



Bi-weekly Newsletter



10 September 2020



**First Airports in
Asia-Pacific Receive
Health Accreditation**

Regional Office Updates

First Airports in Asia-Pacific Receive Health Accreditation

Incheon International Airport in Seoul, Korea is the first airport in the Asia-Pacific region to be accredited under the ACI Airport Health Accreditation programme.

“Receiving the ACI Airport Health Accreditation is the result of 70,000 airport workers’ best efforts at the forefront of national quarantine and the excellence of Korea’s response to COVID-19,” said Mr. Bon-Hwan Koo, President & CEO of Incheon International Airport Corporation and Director of the ACI Asia-Pacific Regional Board. “Passengers’ safety is our highest priority and we will continue to make every effort to build a thorough quarantine system so that passengers can use our airport with confidence.”

The recently-launched ACI’s **Airport Health Accreditation** programme assists airports by assessing new health measures and procedures introduced as a result of the COVID-19 pandemic in accordance with ICAO Council Aviation Recovery Task Force recommendations. Areas of assessment for accreditation include cleaning and disinfection, physical distancing (where feasible and practical), staff protection, physical layout, passenger communications and passenger facilities.

“It gives us great pleasure to announce that Incheon is the first airport in our region to successfully complete the online accreditation process for the Airport Health Accreditation programme. Passengers travelling through or to Seoul, Korea can rest assured that Incheon is prioritizing health and safety in a measurable, established manner,” said Stefano Baronci, Director General, ACI Asia-Pacific.

Following closely on the heels of this announcement, Velana International Airports, operated by Maldives Airports Company Limited received its accreditation.



“To have successfully passed the strict audit by ACI demonstrates that our airport is a safe place to visit. This achievement will no doubt build our passenger confidence and also this would be a boost to Destination Maldives. This is the result of consistent efforts by our Team and stakeholders,” said CEO and Managing Director Mr. Gordon Stewart.

We are also pleased to extend our congratulations to the first airport in India, Chhatrapati Shivaji Maharaj International Airport Mumbai who successfully obtained its Airport Health Accreditation.

To learn more about the accreditation process and to get started, click [here](#).

Invitation for World Business Partners to Attend Virtual Roundtable

ACI Asia-Pacific is organising a virtual roundtable for World Business Partners to engage with executives from airport members. The one-hour roundtable entitled 'Perspectives from Airport Executives in the Midst of COVID-19 Recovery' will feature executives from Mumbai International Airport Limited (India), Dubai Airports (United Arab Emirates) and Kansai Airports (Japan). They will share how their airports have fared over the past few months of operating under a pandemic, as well as thoughts on three key issues facing them:

1. How can airports immediately resuscitate and resume commercial activities?
2. What are some options for the future? Is digitization the only way forward?
3. How must the airport business be resized and reshaped in order to sustain for the longer term?

The Roundtable is scheduled for **Tuesday 29 September** starting at **14:00 hrs.** (GMT +8, HKG).

Registration for World Business Partners is open [here](#).



WBP Virtual Roundtable

29 September

2 – 3 pm

HKG (GMT+8)

JOIN US

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

OUR SPEAKERS



Eugene Barry
EVP Commercial
Dubai Airports



Stephane Geffroy
Corporate EVP and CCO Non-Aeronautical
Kansai Airports



Murali Varadarajan
Senior Vice President – Operations
Mumbai International Airport Ltd

 For Speaker Details, Please click [HERE](#)

ACI Asia-Pacific Urges Governments to Replace Quarantine Requirements

In a recent press release, ACI Asia-Pacific urged governments to replace quarantine requirements with testing and contact tracing protocols to ensure the sector's survival amid a worsening situation for airports in Asia-Pacific and the Middle East.

The airport sector has implemented a raft of precautionary health and hygiene measures in anticipation of the restart of the sector. Current government travel restrictions and quarantine requirements are severely hampering the restart and contributing to the worsening economic situation. ACI Asia-Pacific urges governments to no longer delay relaxing international travel restrictions by replacing quarantine requirements with testing and contact tracing protocols, at least between low-risk countries where the virus situation is well under control and the risk of importation is low.

"Governments should relax current travel restrictions and consider alternative safeguarding measures to ensure the survival of the aviation sector based on a periodically updated risk assessment. The recent announcement from the Government of Singapore replacing the 14-day quarantine with COVID-19 testing for all inbound passengers from some low risk countries is a first step in the right direction to support the economic recovery of the aviation ecosystem," said Stefano Baronci, Director General, ACI Asia-Pacific.

To further emphasize ACI's position, ACI World issued a [press release](#) about [a road map for the recovery of the airport sector](#) which puts forward policy and assistance proposals for governments to accelerate the global industry restart and ensure a sustained long-term recovery.



Other ACI Updates

OLC Launches COVID-19 Airport Business Restart and Recovery Courses



The ACI Online Learning Centre (OLC) continues to provide training to help the aviation industry adapt as airports recover and restart. In the wake of the COVID-19 global pandemic, there is no doubt that the customer and employee experience will be different in airports and onboard aircraft. The responsibility for managing the risk of communicable diseases at airports rests primarily with the local, regional and national public health authorities. However, all stakeholders, including airport operators and aircraft operators, need to collaborate and play a role for the safety of passengers and staff members.

The ACI OLC provides a suite of online courses to help airport plan for the restart and recovery. The **COVID-19 Business Restart programme** includes ten online courses that provide guidance and best practices relating to critical elements of airport management and operations during this time.

Courses include:

- **Aviation Service Excellence While Physical Distancing**
- **Management and Planning for Restart**
- **Airport Experience Management**
- **Airport Operations Control Centre**
- **Communications**
- **Employees and Human Resources**
- **Health**
- **Safety and Operations**
- **Security**
- **Waste Management**

Each course takes approximately 30 to 45 minutes to complete and the cost of a course is US\$25.

Register now!

ACI and Amadeus Announce Partnership Supporting the 2020 ASQ Awards

ACI World and Amadeus today announced a strategic partnership to deliver this year's world-renowned Airport Service Quality (ASQ) awards. The annual Airport Service Quality (ASQ) Awards recognize and reward the best airports in the world according to ACI's ASQ Departure Survey and the ASQ Arrivals Survey. These awards are

an opportunity to celebrate the commitment of airports worldwide to continuously improving the passenger experience.

As a global travel technology company, Amadeus supports airports with their operations to improve the travel experience for passengers all

over the world and this partnership comes at a time when it has never been more important for airports to listen to the voice of their customers.

“The partnership with Amadeus will improve the recognition of the ACI ASQ awards as the world’s leading programme assisting airports to deliver the best customer experience for our passengers,” ACI World Director General Luis Felipe de Oliveira said. “The ASQ awards represent the highest possible accolade for airport operators around the world at a time when the voice of the passenger needs to be heard as our industry begins the long recovery process from the COVID-19 pandemic. This is just the beginning of an enduring and fruitful partnership between ACI and Amadeus in support of airports and the wider aviation ecosystem and illustrates the ACI intention to work together with the industry to deliver the sustainable social and economic development to

the communities we serve.

Bruno Spada, Executive Vice President Airport IT at Amadeus, commented: “We’re proud to join ACI in recognizing airport’s efforts in improving passenger services. At Amadeus we are focused on supporting airports to adapt quickly and dynamically to market changes and to deliver the best possible experience for passengers. By thinking differently about their unique challenges and deploying advanced technologies we are helping airports around the globe to address the shifting needs of passengers.”

Read the full [press release](#).

New Check & Fly App Provides Airport Health Measures to Passengers

ACI World has launched a new smart phone app which provides passengers with information about the health measures in place at individual airports around the world.

As travel restrictions are gradually lifted, many new health-related measures have been implemented at airports in response to COVID-19. The **Check & Fly app** provides a way for airports to communicate to passengers directly as to what to expect when they plan to travel, helping them to meet any requirements, and making their journeys smoother and more efficient.

Check & Fly has been developed in partnership with members of **ACI’s Airport IT World Standing Committee** and is available from the Apple App Store at this stage.

“The recovery of air travel will rely on passenger confidence in the industry’s focus on their health and welfare, and the Check & Fly app helps to communicate directly with passengers about the health and hygiene measures that have been introduced,” ACI World Director General Luis Felipe de Oliveira said.

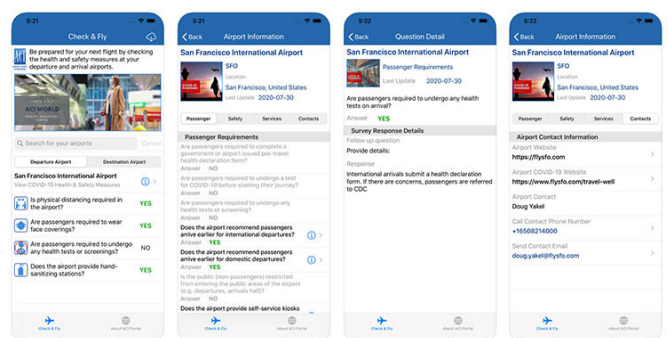
The data is also available via an Application Programming Interface (API) based on the **Aviation Community Recommended**

Information Services (ACRIS) standard that enables third parties such as airlines and app developers to access data. The API is now **available**.

In addition to the app and API, to help airports to communicate with passengers, ACI is developing a web-based portal that passengers can directly access information about the measures in place at individual airports.

Once completed, airports will provide information directly into the service via a web-based portal which can be accessed by passengers through the web (or the app). This will assist them to better prepare for their journeys.

Read the full [press release](#).



Runway Safety Companies Combine



ACI Asia-Pacific World Business Partner Runway Safe Group and Engineered Arresting Systems Corporation (ESCO), a subsidiary of the Safran Group, have entered into agreement to acquire the ESCO EMAS (Engineered Material Arresting Systems) business. The transaction will create a global market leader in runway safety with offices in the US and Europe and a global presence through a partner network.

The transaction will combine two complementary businesses with extensive experience in runway safety and innovative product development to further develop the global EMAS industry. The acquired EMAS facilities and staff in the Philadelphia Area will be integrated with the Runway Safe organization and act as a commercial base for North America and the global technology center for Runway Safe Group. The headquarter, global sales and regional technology center will be located in Sweden.

“We are very happy to be able to complete this transaction and to strengthen our position as a global solution provider for flight safety. We are very excited with the technology and experience in Philadelphia and to be able to develop this

further on an international scale,” said Johan Länsberg, CEO Runway Safe Group.

The new company will have a solid product offering, combining the product portfolios to best tailor solutions to each customer. Runway Safe Group will now be able to offer, design, install and support both the EMASMAX and greenEMAS solution on a global scale.

Runway Safe Group was founded in 2014 by two Swedish entrepreneurs, to commercialize a foam glass-based EMAS solution. Today the company is developing and installing Runway Safety systems for airports in need of improving runway performance and safety. Runway Safe Group is a fast-growing entrepreneurial company with offices in Gothenburg and Linköping in Sweden and Chicago, USA and a global presence through local partners.

Latest Forecast Depicts Uncertain Picture for Sector

The fourth **ACI World COVID-19 economic impact analysis bulletin** shows that Asia-Pacific and Middle East airports will lose 55% and 60% passenger volume by the end of the 2020 respectively.

Prior to the pandemic, Asia-Pacific was set to welcome close to 3.5 billion passengers in 2020. The full year estimate amounts to just above 1.5 billion passengers, a reduction of around 1.9 billion passengers, compared to the pre-COVID-19, business-as-usual scenario. The Middle East was set to welcome 420 million in 2020. Under COVID-19, Middle East airports are expected to welcome 170 million passengers, a reduction of 250 million.

Airport revenues, a direct reflection of traffic, are forecasted to decline by approximately US\$27 billion in the Asia-Pacific region and US\$8 billion in the Middle East by the end of 2020.

“The latest ACI forecast depicts an ongoing uncertain picture for the airport sector. To put the revenue loss in perspective, it equates to wiping out the revenues of 27 of the regions’ busiest hubs. We are now facing at least a three-year recovery period,” said Stefano Baronci, Director General, ACI Asia-Pacific.



Members at a Glance

Get the Buzz with Airbiz

The COVID-19 pandemic has packed quite a punch to the aviation industry, with much of the sector's activities coming to a grinding halt. This has not only impacted airlines and airports but also the many businesses supplying goods and services to the sector. One such business is Airbiz Aviation Strategies Pty Ltd, long-time World Business Partner of ACI Asia-Pacific.

Recently, the Regional Office's head of communications and events, Jeannie Wong caught up with Airbiz' Managing Director, Greg Fordham.

JW: You are based in Melbourne, Australia, but your team is spread over offices in Australia, New Zealand, Canada and the United Kingdom. How have you adapted your leadership and day-to-day interactions without in-person visits and what was the biggest challenge?

GF: Airbiz staff from 10 global locations often work as a team on remote projects. Hence, we have been working virtually together long before the pandemic. However, face-to-face contact is vital for effective teams and so we have always met together once or twice a year. This past June, the team was booked to go to Vanuatu for our annual Airbiz Forum, where we would participate in activities with Airports Vanuatu, along with team building and volunteering. We had to cancel the trip, but I was proud to see many team members doing individual volunteering in their own communities instead.

The whole Airbiz team still links up every Wednesday on 'The Buzz'. It is an early start for the Australian team and a very late session for those in Europe but great to catch up on what the team is doing around the world, with a bit of banter and gossip.

JW: How have you adapted your interactions with clients?

GF: It has been much harder with clients. It is always best to sit around a table in person exploring ideas and solutions. And we have a backdrop where most of our clients lost well over 90% of their traffic. We



have been working on strategies to help our clients, from parking strategies to complying with social distancing requirements. Though this is difficult for everyone, we are part of an amazing industry determined and committed to get through this crisis together. I have been overwhelmed by the discussions I have had, calls I have received. People are genuinely concerned for each other.

JW: You like to ask this of our airport members at events but what if YOU had the magic wand for a change?

GF: Of course, there is the obvious one which I am sure most of us think of every morning when we wake up. But out of this crisis I hope we can get reforms to passenger processing and facilitation. We are proposing a processing model whereby all the passengers' details are sent in advance to the border agencies at the arrival airport, including passport, 'health visa', digital arrivals card and photo of the passenger and their bags. The border agencies can screen all passengers whilst the flight is in the air, making the arrival process simpler, quicker, requiring a lot less facilitation and terminal space. Am I dreaming?

JW: Thank you for taking the time to speak with us.

Airbiz specialises in international aviation consultancy for airport owners, operators, investors, airlines, government agencies and aviation stakeholders. Besides leading a multitude of global projects, Greg is also a director on the ACI Asia-Pacific Regional Board. Recently, he was awarded Medal of the Order of Australia for his outstanding service to the aviation transport industry.



Did You Know

Did you know ACI Asia-Pacific introduced a Communicators' Network to strengthen and amplify airport communications efforts?

Meet Mrs. Samantha Solomon, ACI Asia-Pacific's Manager, Communications and focal point for the Communicators' Network.

Communications plays an important role in achieving the new strategic direction of ACI Asia-Pacific. The association is enhancing regional services to meet members' needs and actively strengthening advocacy efforts. Communications, through the traditional channels and increasingly through digital and social channels, is integral to these efforts. It also serves to grow awareness of the ACI Asia-Pacific brand with the region's stakeholders, including the media. The outbreak and severity of the COVID-19 crisis has reinforced the need for the industry to work together, creating the impetus for standing up a group of professional communicators amongst the membership. The Regional Office established the Communicators' Network in March 2020 with an initial 36 communications and marketing representatives from members across the region, and continues to grow.

COMMUNICATORS' NETWORK

As the association representing regional airports' interests, ACI Asia-Pacific wants to establish a mutually beneficial working relationship through an open approach to welcome creative suggestions and exchange information. The Network supports each other by amplifying accomplishments, innovations and showcasing the economic and social value airports bring through media relations, content creation, social channels and more.

ADVANCED COLLABORATION THROUGH EFFECTIVE COMMUNICATIONS

As a seasoned aviation communications professional, Samantha believes running a Communicators' Network is a crucial element of ACI Asia-Pacific's remit as the voice for the region's airports. "By tapping into the storytelling expertise



of our members' Communications teams, we can solidify airports' position as generators of job creation, economic growth and the starting point of every flight," she said. "It's been rewarding to be approached by our members who want to partner on putting out news and coordinating media activities."

JOIN THE NETWORK

If regional airport members would like to join the Communicators' Network, please don't hesitate to contact Mrs. Samantha Solomon, Manager – Communications at samantha@aci-asiapac.aero.

In order to amplify your news and leverage our communications channels for greater coverage, please add newsroom@aci-asiapac.aero to your press distribution list so we can post relevant press releases to our website. Please also follow our official [LinkedIn](#) and [Twitter](#) social channels.

The Voice of Asia-Pacific Airports



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