

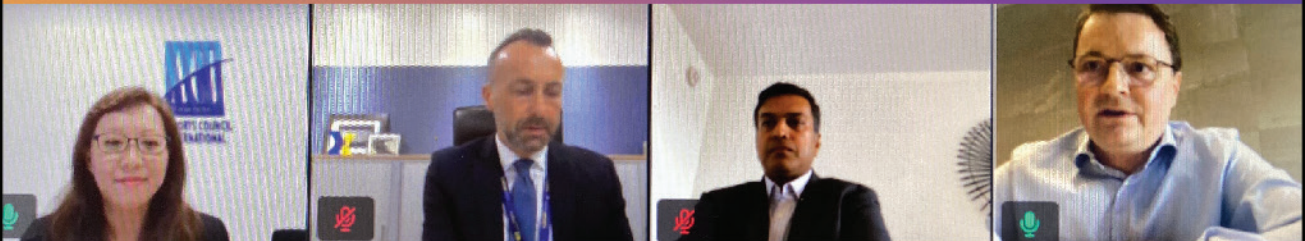


30 September 2020

WBP Virtual Roundtable

Perspectives from Airport Executives in the Midst of
COVID-19 Recovery

Thank you for joining us!



**Virtual Roundtable
Panellists Discuss Road to
Recovery**

Regional Office Updates

Virtual Roundtable Panellists Discuss Road to Recovery

Earlier this week, ACI Asia-Pacific hosted its first virtual roundtable for the region's World Business Partners. The roundtable provided suppliers from multiple disciplines the opportunity to hear first-hand from airport leaders their perspectives on the COVID-19 recovery.

"Without face-to-face events this year, it was important for us to create a platform that provides opportunities for our World Business Partners to connect and engage with ACI's airport members," said Stefano Baronci, Director General, ACI Asia-Pacific.

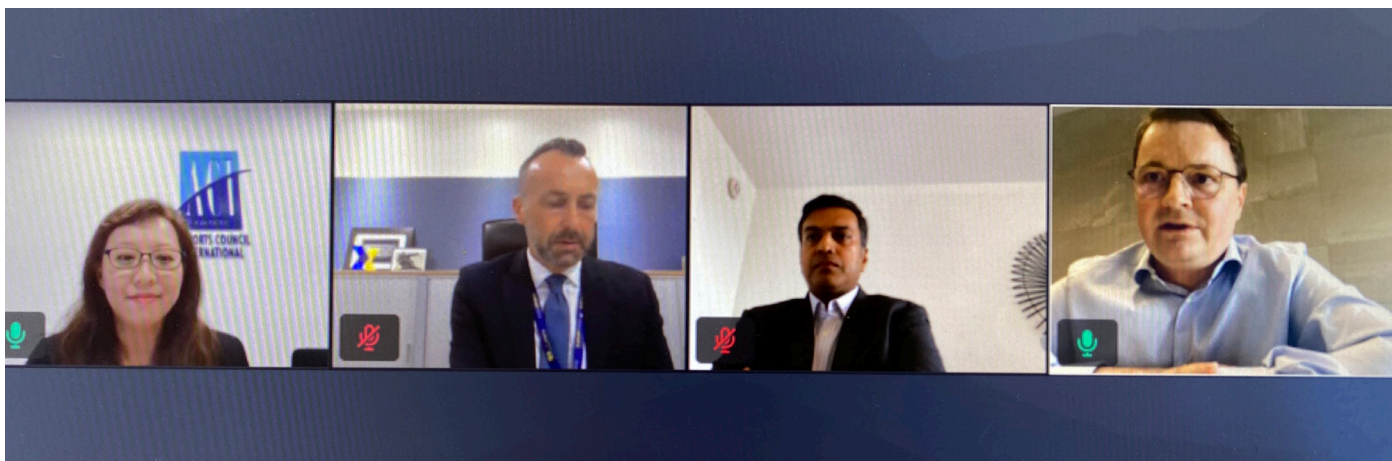
Moderated by Jeannie Wong, ACI Asia-Pacific's Head of Communications and Events, executives from Dubai Airports, Kansai Airports and Mumbai International Airport covered a range of topics related to the events that have unfolded and the road to recovery.

The panellists started by discussing the past few months. "What has been very important is communicating to our people, passengers and stakeholders. At the beginning, there was a lot of confusion so we constantly updated our website with real-time information. This is how we started to build passenger confidence," said Murali Varadarajan, former Senior Vice President Operations, Mumbai International Airport Limited.

On the topic of digitization, Stephane Geffroy, Corporate Executive Vice President and Chief Commercial Officer Non-Aeronautical at Kansai Airports discussed how digitization can help operations. "Given the new normal of social distancing, it will be more difficult to accommodate people in our shops," he said. "We are looking at a queuing management system so that passengers don't have to queue outside a shop and receive an alert when they can enter."

Offering a final thought, Eugene Barry, Executive Vice President Commercial, Dubai Airports commented: "We need to accept that many elements of this crisis are out of hands. Our industry, especially in this region, has been exposed to so many challenges in the past and we have built up the resilience and experience to deal with external shocks like this. I have no doubt we will emerge from this."

More than 40 World Business Partners and guests dialling in from around 20 countries attended the roundtable.



Meet the Board: H.E. Ali Salim Al Midfa from Sharjah Airport

In a new segment called 'Meet the Board', we will be featuring and introducing you to the members of the ACI Asia-Pacific Regional Board. We will get to know them better by learning about their leadership style, their thoughts on the next generation of leaders and, unavoidably, the impact of the pandemic.

Up first, we have H. E. Ali Salim Al Midfa, Chairman of Sharjah Airport in the United Arab Emirates.

H.E. Ali Salim Al Midfa has nearly two decades of experience in Airport Management. H.E. Al Midfa joined Sharjah Airport in 1996 and has held many managerial posts in the airport and was appointed Chairman of Sharjah Airport in 2014. In addition to his role as the Second Vice President of the Regional Board, H.E. Al Midfa is also the Chair of the Panel of Judges of the Young Executive Award 2021.

RO: What have you had to do differently in terms of leading your team during the pandemic?

To lead the team through the pandemic, we had to think fast and on our feet. As scientific research learned more about COVID-19 and government guidelines changed constantly, we had to react quickly in order to protect the health and safety of our employees and passengers. This called for instant adaptation and a culture shift in terms of the mind set to ensure safety, efficiencies, business continuity and overall compliance.

RO: What are you most proud of at your airport?

First and foremost, I am extremely proud of the agility of the team working at Sharjah Airport who worked round the clock to ensure the safety of staff and passengers and complied fully with all new safety measures and directions. Even in the midst of a global pandemic, we have successfully achieved many accolades in 2020 including the Green Airports Recognition Silver award this year for our quality water management activities and we became the first carbon-neutral airport in Gulf Cooperation Council having achieved the Level 3+ Neutrality standards of the ACI's Airport Carbon Accreditation programme.

Operationally, we have worked around the



various challenges that have come our way, be it regulatory, operational constraints and otherwise, to always keep safety our priority and at the same time providing the best of services to our clients.

Where other industries and organisations have been halted by the pandemic, we have stood firm and resolute, prepared ourselves in every aspect and continued to grow stronger, and that is something we can all be proud of.

RO: Has there been a silver lining arising from this pandemic crisis and if so, what?

Our efficient response and handling of operations during the pandemic has proven we are ready and operationally capable to deal with many eventualities including COVID-19. We have broadened our technological capabilities and will continue to build contingency plans, investing in digital infrastructure to ensure we remain fully prepared for future eventualities.

Now that we are coming through to the other side of the pandemic, it is important to consolidate our learnings to identify areas of future opportunity and risk, thus further

strengthening our capabilities. I think we must remember this as a time where community, business, and government joined forces and supported each other through a time of great crisis.

RO: What is your advice to young people in the aviation business?

For young people in the aviation business, or in fact those wishing to pursue a career in the aviation industry, I would say you are part of a brilliant growing industry and you are now working through one of the most challenging times we have ever faced. You will learn a lot from this experience so use it to grow and develop your mind, and skill sets that will stand you in good stead through the challenges of life. It would be useful to understand the importance of data digitalisation and how this is shaping and transforming the airline industry and the wider aviation ecosystem.

Stay tuned for the next newsletter to meet Executive Director of GMR Hyderabad

International Airport and Second Vice President of the ACI Asia-Pacific Board, Mr. SGK Kishore.



Other ACI Updates

ACI Calls for Widespread Deployment of Testing to Foster International Travel



ACI World has reinforced industry calls for the widespread deployment of COVID-19 testing of international passengers before travel as an alternative to restrictive quarantine measures.

As a result of the pandemic, ACI **recently revealed** that the airport industry is anticipating global passenger numbers to decrease by 5.6 billion with an unprecedented \$104.5 billion reduction in revenue, in 2020. Airports represent 60% of aviation jobs and local economies have been heavily affected by the reduction of activity.

Many international borders remain closed, and in many cases international passengers are still subject to mandatory 14-day quarantine where some travel is possible.

To better support recovery efforts, ACI has called for urgent government action to introduce widespread and coordinated

testing of international passengers – based on internationally accepted protocols and on a risk-based and resource-effective approach – to enable quarantine requirements to be removed.

“Quarantine and unilateral decisions from governments are destroying efforts to restore air connectivity and, without the lifting of travel restrictions and quarantine, the aviation industry cannot rebuild and will not be able to drive the global economic recovery from the effects of the pandemic,” ACI World Director General Luis Felipe de Oliveira said.

ACI – on behalf of airports – has also strongly urged governments to work bilaterally to develop air bridges to enable services to restart where there is demand.

Read the full [press release](#).

DFWC and ACI World Call for Measures Critical to Airport Industry Recovery

ACI World and the Duty Free World Council (DFWC) call for urgent measures to support the recovery of the international airport industry.

ACI's Policy Brief – Path to the airport industry recovery – Restoring a sustainable economic equilibrium draws attention to the crucial role duty free and travel retail plays in the success

and growth of airports around the world, with up to 44% of airport revenues coming from non-aeronautical sources, and retail concessions contributing 30% of this figure.

A rapid recovery of duty free and travel retail sales will help provide vital revenues to airports and contribute to the entire aviation industry returning to financial health.

The ACI Policy Brief, which has the full support of the DFWC, calls for:

- a temporary relaxation of travellers' duty free limits and allowances for selected duty free products to stimulate sales and consequently help airports generate revenues from their retail concessionaires, and
- the introduction of duty and tax-free shopping on arrival to level the playing field with those

countries which have already introduced duty and tax-free shopping on arrival.

Airport duty-free shopping on arrival is now an established practice on most continents across the globe and is especially prevalent in Asia-Pacific, Latin America-Caribbean and the Middle East. More than 45 countries already have introduced the concept of on-arrival duty free including some of the largest aviation markets in the world—Australia, Brazil, India, Indonesia, Russian Federation, Thailand, Turkey and the United Arab Emirates. It is a very popular service with travelers who prefer to delay shopping until they arrive, especially given strict hand luggage policies and environmental concerns on carrying weight onboard aircraft.

Read the full [press release](#).

ACI Urges Strong and Coordinated Government Action to Support Recovery

ACI World has laid out a road map for the recovery of the airport sector and wider aviation ecosystem from the devastating impact of the COVID-19 global pandemic.

Aviation is one of the most strategic sectors of national and global economies. It is essential for trade, business, tourism, and economic growth but ACI **recently revealed** that the airport industry is anticipating global passenger numbers to decrease by -5.6 billion this year, along with an unprecedented \$104.5 billion reduction in revenue.

The recovery of aviation will fuel the global economic recovery and the **Policy Brief: Path to the airport industry recovery—Restoring a sustainable economic equilibrium** puts forward policy and assistance proposals that governments can adopt to both accelerate the global industry restart and ensure a sustained long-term recovery.

The Policy Brief urges governments to alleviate travel restrictions—as soon as recommended by national and international health authorities—and to conduct a proper cost-benefit analysis to decide whether to continue levying passenger-based taxes or if higher national income could be generated from the additional economic activity arising from aviation.

Governments are also urged to support the financial viability of the industry through direct financial support that benefits the entire aviation ecosystem—airports, airlines and their commercial partners—to protect essential operations and jobs. Additionally, and in accordance with World Health Organization's (WHO) International Health Regulations, ACI believes costs related to public health measures aimed at mitigating the spread of communicable diseases should be borne by national governments.

In supporting recovery, ACI has also created initiatives like the Check & Fly app and the global Airport Health Accreditation programme which helps to demonstrate that health and safety is the industry's number one priority. ACI World has also **called on governments** to follow a robust and consistent protocol for testing which should be implemented only when necessary and as an alternative to broad-brush requirements for quarantine.

Read the full [press release](#).

Members at a Glance

Two More Companies Join World Business Partner Programme

ACI Asia-Pacific is pleased to welcome two new companies to its World Business Partner programme, offering timely and relevant services to ACI Asia-Pacific members.

AVIATION BIOTECH EXPERTS SAFEFLIGHT



Recognizing the shift that a sanitized air-travel environment is essential for the global aviation market to recover, aviation biotech company SafeFlight Inc. was recently formed. The company provides COVID-19 detection kits, passenger tracing platforms and various sterilization solutions to airports and airlines.

Korea-based SafeFlight Inc., is the first company to be created by combining the expertise of global bio-tech companies and seasoned aviation experts to realize the practical concept of virus security at airports. SafeFlight works to ensure the confidence of passengers and service providers.

Learn more about [SafeFlight](#).



CYBERSECURITY CONSULTANTS ATVANGARDE



Located in Singapore, ATvanGarde is an information and cyber security consulting company with more than 15 years of experience. ATvanGarde serves a range of industries. For the aviation industry, the company provides advisory services to airport critical information infrastructure and essential services such as baggage, lighting and control systems.

In response to the continuous disruption caused by technology in the cyber world, ATvanGarde has developed a unique partnership model to provide strategic security governance advisory in helping airports to deploy defense-in-depth strategy through risk assessment, audits and technical assessment.

Learn more about [ATvanGarde](#).



Did You Know



Did you know we can combat wildlife trafficking collectively?



Research from the United Nations Office on Drugs and Crime (UNODC) shows that more than 7,000 species are affected by illegal wildlife trade. Since 2009, more than 5.5 million animals and animal products have been seized in air transport, as reported by 130 countries. Unfortunately, 2019 witnessed an unprecedented spike of over one million animals, accounting for close to 20 per cent of total in the past decade. An ongoing crisis is the poaching of **elephants** for ivory, tigers for their skins and bones, and **rhinos** for their horns for use in traditional medicine. This threatens the survival of many endangered species, biodiversity loss, environmental degradation and ultimately the food chain directly impacting humans.

RAISING AWARENESS

In order to safeguard all creatures on earth for the future, a global agreement to ensure the sustainability of wildlife is vital. ACI aims to engage and support industry, provide training and raise awareness. To this end, ACI signed the United Nations General Assembly Resolution for “Reducing opportunities for Unlawful Transport of Endangered Species (ROUTES)” partnership.

Through the ROUTES partnership, the transport industry is working to help combat wildlife trafficking in global supply chains. ACI is committed to developing a framework to fight

wildlife trafficking and adopting and encouraging the adoption of a zero-tolerance policy regarding illegal wildlife trade.

To gain more awareness of the challenges of wildlife trafficking, watch this video: **[ROUTES Partnership: Wildlife Trafficking Awareness Training Video](#)**.

In 2016, ACI was a signatory to the United for Wildlife Transport Taskforce Buckingham Palace Declaration, along with many airports from around the region and the world.

WILDLIFE TRAFFICKING TASK FORCE

The ACI Wildlife Trafficking Task Force was set up to discuss emerging wildlife conservation issues in response to the latest movement in wildlife trafficking. Members are encouraged to reach out with questions and suggestions.

ACI World recently posted an **education video** documenting actions airports can take to combat wildlife trafficking.

More ACI initiatives in combatting wildlife trafficking are listed **[here](#)**.

Together, we can combat wildlife trafficking.

The Voice of Asia-Pacific Airports



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