**#Doyouknow the precautionary measures your airport can implement to handle COVID-19?**

# ACI Represents Airports to Discuss ICAO Annex 17 Amendments



In January, the Regional Office participated in an ICAO Annex 17 Working Group meeting hosted by the Singaporean Ministry of Transport. Attended by representatives from 14 States and four international organizations, including ACI Asia-Pacific, the attendees discussed potential new or revised Standards and Recommended Practices (SARPs) on security culture, hold baggage screening, behavioral detection and more.



The major task of the working group is to develop, review and update the SARPs in ICAO Annex 17 on a regular basis. Over the years, many consequential amendments to Annex 17 were proposed by the group as the security environment evolved. The Working Group reports to the Aviation Security Panel, an ICAO security policy decision-making body. The outcomes of the meeting will be presented to this Panel in May for approval.

# Airport Economics and Finance Conference Postponed



Earlier this week, the organizers and host of the ACI 12th Annual Airport Economics & Finance Conference & Exhibition and the 6th ACI-World Bank Annual Aviation Symposium scheduled for 24-26 March in Kuala Lumpur, Malaysia, made the difficult decision to postpone the event.

In a statement, host Malaysia Airports Holdings Berhad and organizers ACI World, ACI Asia-Pacific and ACI EUROPE said that "our foremost priority is the health and well-being of delegates, speakers, exhibitors and staff. ACI Asia-Pacific, ACI EUROPE and ACI World, together with the host Malaysia Airports Holdings Berhad (MAHB), have been closely monitoring the COVID-19 (coronavirus) outbreak as it has unfolded. As well,

travel restrictions and limited connectivity within the region is making it challenging for some to travel to Kuala Lumpur."

The organizers will announce the new date for the event shortly, likely to be in the fourth quarter of this year. Registered participants will be contacted individually regarding the registration and other arrangements.

# Last Call for Applications: Small Airports Assistance Programme 2020



The **Small Airports Assistance Programme (SAAP)** 2020 is designed to assist eligible members to participate in ACI training courses and is open to ACI Asia-Pacific airport members in good standing who:

* are from developing nations according to The Organization for Economic Co-operation and Development (OECD);
* and have handled less than 5,000,000 traffic units in 2017 as stated in the Regional Office's notification for 2020 membership dues.

Successful applicants will receive subsidies for approved ACI training courses held in the Asia-Pacific region.

The deadline for applications is fast approaching on 29 February. To apply, airport members should:

* fill in the **application form**;
* provide a nomination letter signed by the airport member's Official Representative;
* include the resume of the applicant; and
* submit all three items to the Regional Office.

The 2020 Training Calendar may be accessed here. For further information, please contact us at **capacitybuilding@aci-asiapac.aero**.

# Yangon International Airport Personnel Complete Global Safety Network Diploma Programme

In a ceremony held on 11 February, the operator of Yangon International Airport (YIA), Yangon Aerodrome Company Limited (YACL) awarded 11 of its personnel Gold and Silver diplomas for successfully completing ACI's Global Safety Network Diploma Programme.

Mr. Ho Chee Tong, Chief Executive Officer of YACL, said: "Passengers and airline partners in YIA can expect a marked improvement in operational safety and efficiency as we complement our current knowledge and practices in operations systems with the skills acquired from the Programme. This is part of YACL's continuous training programme to equip our colleagues for the future development of YIA."

On behalf of ACI Asia-Pacific, Mr. SL Wong, Head of Technical Affairs, Safety, Capacity and ATM attended the event and presented the diplomas to the graduates. Also present was Dr. Punya Shakya, Regional Officer, Aerodromes and Ground Aids from ICAO.

The 11 personnel are from YACL's Operations Department - Safety, Airside Operations, and E&M, six of whom received Gold Diplomas while five received Silver Diplomas.

Mr. SL Wong said: "Safety through the Global Safety Network Programme represents the ethos of what we are collectively trying to accomplish: a sustainable airport industry, led by a generation of innovating airport professionals. I'd like to thank YACL for enhancing operational safety and efficiency at your airport. We look forward to your continued dedication, and to collaborating with you and other members in the region. Together, we can meet the ICAO global aviation safety plan objectives and contribute to a safe and efficient air travel system."

# Third ACI Customer Experience Global Summit open for Registration

ACI World has announced that registration for the third annual **ACI Customer Experience Global Summit** is now open. Taking on the theme "Expectation and Beyond", this year's event will be held in Kraków, Poland from 7-10 September, hosted by Kraków Airport. It will be the first time that the event is being held in Europe.

The ACI Customer Experience Global Summit brings together industry leaders to discuss the importance of customer experience as a business priority as airports pursue innovation to provide a competitive edge.

The event is in four main segments: an international Airport Service Quality (ASQ) Training and Forum, the Customer Excellence Global Summit, the annual ASQ Awards ceremony, and the newly established **Airport Customer Experience Accreditation programme ceremony**.

ACI's Airport Service Quality programme operates globally, helping airports improve and excel in customer experience and satisfaction. ASQ provides airports with a 360-degree view of customer experience management with a unique suite of solutions. ASQ helps close to 400 airports worldwide manage and deliver the best experience for their customers, based on a proven expertise in airport operations, marketing research and customer experience management and delivery.

Read the full **press release**.

# ACI Launches New Guidance for Addressing Cybersecurity Threats

ACI World has launched a new resource to help airports establish a programme of cyber resilience and maintain robust and efficient cybersecurity defences.

The **Cybersecurity Implementation Handbook** provides airports with a comprehensive overview on how to implement an all-inclusive cybersecurity programme, complete with cybersecurity best practices and case examples, drawing on the experience of experts in both cybersecurity and airport systems.

It explores the current global threat in this area and offers a range of different measures and solutions that can be tailored to the unique local conditions and challenges faced by airports around the world. It also helps airports to understand their own cybersecurity risk exposure.

This includes cyber risk management and a seven-factor cybersecurity scorecard to help airports evaluate their defensive strategies encompassing key issues of confidentiality, integrity, and availability.

This is ACI's second cybersecurity handbook, preceded by the 2019 publication of the **Cybersecurity for Airport Executives Handbook**, and is part of a drive to promote airport excellence through sharing guidance on important security topics.

Read the full **press release**.
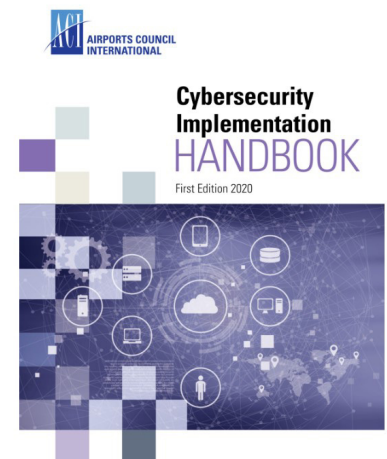
# ACI Issues New Guidance on Alignment between Airspace and Airport Capacity

ACI World has published guidance for airports to assist them in making the most of existing capacity while also planning to expand to meet growing global demand.

ACI's forecasts show that, having reached 8.8 billion in 2018, global traffic is forecast to double by 2037. Over the long term, it is projected to grow at an annualized rate of 3.7%, reaching 19.7 billion by 2040.

Many airports suffer from limitations in airspace capacity and the **Best Practice Recommendations for Airport Operators on Aligning Airspace and Airport Capacity paper** is intended to help airports understand key issues related to airspace and airport capacity and the options available to operators.

"There is no doubt that the future of the industry is positive with forecasts showing passenger traffic growing worldwide but airspace capacity is a key constraint for airports," ACI World Director General Angela Gittens said. "As airports and the wider aviation system grapple with existing constraints while also planning to grow to meet demand, it is clear that they need to explore every aspect of airport operation to find efficiencies and improvements.

Read the full **press release**.
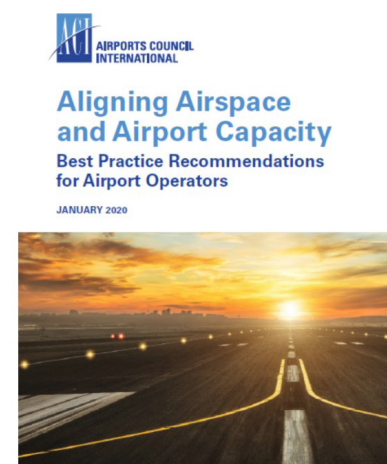
# Economic Impact Estimates due to COVID-19 Travel Bans



The International Civil Aviation Organization (ICAO) has produced some preliminary forecasts relating to the expected economic impacts from COVID-19 travel bans on international air connectivity.

ICAO currently reports that some 70 airlines have cancelled all international flights to/from mainland China, and that a further 50 airlines have curtailed related air operations. This has resulted in an 80% reduction of foreign airline capacity for travellers directly to/from China, and a 40% capacity reduction by Chinese airlines.

Prior to the outbreak, airlines had planned to increase capacity by 9% on international routes to/from China for the first quarter of 2020 compared to 2019.

ICAO's preliminary estimates indicate that the first quarter of 2020 has instead seen an overall reduction ranging from 39% to 41% of passenger capacity, or a reduction of 16.4 to 19.6 million passengers compared to what airlines had projected. This equates to a potential reduction of USD 4 to 5 billion in gross operating revenues for airlines worldwide.

Read the full **press release**.

# Welcome New WBP Affiliate Member: DroneShield Limited

A warm welcome to **DroneShield Limited** as the latest addition to the ACI Asia-Pacific WBP family! Droneshield has locations in Sydney (Australia), Virginia and Washington DC (USA) and London (UK).

In response to the growing use of consumer drones for unethical purposes, and the resulting need for effective countermeasures to drone intrusions, DroneShield designs detection and disruption systems that use specialized technology to achieve high levels of precision and sensitivity.

DroneShield is a worldwide leader in drone security technology. The company has developed pre-eminent drone security solutions that protect people, organisations, critical infrastructures and airports from intrusion from drones. Its leadership brings world-class expertise in engineering and physics, combined with deep experience in defence, intelligence and aerospace.

Find out more about our new WBP Affiliate Member at **https://www.droneshield.com**

# #Doyouknow the precautionary measures your airport can implement to handle COVID-19?

Airports in Asia-Pacific and around the world are implementing precautionary measures to prevent the wider spread of coronavirus (COVID-19). Airport members are advised to refer to the following guidelines as necessary, which can be found in the **Airport Preparedness Guidelines for Outbreaks of Communicable Diseases**.

In addition, ACI has compiled a **summary** of additional common measures airports in Asia-Pacific have been taking. Here are some of the most common measures airports have implemented. How many of these has your airport implemented? Let us know at **communications@aci-asiapac.aero**.

## Health
### Screening

1. **Conduct Temperature Screening** for arriving and departing passengers.
2. **Request Health Declaration** from arriving passengers.
3. **Provide Standby Healthcare Officers at Arrival Gates** in case of need for arriving passengers.
4. **Set up Dedicated Triage Areas** for suspected cases who require further checks or medical assistance.

## Hygienic
### Measures

1. **Increase Frequency of Cleaning and Disinfection** at high contact areas within the terminals (e.g. toilets and carpets).
2. **Strengthen Air Ventilation** inside the terminals and cleaning of air-conditioning systems.
3. **Provide Personal Protective Equipment** for airport front-line staff (e.g. masks, gloves, etc.)
4. **Install more Hand-sanitizing Stations** inside the terminals.

## HR
### Measures

1. **Check Staff Travel History**, enforcing self-quarantine if deemed necessary.
2. **Implement Work from Home Policy** for non-operational staff to minimize risk of cross-contamination.
3. **Conduct Temperature Check** for On-duty Staff.

## Communication
### Management

1. **Set up Special Task Force** with relevant stakeholders to provide regular updates for staff and contractors.
2. **Ensure Effective Communication Channels** with government departments and disseminate information to all external stakeholders.
3. **Distribute Information Leaflets** on virus symptoms, preventive measures and health center contacts for arriving passengers.

# Event Invitations for You...



## 15th ACI Asia-Pacific Regional Assembly, Conference & Exhibition

Our annual flagship event will take place in **Nara, Japan** from **21 - 23 April** to bring all aviation leaders, regulators and industry partners together in sharing the latest industry insights and promoting airport excellence.

**Register Now!**



## ACI 12th Annual Airport Economics & Finance Conference & Exhibition

The new date for the event will be announced soon.

Members are welcome to send company press releases and news to **newsroom@aci-asiapac.aero** for publishing on our website.