



14 July 2020

**Did you know ACI Asia-Pacific is  
undergoing a digital transformation?**

## Regional Office Updates

### Safety Management System Handbook Available in Arabic

ACI Asia-Pacific has released an Arabic-language version of the Safety Management System Handbook. The manual aims at assisting airport operators to develop a safety management system by listing internal and external best practices and guidance from the aviation industry, including the following aspects:

- How to establish a safety management framework
- How to implement security risk management
- How to evaluate achievements through security measures
- How to continuously improve by promoting safety

According to ICAO, airports must have a safety management system in place in order to obtain aerodrome certification. It enables airport operators to adopt an organized and methodical approach to implement and execute all safety policies and procedures.

The handbook is available **on request from the Regional Office.**



### Airline and Airport Associations Team Up



Airline and Airport Associations Team Up  
ACI Asia-Pacific and IATA's Singapore office recently teamed up to impress upon governments in Asia-Pacific that the region's airports and airlines are ready to restore operations. The associations joined hands to call on the region's governments to urgently

implement **The International Civil Aviation Organization's Take-off guidance** and lift travel restrictions where the situation allows.

# In Memoriam of Former Executive Chairman and CEO of Fiji Airports, Fiji



Mr. Faiz KHAN

Executive Chairman and CEO  
Fiji Airports, Fiji

Board Director  
ACI Asia-Pacific Regional Board

We are profoundly saddened to learn of the untimely passing of Mr. Faiz Khan, Executive Chairman and Chief Executive Officer of Fiji Airports and Board Director of Airports Council International - ACI Asia-Pacific.

On behalf of the Regional Board, Regional Office and members, we extend our deepest condolences, thoughts and prayers to Mr. Khan's family, loved ones and his colleagues at Fiji Airports. May they find comfort in knowing that Mr. Khan was a person of integrity and kindness.

"Faiz was a highly active member and contributor of the ACI Asia-Pacific Board, recently reappointed director for a second term. He was a smart mind with a unique sense of vision and continually sought to do the best for his country, airport and community", said Stefano Baronci, Director General of ACI Asia-Pacific. "Vinaka Vaka Levu, Faiz. You will be truly missed"



## Other ACI Updates

### Online Learning Centre Launches Service Excellence Course in COVID-19 Era



Online Learning Centre  
[olc.aero](http://olc.aero)

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. That, however, does not mean that customer or employee satisfaction should be compromised.

The ACI Online Learning Centre has partnered with ACI World's World Business Partner **Ethos Farm**, an award-winning customer experience consultancy, to deliver the course 'Aviation Service Excellence While Physical Distancing'. This course supports employees to provide service excellence while physically distancing.

This new online course allows learners to:

- Understand the current situation with regards to COVID-19
- Be aware of customer mindsets and behaviours as a result of COVID-19
- Be aware of their colleagues and team member in the wake of COVID-19
- Recognise the 'new normal' in the aviation customer journey
- Be able to adapt service delivery accordingly
- Identify how to work with Personal Protective Equipment (PPE) and new health and social distancing regulations to maintain service excellence
- Keep on top of the evolving situation and contribute to the continuous improvement cycle

Register for the **45-minute course**.

### Bahrain Airport Company Partners with ACI World for New Virtual Training Course

Bahrain Airport Company (BAC) has partnered with ACI World to Implement a virtual training course that will enable Tahleeq team members to safely continue their third module of their professional development program during the COVID-19 crisis.

BAC Human Resources Vice President Hind Mahmood said: "We are pleased to become the first airport operator to roll out this milestone training and development initiative. Thanks to close collaboration between the BAC and ACI training teams, the course was launched in record time and tailored to meet our requirements. Our Tahleeq team members will benefit from the expertise and insight of one of the world's leading aviation organizations."

The eight-day virtual course, "Airport Non-

Aeronautical Revenues" includes a lecture by Instructor Andre Bergeron, team exercises, presentations, and polling exercises. It is the first programme to be delivered through ACI's newly-developed virtual classroom, outside of its Airport Management Professional Accreditation Program (AMPAP) program.

The course explores non-aeronautical revenues as a key contributor to the financial success of airports, an area that has become more important in the wake of COVID-19. It will assist participants in working with airport partners to identify and capitalize on the opportunities available to airport managers to enhance nonaeronautical revenues through innovation, competitiveness, and new technologies.

Read the full **press release**.

# ACI and IATA Call for Governments to Bear Costs of Public Health Measures



## ACI and IATA call for governments to bear costs of public health measures



ACI World and IATA have urged that costs related to public health measures aimed at mitigating the spread of communicable diseases should be borne by governments.

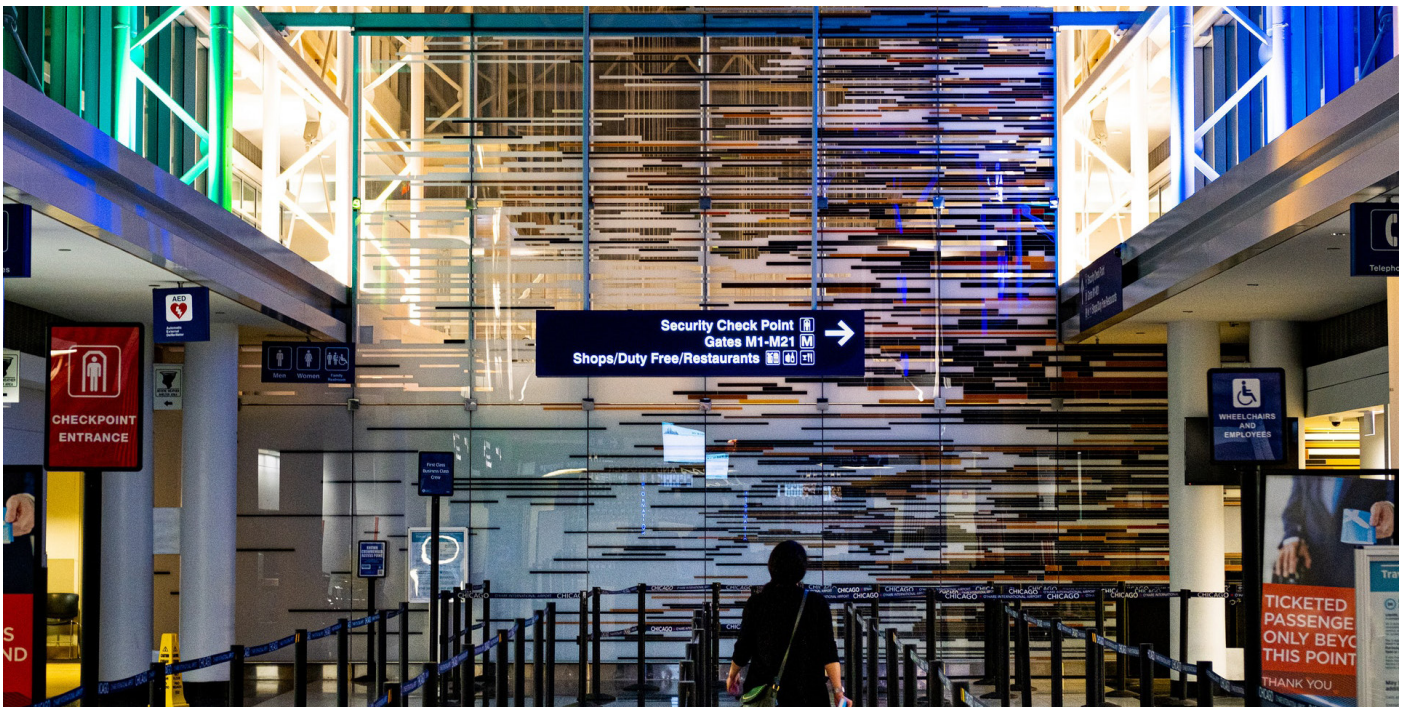
The International Civil Aviation Organization (ICAO), through the **Council Aviation Recovery Task Force (CART)**, has resolved to partner with its Member States, international and regional organizations, and industry to address the challenges and to provide global guidance for a safe, secure and sustainable restart and recovery of the aviation sector. ICAO's TakeOff guidance outlines a number of new measures for safeguarding public health, which are already being introduced by airports and airlines around the world.

To ensure their efficacy, these measures – which include health checks, sanitization and social distancing – will require implementation by the appropriate national authorities. ACI and IATA believe that existing roles and responsibilities of governments, airlines, airports and other operational stakeholders should be respected in implementing the response to the COVID-19 outbreak. Airlines and airport operators should be included in national discussions to assess the practicalities of implementing the solutions proposed by ICAO aimed at harmonization across jurisdictions.

There is a recognition that a patchwork of different frameworks risks confusing travelers, introducing inefficiencies and unnecessary additional compliance costs on passengers, airports and airlines. Indeed, the **World Health Organization's International Health Regulations** require governments to pay the costs of health measures.

Read the full [press release](#).

# Vision for the Future of Airport Security in the Wake of COVID-19



ACI World has released its **Smart Security Vision 2040** which sets the foundation for achieving a seamless airport security screening experience in a post-COVID-19 operational reality.

This is part of the **Smart Security programme** which promotes concepts and solutions that take a risk-based approach, increase efficiency, and enhance the passenger experience, while also ensuring secure airport operations. It brings together a coalition of leading airports, regulators and airlines.

While the vision explores several long-term trends affecting aviation and airports, it takes full account of the present context of the economic and operational recovery from the COVID-19 crisis, and the industry's increased focus on health and cleanliness.

The Smart Security vision includes innovations such as artificial intelligence and the increasing use of big data and stand-off detection. These innovations that promote a more touchless, seamless approach to airport security screening – which has become an even more important objective during the current pandemic – have the potential to radically transform the way that passengers and baggage are screened.

“As the aviation industry continues to plan for a sustained recovery from unprecedented COVID-19 crisis, ACI believes that any initiative that utilises improved technology to facilitate touchless and more efficient passenger journeys needs to be accelerated,” ACI World Director General Luis Felipe De Oliveira said.

Read the full [press release](#).

## Industry Updates

# Post-COVID Air-travel Recovery Can be Led by Checkpoint Transformation

Contributed by  
*Mr. Desmond Lian,  
Head of Solutions, APAC,  
Smiths Detection, Affiliate  
World Business Partner*



COVID-19 has shocked the aviation industry more than any previous pandemic.<sup>[1]</sup> The International Civil Aviation Organization (ICAO) published data showing that world passenger traffic has declined by up to 62% — a collapse of a degree never seen before. The Asia-Pacific region suffered passenger revenue losses totalling around USD\$126 billion, making it the hardest-hit region.

History shows that the impact of health crises on air travel has been temporary; for instance, aviation industry recovered in six months after the 2003 SARS outbreak. Already air travel is bouncing back, as shown by **Thailand's reopening** to leisure travellers from China, Japan and Taiwan, and the travel bubble between Singapore and China that was established in June.

### GEARING UP FOR THE 'NEW NORMAL'

Besides global guidelines, such as ICAO's recommendation to reopen air travel in phases, and mandatory measures such as mask wearing and temperature screening, airports should do more to ensure passenger safety. With the right solutions, doing more to protect passengers does not mean creating more hassle for them.

The "new normal" will include more contactless check-ins and security-screening processes that leverage existing and emerging technology to enable social distancing.

Fortunately, many airports in Asia are ahead of the curve. Airports in Japan, Korea, Singapore and China are among the fastest in their digital-transformation journey and are well placed to adapt quickly to new safety requirements.

**Narita International Airport (Japan)** has installed walk-through body scanners, reducing physical

pat-downs while increasing social distancing and screening speed. Airports across India are looking to do the same.

**Melbourne Airport (Australia)** and **Kansai International Airport (Japan)** are minimising checkpoint bottlenecks and contact points with computed tomography (CT) and automated tray-return systems (SMART lanes). With CT's 3D imaging and its consequent elimination of the need to remove electronics and liquids from carry-on bags, increased efficiency translates into reduced screening time and shorter queuing times for passengers.

The **BioMed Central Infectious Diseases journal** discovered in 2018 that checkpoint trays present the highest risk of transmitting respiratory viruses. Airports outside Asia, such as Gatwick Airport (UK), are piloting the integration of ultraviolet (UV) technology that kills up to 99.9% of microorganisms into tray-return systems.

Another approach, adopted by **Jeju International Airport (South Korea)** is remote screening, where operators have no direct contact with passengers and remote analysts are able to process images at a faster rate.

Globally and regionally harmonised measures, with public health and safety at their heart, will be vital in restarting and sustaining air travel. The aviation industry will need to adapt and adopt existing and emerging technologies effectively if we wish to see more flights in the sky with a peace of mind.

Interested in contributing an article? Please contact the **editorial team**.

**CONTACT US** 

## Members at a Glance

### Taking Time to Celebrate Airport Anniversaries



In a time when good news is hard to come by, the editorial team was thrilled to come across some big milestones being celebrated by our members. On behalf of the Regional Office, we extend our warmest congratulations to Melbourne Airports for reaching 50 years and Korea Airports Corporation for 40 years of operations!

Also celebrating anniversaries in July are Hong Kong International Airport which opened its new location on Lantau Island on 6 July 1998, marking 22 years of operation and Singapore Changi Airports celebrating 39 years on 1 July.

#### MELBOURNE AIRPORT CELEBRATES 50 YEARS OF OPERATION

Opening officially on 1 July 1970, Melbourne Airport is celebrating 50 years of connecting Melbourne to the world. The airport was originally built for aviation and leisure purposes, based on an airport city model, to attract Melburnians to the precinct. The design included a 300-seat cinema and Astrojet Space and Science Centre, an observation deck, shops, cafes and bars.

Since its take off in 1970, Melbourne Airport has seen more than three quarters of a billion travellers fly in and out with the domestic market accounting for 600 million passengers and international accounting for 169 million people.

"When the airport first opened it was iconic for the whole state. It created opportunity for people to

reach destinations that they could previously only dream of," said Mr. Lyell Strambi, Chief Executive Officer, Melbourne Airport. "People didn't just flock to the airport for flying, they used to dine out at the renowned TopAir restaurant."

#### KOREA AIRPORTS CORPORATION CELEBRATES 40TH ANNIVERSARY

Opening a decade later on the same day, Korea Airports Corporation (KAC) celebrated the 40th anniversary of its founding. The company's history aligns closely with the development of commercial aviation in the Republic of Korea. KAC provides airport services and unique experiences to passengers traveling in and out of 14 airports operated and managed by KAC.

Five new airport construction plans are underway to enhance regional connectivity and accommodate rising travel demands. Recognized for its expertise, KAC was recently selected as the Project Management Office for Chinchero International Airport construction in Cusco, Peru, slated for opening in 2024.

Mr. Changwan SON, President and CEO of KAC and Director on the Regional Board of ACI Asia-Pacific, emphasized that the corporation is "working towards physical expansion through new airport constructions and overseas business".





## Did You Know

# Did you know ACI Asia-Pacific is undergoing a digital transformation?



**Jeff Chan,**  
Assistant Manager -  
Digital Marketing and  
Communications and  
the driving force behind the  
transformation explains



The COVID-19 pandemic has changed the way many of us work, with digital tools and technology arguably becoming more important than ever. To stay current, companies must lean in to operate with a digital mindset. ACI Asia-Pacific is firmly committed to leverage digital technology to strengthen our relationships with members and represent the interest of airports.

### DATAMINING AND MEMBER OUTREACH

As a membership-driven organization endeavouring to continually improve communications with members, our digital transformation started by thoroughly reviewing the existing membership data. A large-scale membership data mining and validation exercise was carried out starting in May to review 2,000+ individual entries and reach out to members to update and validate their contact information. We appreciate that more than 70% of members responded to the call for review and provided updates.

### ALL-IN-ONE DIGITAL PLATFORM

Besides validating members' details, we sought to leverage and utilize more functions on **EventBank**, the digital platform already in use for our events operations and management, and extending its use to communications, marketing and membership management. It helps that the platform was designed specifically with non-profit organisations

and associations in mind. Members will soon be able to directly and actively manage their contact details, profiles, subscription preferences, etc. Please be on the lookout for emails from us with details on this process. Our priority is to make sure that relevant content and necessary information are effectively communicated to our members.

### NEW WEBSITE

To further enhance members' digital experience with ACI Asia-Pacific, work is already underway to revamp our website. The brand-new design aims to be more contemporary and vibrant, enabling intuitive access to updated content, member resources, publications and industry insights. We are also working to facilitate greater engagement opportunities with all our members and public audience through the website's content.

Stay tuned for the big reveal later this year!

*\*If you are not already part of our social media community, please follow our company pages to stay engaged with us.*

- **LinkedIn** (@Airports Council International - ACI Asia-Pacific)
- **Twitter** (@ACIAPAC)

# The Voice of Asia-Pacific Airports



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