

Bi-weekly Newsletter



30 July 2020



**Q&A with New ACI World
Director General**

Regional Office Updates

Q&A with New ACI World Director General



Earlier this summer, Luis Felipe de Oliveira took over the reins of ACI World. Keen to get to know the new Director General, the Regional Office posed some questions.

RO: What is your goal for ACI as the association of the worlds' airports?

LPO: One of my main goals is to cement ACI World's position as a leading global trade organization in the aviation industry.

Airports provide a unique and essential service in connecting people, business and in supporting the sustainable social and economic development for the communities we serve. They account for 60% of all employment in the aviation sector and play a vital role in facilitating global economic and social prosperity, particularly in developing countries.

The vision is to further ACI's role as a key influencer and one of the main drivers of change in our industry.

RO: What, if anything, can the airport industry learn from the pandemic?

LPO: We are going through what by every measure is a great crisis – a global health crisis unlike any we have experienced before. Most argue that the world we are entering will be fundamentally different from what existed before. We have an opportunity to take a step forward as a collective consciousness and I believe that the world will become more united after the coronavirus pandemic.

Harmonization in our industry will be key considering the importance of aviation on the recovery not only for tourism but for the global economy as well. For that reason, governments, airports, airlines and all other connected business need to be united. Global collaboration between us and our global partners will be essential for the industry to successfully sustain a balanced recovery and come out of this stronger together.

We are all in this together. We need to learn as

much as we can from this experience and to try to anticipate and prepare for the various ways in which things could unfold in the future.

RO: Which three countries in the Asia-Pacific and Middle East region are you most interested to visit and why?

LPO: I love Asia and its diverse cultures and incredibly kind people. I always enjoy visiting Asia for business and with my family from Singapore, Shanghai, Busan, Sydney, Muscat, Kota Kinabalu, Bahrein, Hanoi, Komodo Island and many other beautiful places from which I have fantastic memories. And the food is... amazing!!!

I have always had a special connection with the region – Thailand in particular holds a very special place in my heart. In 2004, my wife and I were on our honeymoon in the Phi Phi Islands when the tsunami hit the coasts of Southeast Asia. Luckily, we were able to escape and survive this devastating natural disaster. Despite the horrific experience, my family and I have gone back to Thailand on several occasions and will continue to do so in the future.

The countries that I am most interested in visiting for the first time are Cambodia, Japan, Myanmar and New Zealand.

RO: What are your (outside work) interests?

LPO: Traveling the world is a true passion of mine. There isn't anything more exciting than traveling to make new experiences and memories that will last forever. I have had the pleasure of visiting over 100 countries so far and I am not planning to stop anytime soon. I really enjoy meeting people from all over the world, experiencing new cultures, and tasting unique foods. I am looking forward to being able to travel more soon and to continue exploring.

RO: Sun or snow?

LPO: Having lived in South America - Brazil to be exact - for most of my life, I naturally gravitate to the warmer climate and the sun. I do however enjoy skiing very much over the weekends when I have the time.

RO: Feijoada or poutine?

LPO: Now that I have officially moved to Montreal, eating a poutine, the French-Canadian food staple, is definitely on my to-do

list. Unfortunately, my number one dish does not seem to be on your menu today. Brazilian churrasco barbecue is really my favourite and I encourage everyone to try it. According to my kids, I prepare the best BBQ in the world!

RO: In-person visits or virtual meetings?

LPO: Definitely in-person meetings. The running joke in my family is that I want to have a million friends, just like in the song by the popular Brazilian singer, songwriter, Roberto Carlos.

The current situation has been quite difficult for me as I am a "people person" who likes to talk to people face-to-face, rather than via an internet app. I enjoy meeting new people and reading their body language, which I believe can make a huge difference in the connections we make and ultimately in the success of our communication.

RO: Thank you for taking the time to answer our questions. We are excited to have you on board and look forward to meeting you in person.

“

One of my main goals is to cement ACI World's position as a leading global trade organization in the aviation industry. The vision is to further ACI's role as a key influencer and one of the main drivers of change in our industry.”

Luis Felipe de Oliveira
Director General
ACI World

Participate in ACI Airport Health Measures Portal



ACI World is in the process of developing a platform to enable airports to publish their health measures to the travelling community. This is a vital initiative to build community confidence as our sector restarts operations.

The information will be made available on a web-based portal and mobile application. An API (Application Programming Interface) will also be made available so that third parties such as airlines and application developers can access the data. The portal will be launched within August.

We strongly encourage you to complete the health portal questionnaire so that airports in our region are appropriately represented. We have made a **preview of the questions** available so you can assess the time commitment for your particular operations. Once you are ready, please **complete the questionnaire**.

Questions can be directed to Mr. **Ken Lau**, Senior Manager, Environment and Airport Information Technology, ACI Asia-Pacific.

Out Now: Latest Issue of Asia-Pacific Airports Magazine

This year's second issue of Asia-Pacific Airports magazine, the official publication of ACI Asia-Pacific, is out now. In this digital-only issue, Director General, Stefano Baronci, reflects on the impact of COVID-19, ACI Asia-Pacific's recent virtual Regional Board meeting and Assembly, new Strategic Plan and a host of other issues. The magazine also includes a snapshot of how the region's airports have responded to the COVID-19 pandemic and are planning for a brighter future.

Read now.

The official publication of ACI Asia-Pacific
www.aci-asia-pac.com

**Passenger facilitation:
The battle against COVID-19**

- Issue theme: Passenger facilitation
- In the spotlight: Sustainable design
- Special report: China's centropolis projects
- Plus: Airport news & industry news

Issue 2, 2020
www.aci-aspa.com

Published by aviation media

Other ACI Updates

ACI Launches Accreditation Programme to Assess Airport Health Measures



Join Airport Health Accreditation Programme

#FlyWithConfidence

ACI World has launched the Airport Health Accreditation programme to assist airports by assessing new health measures and procedures introduced as a result of the COVID-19 pandemic against global standards.

As airports around the world begin to restart and then prepare to sustain continuing operations they are focused on the health and welfare of travellers, staff, and the public.

The ACI Airport Health Accreditation programme provides airports with an assessment of how aligned their health measures are with the ICAO Council Aviation Recovery Task Force (CART) Recommendations along with industry best practices.

The CART guidelines are very well aligned with the ACI Aviation Business Restart and Recovery guidelines as well as the European Union Aviation Safety Agency (EASA) COVID-19 Aviation Health

Safety Protocol guidelines.

The programme enables airports to demonstrate to passengers, staff, regulators, and governments that they are prioritizing health and safety in a measurable, established manner while also validating their own measures and processes.

“While the COVID-19 pandemic’s effects have halted the airport industry at global level, airports are vital cogs in the aviation ecosystem, and our Airport Health Accreditation programme will help to restore passenger confidence in air travel.” ACI World Director General Luis Felipe de Oliveira said. “As important engines of growth, wealth creation, and employment, the recovery of the airport sector will be a significant driver of the global economic recovery.”

Read the [press release](#).

First Edition of Waste Management and Building Occupational Health Overviews Published

ACI World has published the first edition of the **Airports' waste management and building occupational health in the context of disease control with particular focus on COVID-19 document** which summarizes publicly-available practices and recommendations from different sources to assist airports taking measures in minimizing the risk of spread of COVID-19. As airports follow local health and building authority guidance and regulations, this publication will assist them in conducting a risk assessment and deciding which optional or additional measures could be taken. It builds on advice provided in the Aviation Business Restart and recovery document

Purchase [the publication](#).



Airports' waste management and building occupational health overviews in the context of disease control with particular focus on COVID-19

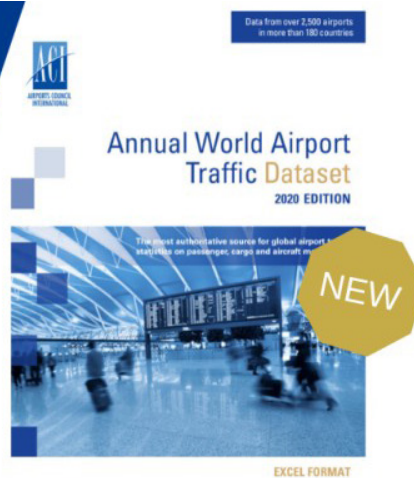
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ACI World Releases Most Comprehensive Airport Traffic Dataset

Annual World Airport Traffic Dataset

2020 Edition - Excel Format



ACI World has published its World Airport Traffic Report Dataset covering passenger traffic, cargo volumes, and aircraft movements for the full year 2019.

The dataset provides an illustration of a healthy aviation industry in 2019. In 2019, the world's airports accommodated 9.1 billion passengers, 120 million metric tonnes of cargo, and more than 102 million aircraft movements.

This year's WATR dataset contains the most comprehensive data coverage ever collected by ACI World. It includes coverage of 2,565 airports in 180 countries worldwide.

"The airports industry was experiencing a period of sustained passenger traffic growth in 2019 but, despite this consistent growth, we are now facing the worst crisis the industry has ever confronted, with crippling losses in passenger traffic and revenues due to the impact of the COVID-19 pandemic," ACI World Director General Luis Felipe de Oliveira said. "We are, however, positive about the future of the industry because the connectivity we provide and the benefits for business and tourism represent a crucial part of the global economic recovery.

Read the [press release](#).

ACI World Data Shows Dramatic Impact of COVID-19 on Airports

ACI World data has revealed that global passenger traffic declined by an unprecedented -94.4% year-over-year in April as a result of the unfolding COVID-19 pandemic. This followed an already dramatic drop of -55.9% in March, representing the worst decline of global passenger numbers in the history of the aviation industry.

“April was devastating for the aviation industry as global air travel almost came to a complete halt as national governments made unilateral decisions to implement strict confinement measures in the second week to contain the COVID-19 outbreak heavily affecting the movement of passengers,” ACI World Director General Luis Felipe de Oliveira said. “Coordinated actions must be planned in supporting the industry restart to avoid the lack of coordination we faced as the restrictions were first applied on travel around the world.”

Read the [press release](#).

TABLE 2: PaxFlash summary – April 2020

Regions	April 2020 % YOY	YTD April 2020 % YOY	YE thru April 2020 % YOY
International passengers			
Africa	(99.2)	(37.2)	(7.8)
Asia-Pacific	(99.0)	(54.0)	(16.3)
Europe	(99.0)	(44.1)	(9.5)
Latin America-Caribbean	(98.4)	(35.7)	(11.7)
Middle East	(98.4)	(38.5)	(10.1)
North America	(98.2)	(40.1)	(11.3)
World	(98.9)	(45.2)	(11.4)
Domestic passengers			
Africa	(97.9)	(31.3)	(5.8)
Asia-Pacific	(81.0)	(43.9)	(13.9)
Europe	(96.4)	(40.9)	(13.0)
Latin America-Caribbean	(94.6)	(30.4)	(6.9)
Middle East
North America	(95.0)	(36.8)	(9.2)
World	(90.7)	(39.0)	(11.1)
Total passengers			
Africa	(98.7)	(35.1)	(7.1)
Asia-Pacific	(87.7)	(48.0)	(14.9)
Europe	(98.4)	(43.3)	(10.3)
Latin America-Caribbean	(95.8)	(32.3)	(8.5)
Middle East	(98.5)	(37.7)	(10.6)
North America	(95.6)	(37.3)	(9.6)
World	(94.4)	(41.8)	(11.3)

Traffic table definitions:

PASSENGER TRAFFIC: departing + arriving passengers

INTERNATIONAL: traffic performed between the designated airport and an airport in another country/territory

DOMESTIC: traffic performed between two airports located in the same country/territory

TOTAL: international + domestic passengers + direct transit passengers counted once (when breakdown is available)

Year-over-year percentage changes (% YOY) are calculated from a representative sample.

YOY Year-over-year same month comparison

YTD Year to date, starting Jan 2020, compared to same period in previous year

YE Year end, based on a rolling 12-month period, compared to the same prior 12-month period

Members at a Glance

World Business Partner and AMPAP Administrator Reflects on Virtual Learning

Well-known in airport and aviation circles, Aviation Strategies International (ASI) has been an ACI Asia-Pacific World Business Partner for more than a decade.

ASI, founded in 1998, provides assessment, strategic advisory and competency development services in the field of civil aviation from its main office in Montreal, Canada and regional representation in Beijing (China), Casablanca (Morocco), Melbourne (Australia), Paris (France) and Ottawa (Canada). Among its client base are executive leadership groups of airports, airlines, air navigation service providers and civil aviation authorities.

AMPAP

ASI is also the officially-appointed administrator for the Airport Management Professional Accreditation Programme (AMPAP), a joint ICAO-ACI initiative that offers a unique executive development curriculum to airport management professionals and stakeholders. ASI has been responsible for its design, development and international deployment since its inception in 2007.

Thirteen years on, participants from 115 countries around the world have graduated from the programme. In a recently-published article, ASI President and AMPAP Administrator, Dr. Pierre Coutu, reflects and reports on the programme's dynamics in challenging times.

Of particular note is that the AMPAP programme includes both face-to-face, virtual classroom and online format since the beginning. This means learning can continue despite COVID-19. The strength, quality and interactive design of the AMPAP online delivery platform has been tailored to the learning requirements of management-level personnel.

Read the [full article](#) or click [here](#) for more information on how to become an International Airport Professional.



Championing Clean Toilets In Malaysia



COVID-19 has prompted airports around the world to introduce new hygiene measures to prevent the spread of the virus. Even while implementing a host of new hygiene measures, Malaysia Airports Holding Berhad has not lost sight of completing critical upgrades of ageing assets at Kuala Lumpur International Airport (KLIA).

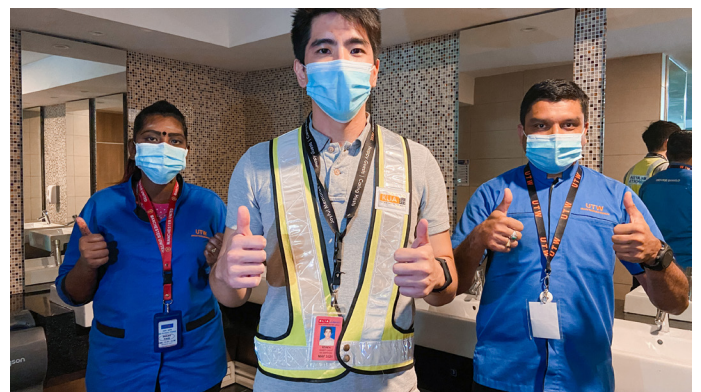
Washroom cleanliness is important to first impressions, not only for the facility in question, but in the case of Malaysia Airports, of the country. Hence, in 2017, Malaysia Airports embarked on a major washroom refurbishments programme to attain world-class washrooms. The scope of the project included 225 washrooms, for passengers and employees, in the main terminal of KLIA 1 to be completed in 2021 with a subsequent project of 102 washrooms in the second terminal - KLIA2.

DRAMATIC REDUCTIONS IN COMPLAINTS

Since the refurbishment programme began, the airport has seen a highly encouraging reduction in washroom complaints, reducing by more than 90% in 2019 compared to 2018. Currently, Malaysia Airports employs 600 cleaning staff who look after the cleanliness of the washrooms. They are supported by a real-time washroom management system. This technology allows passengers to conveniently provide feedback on washroom conditions via QR (quick response) code.

NEW SANITISATION FEATURES

The newly-improved sanitisation features include individual hand dryers, anti-cockroach and odour



floor trap, and individual ventilation for every cubicle to allow for better air circulation. There will also be automated air sterilisers, sealed washroom drains as well as an upgraded plumbing system with backflow valves to prevent reverse flows of aerosolised wastes. Low energy lights will be used in all the washrooms with sensors, movement detectors and timers to automatically dim or switch off lighting where not required.



Did You Know

Did you know ACI Asia-Pacific established a task force to tackle the impact of the pandemic?



Meet Mr. Gary Leung, Manager - Security and Facilitation and focal point of the COVID-19 Task Force.

The COVID-19 outbreak has hit airports and the entire aviation community hard. As a matter of urgency to swiftly respond to the pandemic, ACI Asia-Pacific established the COVID-19 Task Force in March with 37 representatives from airports and World Business Partners from around the region. The Task Force facilitates a timely exchange of operational knowledge between airport operators and suppliers during this time of crisis.

ACTUAL AIRPORT EXPERIENCES

Over the past few months, the Task Force worked tirelessly to keep track of public health measures implemented by airports in the region, sharing best practices which minimize operational impacts caused by the pandemic, and identifying ways to facilitate the restart of aviation. Several valuable publications have been released to provide guidance to airport members to structure the most appropriate health measures, including

- **Common Measures Implemented at Airports in Asia-Pacific to Prevent the Spread of COVID-19**
- **Impact Assessment on Airport Operations in Asia-Pacific and the Middle East due to COVID-19 Pandemic**
- Analysis of Public Health Measures for Protecting Passengers and Rebuilding Confidence (members only)

“The ACI Asia-Pacific COVID-19 Task Force has proven to be a very effective structure to share knowledge and learn from each other. The documents that have been produced are based on actual airport experiences,” said Tony Sewell, General Manager of Operations, Perth Airport and Chair of the Task Force.



A public health measures survey was carried out in late June to consolidate the preventive measures that airports implemented and impacts on airport operations.

VIRTUAL TASK FORCE

For **Gary**, running a virtual Task Force has been a unique experience. Extra effort was initially needed to develop the cohesion of the group and get everyone engaged. But with each weekly tag-up, stronger rapport was created.

The Task Force will continue serving as the platform for airports and WBPs to share and exchange information, experiences and best practices arising from the pandemic. It will also play an important role in providing concrete and practical feedback to support ACI Asia-Pacific’s advocacy efforts to advance the restart and sustainable recovery of the airport industry.

The Voice of Asia-Pacific Airports



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