




8 April 2020



**#Doyouknow how to stay
productive while WFH?**

Regional Office Updates

Regional Task Force COVID-19 Up and Running

Thirty-four representatives from airport members and World Business Partners have joined the recently-created ACI Asia-Pacific Task Force COVID-19. The Task Force was established to facilitate a timely exchange of operational knowledge between airport operators and suppliers during this time of crisis.

As a matter of urgency, the Task Force focussed its attention by documenting and compiling operational measures and related images implemented by and at airports in the Asia-Pacific region to prevent the spread of COVID-19. The document is intended to be a living document with updates added as they become available.

Please [click here](#) for the latest edition.

NEXT STEP

Next, the Task Force will assess the operational impact of reduced traffic at airports in the region and discuss national and international regulatory changes related to operations as a result of the COVID-19 outbreak.

MORE MEMBERS WELCOME

The Task Force continues to be open for other airport members and WBPs who wish to join and contribute. Please complete the **nomination form** or contact Mr. **Gary Leung**, Manager - Security and Facilitation for more information.

Member Resource



Swift Relief Measures Needed to Safeguard Airport Jobs and Connectivity



In a press release dated 27 March, ACI Asia-Pacific urged governments across the Asia-Pacific and Middle East region to swiftly implement relief measures to safeguard airport employment and connectivity. Revised ACI revenue forecasts show the 2020 impact of the pandemic now stands at revenue losses of US\$23.9B for Asia-Pacific and US\$5.7B for the Middle East, impacting airports of all sizes. A prolonged outbreak may result in a traffic volume loss in the range of 1.5 billion passengers for the Asia-Pacific region.

Taking into account the rapid developments, ACI estimates place the first quarter loss in Asia-Pacific in the range of US\$5.6 billion, almost double earlier estimates, a large portion of which comes from the contraction in traffic as well as non-aeronautical revenue. The impact on the Middle East will generate a loss of approximately US\$1 billion for the first quarter and at least double for the full year.

“The updated analysis paints an extremely challenging picture for our airport members who have already burnt through about 10% of total yearly revenues in just three months. Every passenger lost by an airline is equally a passenger lost by an airport,” said Stefano Baronci, Director General of ACI Asia-Pacific. “Relief measures are needed now for the sake of the entire aviation sector’s resilience to save jobs and allow economic recovery.”

Read the full [press release](#).



1

Protection of airport revenues

Any global alleviation of airport charges or introduction of blanket discounts, therefore, will place airport operators in greater financial distress.

2

Alleviation of airport slots usage requirements

ACI favours an ongoing flexible reassessment of the situation based on data-driven evidence.

3

Concession fee payments to governments

Governments need to consider, on a case-by-case basis, waiving airport rents and concession fees.

4

Tax relief for the aviation sector

Granting relief on airport taxes, on passenger-based taxes, and on taxes on air transport in general to incentivize the return of passenger confidence to travel.

5

Government assistance

Seeking government assistance to help offset losses incurred by the sharp drop in travel due to the continuing outbreak can be an appropriate measure.

**FIVE POLICY RECOMMENDATIONS
DURING COVID-19 PANDEMIC**



Other ACI Updates

Watch the Webinar Recording: Economic Impact and Policy Responses to COVID-19 Crisis



WEBINAR

2 April 2020, 8:00 (EST)

Economic impact and policy responses to the ongoing COVID-19 crisis

[Access the Recording Now](#)

ACI World recently hosted a members-only webinar on the economic impact and policy responses to the ongoing COVID-19 crisis. During the webinar, ACI World's Director Economics Patrick Lucas provided an overview of the global impact from the COVID-19 outbreak on airport traffic and industry revenues drawing on ACI data and other sources.

The webinar also included the global policy responses in support of airports and the broader aviation ecosystem to mitigate the shortfall in industry losses.

The live webinar was attended by 500 members from around the world. To watch the recording, click [here](#).

Stay Productive at Home with Discounted Online Courses



Online
Learning
Centre
olc.aero

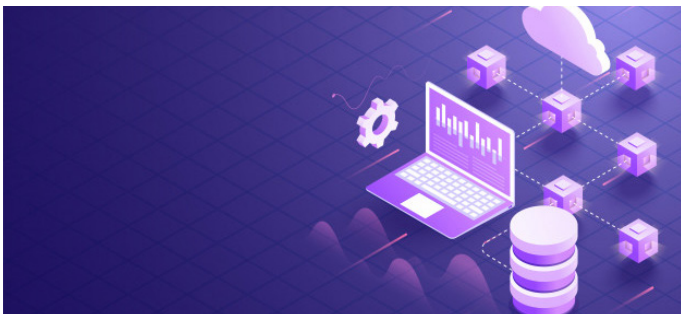
With many members working from home to help prevent the spread of COVID-19, online courses provide a great opportunity to stay engaged and productive despite working remotely.

The **ACI Online Learning Centre (OLC)** is offering 25% off all online courses until 31 May 2020 to make training more accessible during this crisis.

Managers can identify shortfalls in staff training records and take the opportunity to assign online courses to bridge these gaps. Employees can continue their professional development in their chosen field.

The OLC has online courses across 7 faculties. Enter the code **OLC2025** at checkout to receive 25% off.

ACI Issues Airport IT Best Practice Guidance during COVID-19 Pandemic



ACI World has issued guidance on IT practices being implemented by airports around the globe in response to the unprecedented disruption and upheaval caused by the COVID-19 pandemic.

In response to the rapid decline in traffic as a result of widespread travel restrictions and the health and safety implications of the spread of COVID-19, airports are ensuring the safety and health of all airport stakeholders by reducing onsite staff – including IT staff – to essential personnel only. They are adopting emergency HR measures and increasing the use of online collaborative tools and remote working to ensure business continuity.

These new working practices are not without challenges and risks and this **Advisory Bulletin – Airport Information Technology**

recommendations during COVID-19 – provides recommendations to help airports with this transition.

Along with cyber security measures, the bulletin provides guidance in building a strong collaborative team, ensuring effective and secure IT infrastructure for remote access and establishing a common information sharing approach. It also covers the deployment of innovative technologies and solutions for autonomous operations.

Airports are currently taking whatever measures are needed to ensure business continuity in the long term and while the bulletin also includes information on shutting-down systems, it also explores how airports will need to plan to bring them back up and restore them to full capacity.

Read the full **press release**.

ICAO Assisting with Humanitarian Flight Operations during COVID-19



ICAO has taken action to assist the United Nations Humanitarian Air Service (UNHAS), managed by the World Food Programme (WFP), as it continues to try to deliver reliable and effective passenger and light cargo transport during the COVID-19 pandemic in support of wide-ranging humanitarian goals.

United Nations Secretary-General Antonio Guterres recently drew attention to the fact that the COVID-19 virus “does not care about nationality or ethnicity, faction or faith. It attacks all, relentlessly.” He underscored that as armed conflicts still rage around the world, “the most vulnerable — women and children, people with disabilities, the marginalized and the displaced — pay the highest price.”

With WFP facing difficulties in keeping abreast of global airport closures, posing risks to the reliable transport of relief staff and supplies, ICAO assisted with a new app it had already been developing to monitor government aeronautical information for up-to-the-minute airport closure updates.

“UNHAS operations are critical to many citizens and societies no matter the global situation, and in many instances, they are the only option for getting supplies to the world’s most remote and challenging locations,” noted ICAO Secretary

General Dr. Fang Liu. “As we work together to respond to a global pandemic they become even more important, however, and therefore throughout the COVID-19 pandemic we’re calling on governments to be cognizant and proactive in assuring and supporting these vital air services.”

Read the full [press release](#).

Global Traffic Figures Show COVID-19 Impact on Aviation Was Rapid

ACI World's monthly global traffic statistics for January show the impact of the COVID-19 outbreak had a rapid effect on passenger traffic, particularly in Asia-Pacific. Global passenger traffic grew by just +1.9% in January 2020, down from +4.9% a month prior. The industry's 12-month rolling average reached +2.9%, temporarily propped up by the middling growth observed in 2019.

PASSENGER TRAFFIC

Total international passenger traffic continued to increase moderately in January, reaching +2.7%, against a 12-month rolling average of +3.8%. Domestic traffic, particularly affected by the downturn in Asia-Pacific (-3.6%) and Europe (-1.5%) but supported by North America's strong domestic market (+4.8%), only gained +1.3% against 2019's results. This was against a 12-month rolling average of +2.3%.

Read the full [press release](#).

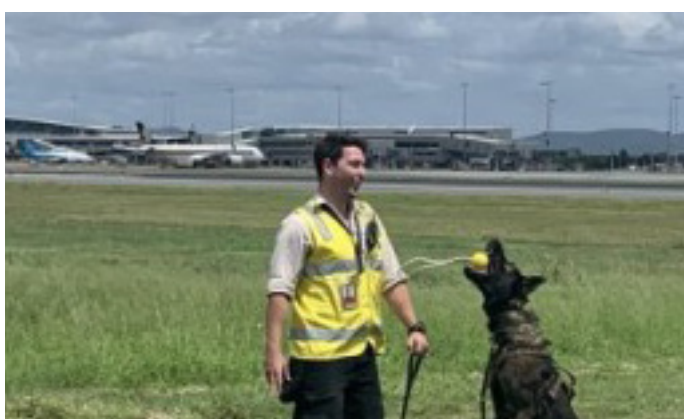
	Jan 2020 % YOY		YTD Jan 2020 % YOY		YE thru Jan 2020 % YOY	
	APAC	ME	APAC	ME	APAC	ME
Passengers						
International	1.0	6.1	1.0	6.1	3.2	3.6
Domestic	-3.6	...	-3.6	...	0.9	...
Total	-1.8	7.7	-1.8	7.7	1.7	3.6
Freight						
International	-7.7	0.6	-7.7	0.6	-5.8	-2.7
Domestic	-9.3	...	-9.3	...	-3.0	...
Total	-8.1	0.5	-8.1	0.5	-5.0	-2.5

Members at a Glance

Dog Tales

For a lighter note in these turbulent times, the Bi-weekly Newsletter editorial team came across some canine initiatives at airports in the region.

MEET OZZIE THE GERMAN SHEPHERD



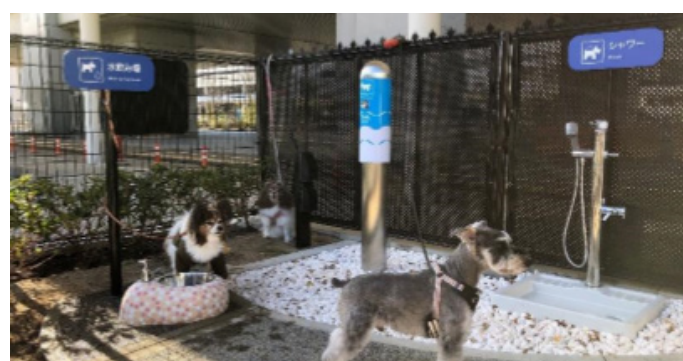
Brisbane Airport Corporation (BAC) is trialling the use of a canine to strengthen its comprehensive wildlife management strategy and ensure safety of aircraft at Brisbane Airport. Ozzie the German Shepherd is 18 months old, loves balls, despises birds, and has been with BAC for four months after failing to make the grade as a police dog with the Queensland Police Service (QPS). BAC has worked closely with the QPS to facilitate Ozzie's training, which is ongoing.

Confirmed wildlife strike occurrences are extremely low, accounting for around 0.00059 per cent of aircraft movements at Brisbane Airport.

While Ozzie may not have displayed the right traits for detective work, his incredible ball drive, agility and presence were perfect for BAC's trail Canine Program. Jackson Ring, BAC's Wildlife Management & Planning Coordinator, is leading the program and is optimistic about its progress to date. "The canine program complements the existing and passive management strategies already implemented at Brisbane Airport to reduce the frequency and severity of wildlife

strikes. The purpose of Ozzie on the airfield is to act as a predator and deter wildlife from the current and new airfields. He is driven by the ball, so in the process of throwing and fetching, wildlife is scared off the airfield."

DOG TOILET DEBUT IN OSAKA



Meanwhile, Osaka International Airport (ITAMI) has officially opened a pet relief area - the first of its kind at an airport in Japan.

At the dedicated dog-toilet, dogs can relieve themselves before boarding and therefore is expected to reduce the stress of pets and improve the convenience and comfort for pet owners.

Service dogs, meanwhile, are allowed to use the accessible toilet near the pet relief area, along with ones in the terminal. This restroom, newly installed last December, is indicated with an assistant dog pictogram and equipped with an intercommunication system.

Kansai Airports is committed to bringing greater convenience to all airport guests including their canine companions.



Did You Know

#Doyouknow how to stay productive and mentally healthy while working from home? Here are five tips.

With the wide spread impact of the virus, international travel is restricted and some cities are on lock down to mitigate the further spread and protect global citizens' health and safety. Social distancing becomes a phenomenon. Many companies, including ACI Asia-Pacific, have encouraged employees to work until the curve flattens. The question facing us all is how can we work productively from home?

1

BUILD YOUR SPOT

Off the couch and out of bed! Your home has now become your place of work. However, not every family has a dedicated workspace or an office desk for a comfortable spot to associate with your job. Search for the right location that has a cosy seat and private space to start your workday. Don't forget to cooperate with your family members to shut out distractions for virtual meetings and conference calls.

2

PLAN YOUR DAY

Scheduling becomes more significant when you have more time in a day. No longer do you have to commute to the office or sit in traffic. A structured daily schedule will help you work more productively and effectively in a day. Plan your office hour schedule ahead and don't forget breaks, meals, exercise and (virtual) family-and-friends time.

3

FIND A BUDDY

In the beginning of this practice, you might find it more productive and quieter without your chatty colleagues buzzing in your ear. But loneliness will come to you in the following days, weeks or even months. Psychological effects of working remotely for a significant period will cause adverse effects to mental well-being and bonding. Buddy up with colleagues to share your feelings. You'll soon realize they are experiencing the same as you.

4

RESPECT DIFFERENT WORKSTYLES

Many colleagues are adapting to the work from home practice. Staying at home doesn't mean necessarily more time to focus on the tasks. Colleagues may have to take care of their children, parents, pets and meals. Don't overload your team members with 24/7 calls and tasks. Be flexible, sympathetic and respectful to your colleagues.

5

BUILD A STRONGER COLLABORATIVE TEAM

Going beyond emails, leverage state-of-the-art technologies and digital tools to better replicate the in-person office experience and provide clear communication. More chat apps and videoconferencing services are available in the market. It's easy to share the same screens, presentation decks or other documents to get people on the same page and reach out to clients and business partners, to maintain positive relationships.

It's a challenge but also an opportunity for us to transform our work lifestyle and go digital!

Event Invitations for You...



ACI 12th Annual Airport Economics & Finance Conference & Exhibition

Exploring best practices in airport investment, financial management and economic sustainability, this year's conference will take place in **Kuala Lumpur, Malaysia** from **22 - 24 September**.

[Register Now!](#)



**15th ACI ASIA-PACIFIC
REGIONAL CONFERENCE & EXHIBITION
NARA, JAPAN
15-17 SEPTEMBER 2020**

15th ACI Asia-Pacific Regional Conference & Exhibition

Our annual flagship event will take place in **Nara, Japan** from **15 - 17 September** to bring all aviation leaders, regulators and industry partners together in sharing the latest industry insights and promoting airport excellence.

[Register Now!](#)



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