport security requirements and designed for integration with business models for additional services beyond pure parking applications: full-service parking and interfaces to retail areas, event centres, visitor platforms, catering facilities and shopping centres. More than 120 airports worldwide use SKIDATA solutions to serve their customers. [www.skidata.com](http://www.skidata.com)

### ADPi (FRANCE)

ADPi a partner for your Airport, the architects and engineers of Aéroports de Paris Group have worked for over 50 years to design and develop innovative airports in over 80 countries. Recognised experience, integrated teams of architects and engineers united by a common drive for perfection, and quality of service with the goal of client satisfaction are the primary strengths of ADPi. [www.adp-i.com](http://www.adp-i.com)