



Bi-weekly Newsletter



27 SEPTEMBER 2019



#DidYouKnow

**Bali Airport, was amongst the Top 10 Fastest
Wi-Fi Airports in the World for 2018?**

Regional Office Updates

Customer Experience Global Summit

ONE AIRPORT COMMUNITY: MANY PASSENGER JOURNEYS



The second annual Customer Experience Global Summit descended on balmy Bali, Indonesia on 2 – 5 September. Organized by ACI World and hosted by Angkasa Pura I (Persero) (API), the event saw over 370 airports members, World Business Partners and guests from across the globe coming together to deliberate on our airport passengers' customer experience.

Guided by the theme: one airport community, many passenger journeys, the week began with a day of ASQ Training for airport members. A number of sessions were held to brief participants on the latest development of the various ASQ products and services, particularly the newly launched

Arrival Survey, Employee Survey, and the Airport Customer Experience Accreditation program. They were also able to participate in workshops on the ASQ Questionnaire and addressing customer experience management needs with ASQ.

The second day was the ASQ Forum and delegates were apprised of the latest developments, including an overview of the ASQ suite of solutions, members' satisfaction levels, and other programme and subcommittee members' updates. Delegates were then treated with a spectacular reception in the evening that included welcome remarks from API President Director, Mr. Faik Fahmi and ACI

World Director General, Ms. Angela Gittens. The evening was filled with Balinese cultural performances and local delicacies.

The 2-day Summit programme kicked off with provocative keynotes on “The blueprint for the future of customer experience” by Vimal Rai, Founding & Managing Director of TRACE Consulting and “Beyond Sense of Place – the SOB Factor” by Ben Lao, Managing Principal, BenL Consulting International, respectively. Read more about [the keynotes](#).

Delegates were also treated to many rich, candid case studies from a parade of ACI member airports in Cochin, Mumbai, Fort McMurray, Toronto, Indonesia, Oman, New York/ New Jersey, Prague, Singapore, and South Africa airports, just to name a few.

The Regional Office’s Deputy Regional Director, Ms. Ada Tse, also moderated one of the sessions “Owning the outcome – community collaboration across the entire passenger journey” in which speakers from Airport Authority Hong Kong (Mr. T W Yeung), China Civil Airports Association (Ms. Xiao Mei Li), and ISS Aviation Transport (Mr. Baljit Singh Nagra), gave insightful testimonies of their organizations’ collective efforts in taking ownership and contributing to the respective communities and networks.

The Summit also included a gala diner, where 2018 ASQ Award winners and newly accredited airports were celebrated among their peers. The event concluded with an announcement and handover ceremony to the next Summit, due to take place in Krakow, Poland in 2020.



World Business Partners visit key Vietnamese air hubs to capitalize on exclusive membership privileges



The much-anticipated annual World Business Partner (WBP) Airport Tour took place on 17-19 September. Regional Office staff accompanied a group of 13 participants representing 10 companies visited Tan Son Nhat (SGN), Cam Ranh (CXR), and Noi Bai (HAN) international airports and were graciously hosted by Airports Corporation of Vietnam (ACV).

WBPs (both Regular and Affiliate members) represented include Airbiz, Amadeus, E-Business Solutions Ltd, Elenium Automation, Harris Ortogon, KONE, Nuctech Company Ltd, ProDIGIQ, Rapiscan Systems, and SITA.

The three days were packed with stimulating conversations which was a fruitful and

educational process for all. Airport executives got to learn about the WBPs' latest services, systems' technologies, and products offerings, including references to where some of these solutions are already deployed in other airports across the world.

During the tour, delegates also got to witness first-hand during site walks to some of the newly expanded facilities in the respective terminals, as well as a behind-the-scenes look into the baggage halls, airport operations control centres, and security monitoring facilities, just to name a few. Executives who accompanied and engaged with the WBP delegates included directors and managers from airport operations centers, security, technology and planning departments.

Tan Son Nhat International Airport (SGN), Ho Chi Minh City

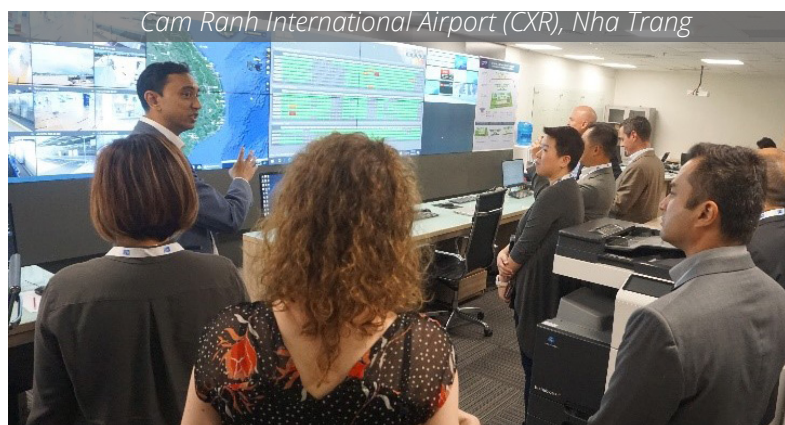


Delegates also appreciated airport executives' candid sharing on challenges faced when dealing with capacity and budget constraints, due in part to the booming tourism opportunities. It was interesting to learn that for some ACV airports, domestic passenger traffic has multiplied at staggering rates while for the others, it was the international passenger traffic that has exceeded expectations. In 2018, ACI forecasted Vietnam to be among the 10 fastest growing countries in the Asia-Pacific and Middle East regions, contributing collectively to over 60% of the world's passenger traffic by 2040. It was evident that Vietnam's airports are already experiencing the growth.

ACV also gave delegates a sneak peek into all three airports' exciting expansion plans and master planning works in progress to cope with the growth, which translate into collaboration opportunities down the road.

During the visit at HAN, the Regional Office was interviewed by Nhan Dan (The People), Vietnam's official news outlet and talked openly about the great prospects at Noi Bai airport. Opportunity was also taken to promote the work of ACI and encourage ACV's greater engagement and exchange with other airport members in the region. The WBP's meeting with Noi Bai airport executives was also featured on local television news in an effort to promote the growth opportunities at Noi Bai airport.

Each year, the Regional Office endeavours to organise tours to airports with up and coming expansion and development plans, creating a platform where airport executives can meet and network with WBPs in a more intimate setting. It is always meaningful for industry friends to reconnect and forge new relationships at these events.



Regional Aviation Security Committee (RASC) releases guidance document on cybersecurity

With the rapid advancement of information technology which the aviation industry has benefited from greatly, cybersecurity has grown to be amongst the most heated topics in recent years. Airports have become highly dependent on critical information systems enabling daily operations, delivering passenger services and maintaining communications with stakeholders.

However, this heavy reliance on technology has also increased airports' risks and exposure to various forms of cyberattacks. The rising number and level of sophistication in cyberattacks against civil aviation globally has prompted airports to do more on cybersecurity to safeguard operations and protect the travelling public.

Recognizing the need to assist airport security managers to better understand their roles and responsibilities on cybersecurity, the ACI Asia-Pacific Regional Aviation Security

Committee (RASC) released in September the first edition of "**Guidance Document on Cybersecurity for Airport Security Managers**" which sets out the principles to better protect airport security systems from cyberattacks.

Please contact **Mr. Gary LEUNG** (Manager, Technical & Industry Affairs) for more information in connection with the Guidance Document on Cybersecurity or other guidance documents on aviation security developed by ACI.



In September we welcome two seasoned aviation professionals to the Regional Office, Simon & Hiroki!



SIMON HUI is joining ACI Asia-Pacific as Manager, External Affairs. Simon has over a decade of experience in both the airline and airport industries; his previous roles ranged from sales and marketing, leasing and licensing, contract management, procurement, to airport terminal operations. With a wealth of aviation knowledge under his belt we are delighted to welcome Simon to the External Affairs team. His primary responsibilities shall focus on the Regional Office's communications and media relations efforts.



HIROKI SHIBATA is seconded to the Regional Office from Narita International Airport Corporation on a 2-year assignment. Prior to his secondment he was part of the ramp operations team at Narita. Earlier on in his tenure at Narita, Hiroki served at the Community and Environmental Affairs Department, with particular focus in property leasing outside of the airport. As with other secondees appointments, Hiroki will have the opportunity to attach to various sections of the Regional Office to allow for a comprehensive learning and development experience.

Please join us in welcoming Simon and Hiroki to the team, as they contribute to the efforts of the Regional Office.



Other ACI Updates

ACI World relaunches transformative airport Smart Security programme

In light of ACI forecasts that demand for air services will double by 2034, the world's airports are taking action now to prepare to meet this demand by improving security, efficiency and facilitation across the entire passenger journey.

The relaunched **Smart Security programme**, led by ACI, forms an integral part of this global effort by bringing together innovation and collaboration between global airports, regulators and airlines.

ACI is developing its Vision 2040 for air

transport security and Smart Security will be central to this vision. It will define the future of passenger and cabin baggage screening, identify improvements and solutions that can be introduced now, and communicate these solutions to airports around the world so they can be adopted swiftly.



More information is available via ACI World's [media release](#).

Investment in airport infrastructure crucial to accommodating short-term demand

ACI forecasts that rising incomes in emerging markets with large populations and land masses or numerous islands – where aviation is the only practical form of mass transportation – will help propel global traffic to new heights in the coming years.

New aviation hubs have begun to overtake the more mature markets of Western Europe and North America with ACI forecasting that the world's airports are expected to welcome 10.7 billion passengers in 2022, the year in which emerging and developing markets are predicted to surpass advanced markets.

While ACI does not promote any particular form of airport ownership, **ACI studies** show that airport privatization has become an important investment vehicle for the development of infrastructure to accommodate air service demand; to

contribute to community and national economic vitality; and to enhance the customer passenger experience.

More information on the subject matter is available via ACI World's [media release](#).



2019 ICAO Global Aviation Security Symposium addresses innovation and evolving threats



Focused around the theme of “AVSEC Innovative Solutions,” representatives from the world’s most prominent aviation security administrations and bodies gathered at ICAO headquarters last week (18 to 20 September) for ICAO’s 2019 Global Aviation Security Symposium.

The event’s presentations, panels, activities, workshops, and real-time polls drew participants’ attention to the challenges encountered when improving aviation security as well as the mechanisms deployed or needed to address them.

The Council President highlighted that threats such as Improvised Explosive Devices have been a grave concern for many years, and that the increasing complexity of the devices and sophisticated concealment methods require innovative detection methods. He also underscored that emerging threats reflect the increasing availability of certain devices, and the expanding knowledge of how to employ them by a widening user base.

In her closing remarks to the event, ICAO Secretary General Dr. Fang Liu drew attention to the fact that both the ICAO Global Aviation

Security Plan (GASeP) and United Nations Security Council resolution 2309 (2016) had provided important considerations relevant to the discussions and conclusions reached on risk assessment, innovation and technology, oversight and quality assurance, and capacity building.

Dr. Liu also highlighted the coordination and outcome of the Industry Engagement Day included in this year’s AVSEC2019 event, where the Working Group on Innovation in Aviation Security focused on the importance of linking government initiatives with small start-up innovators. For example, ACI led an exploration on security implications associated with the growth of ‘Aerotropolis’ facilities, whereas IATA focused on airlines’ efforts to meet the expanding security and facilitation requirements.

Please visit ICAO website for the full [press release](#).

Closer look at Asia-Pacific and the Middle East Traffic 2018

According to **ACI World's latest World Airport Traffic Report (WATR)** published on 16 September 2019, passenger numbers worldwide are estimated to have reached 8.8 billion in 2018, an increase of +6.4% compared to the previous year. In addition, the world's airports accommodated 122.7 million metric tonnes of cargo and almost 100 million aircraft movements.

PASSENGER

CHINA AND INDIA REMAIN THE MAJOR FORCES DRIVING THE ASIA-PACIFIC REGION'S ROBUST PASSENGER GROWTH IN 2018

China, India and Japan, the Asia-Pacific region's largest aviation markets, were responsible for an estimated 72% of total Asia-Pacific passenger traffic growth in 2018. Beijing (PEK) remained the busiest airport in Asia-Pacific and the second-busiest airport in the world in 2018, the airport's traffic growing a modest 5.4% to surpass 100 million passengers. PEK will be alleviated from capacity constraints when its new sister, Beijing Daxing International Airport, starts operations reportedly within this month.

Most of the world's fastest growing airports are located in emerging markets, a significant proportion of them being in the Asia-Pacific region. India's move

toward a more liberalized aviation market and the nation's strengthening economic fundamentals have helped it become one of the fastest-growing markets, its traffic growing rapidly in a relatively short time. Bangalore (BLR) and Hyderabad (HYD), fast-growing hubs in India, respectively saw traffic jump 29.1% and 21.9%.

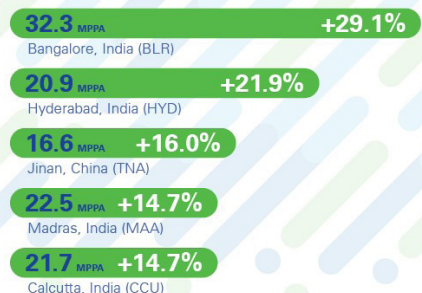
As for the Middle East, the diplomatic dispute and blockade between Qatar and neighbouring countries have resulted in a decline in traffic in key markets. After years of double-digit percentage traffic growth, Dubai (DXB), the region's busiest airport and the world's busiest for international traffic, grew by a slim 1% in 2018; and traffic at its sister airport, Abu Dhabi (AUH), fell 8.4%. Saudi Arabia achieved much stronger year-over-year growth of 6% and all its major airports experienced important increases. Jeddah (JED), the capital airport and the busiest in Saudi Arabia, grew 4.7%.



FASTEST GROWING AIRPORTS IN ASIA-PACIFIC >15M PASSENGERS PER ANNUM (MPPA) 2017–2018%

The world's fastest growing airports are located in the Asia-Pacific Region

Most of the world's fastest growing airports are located in emerging markets, a significant proportion of them being in the Asia-Pacific region. China was the leading contributor to global growth in passenger traffic from 2008 to 2018 with a 18.1% share of total global passenger traffic growth. India's move towards a more liberalized aviation market and the nation's strengthening economic fundamentals have helped it become one of the fastest growing markets with its traffic growing rapidly in a relatively short time.



CARGO

DIMINISHING EXPORT ORDERS BECAME OBVIOUS AS US TARIFF ACTIONS BEGAN TO TAKE HOLD IN THE SECOND HALF OF 2018

In 2018 the air cargo market did not fare as well as passenger traffic. The impact of tariff walls imposed between China and the US are already apparent.

South-East Asia posted the largest gains in volume. Vietnam, Indonesia and the Philippines experienced gains of 10.8%, 14.9% and 14.3% respectively, even with the

slowdown. However, the impact of tariffs may have a lagging effect, which would be felt by these economies in 2019 given that they are integrated with the global supply chain.

The top 10 busiest airports handle 52.5% of the region's air cargo traffic and Hong Kong (HKG) alone handles 10.6% of the total volume. Traffic at HKG—the world's busiest air cargo hub—grew a modest 1.5% in 2018, equivalent to an additional 75.6 thousand tonnes. Shanghai (PVG), a major Chinese hub, ranked second and saw volume decline by 1.5% year-over-year.

BUSIEST AIRPORTS FOR AIR CARGO IN ASIA-PACIFIC & MIDDLE EAST (2018)

Rank	Airport	Cargo (metric tonnes)	% Change
1	Hong Kong International Airport (HKG)	5,121,029	1.5
2	Shanghai Pudong International Airport (PVG)	3,768,573	-1.5
3	Incheon International Airport (ICN)	2,952,123	1.0
4	Dubai International Airport (DXB)	2,641,383	-0.5
5	Taiwan Taoyuan International Airport (TPE)	2,322,823	2.3



Data from over 2,500 airports
in more than 180 countries

Find more information on [ACI's World Airport Traffic Report \(WATR\)](#).

Annual World Airport Traffic Report 2019 EDITION



Members at a Glance

Airport Members Spotlight



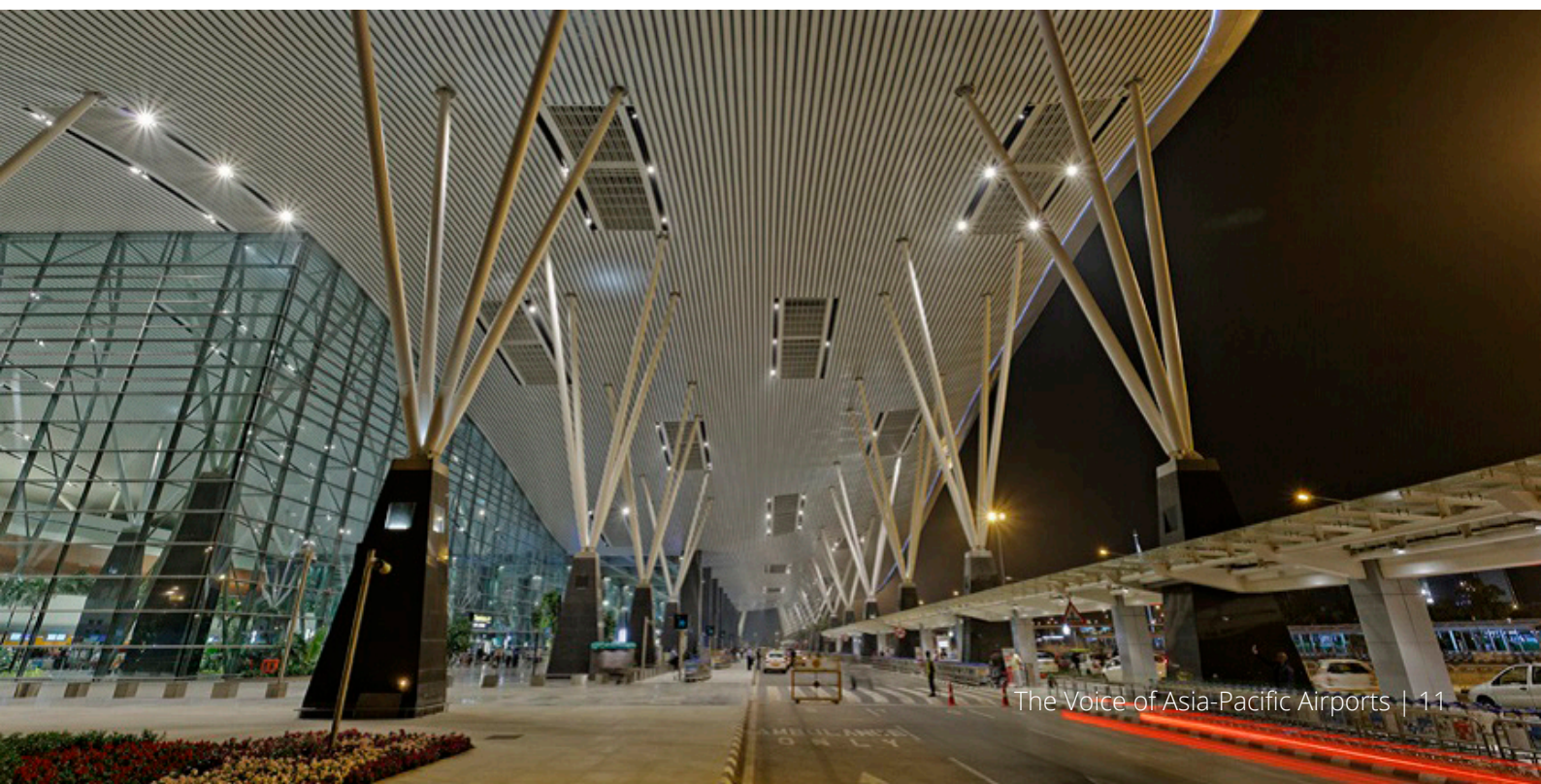
Bangalore International Airport Limited (BIAL) is a public limited company which was formed to build, own, and operate Kempegowda International Airport, Bengaluru (BLR). BIAL celebrates its 10-year membership anniversary with ACI Asia-Pacific this year.

As mentioned in the Traffic Monitor section of this Newsletter, India shined brightly in terms of its pace of growth amongst airports with more than 15 mppa in Asia-Pacific & Middle East, occupying 4 of the top 5 positions in 2018.

Amongst them, BLR outpaced the rest with a 29.1% year-on-year growth in passenger volume, in part boosted by its strong domestic performance, achieving a total passenger throughput of over 32.3 million in 2018. Amongst world rankings, Bangalore

is placed at 10th in terms of passenger growth, and 66th in terms of total passenger traffic. Its results on the cargo front is no less impressive, ranking 13th in Asia-Pacific and 68th worldwide for airports handling over 250,000 metric tonnes on annual basis.

Despite being a bustling international and regional airport, BLR is also delivering stellar results in terms of service. The airport clinched awards in both the **Departures** and **Arrivals** categories during the 2018 ASQ awards year.



Did You Know

I Gusti Ngurah Rai International Airport, Indonesia

#Didyouknow **Ngurah Rai International Airport (#DPS)**, or affectionately known as Bali Airport, was amongst the Top 10 Fastest Wi-Fi Airports in the World for 2018 as published by Rotten WiFi, an online platform which allow users to exchange the quality of Wi-Fi connection at communal establishments such as airports, hotels, and restaurants.

Located 13km south of Denpasar, a tropical city suffused with a deep sense of spirituality, DPS is close to many tourist attractions, beaches, and resorts. In the 2018 ASQ awards year, DPS was one of the proud recipients of the Service Excellence Awards conferred by the Ministry of Transportation of the Republic of Indonesia. In the same year DPS was also awarded the ACI Airport Customer Experience Accreditation.

As passenger volume continues to grow, several foreign airlines reportedly are contesting for lucrative landing slots at DPS. In anticipation of future demand and growth, back in Q2 2017 DPS commenced a major reclamation project encompassing 107 hectares, which will cover major civil works including runway extension, apron expansion, and terminal construction targeted to complete in 2022.

As if the rapid succession of infrastructural developments is not enough, the Indonesian



Transport Minister revealed in July that plans are underway to build a secondary airport in northern Bali targeting low-cost carriers, as part of its strategy to further boost tourism.



Event Invitations for You...

2019
OCTOBER



The Trinity Forum 2019 | DOHA

The world's most influential airport commercial revenues conference will be held in **Doha, Qatar** on **30-31 October**. This is the first time the event is hosted in Qatar.

[Register Now!](#)

NOVEMBER



Airport Exchange 2019 | ABU DHABI

The biggest annual trade show of ACI is going to draw 1,000+ delegates, 70+ exhibitors & sponsors, and 120+ expert airport speakers. The three-day event takes place in **Abu Dhabi, UAE** on **25-27 November**.

[Register Now!](#)

2020
APRIL



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

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

[SAVE THE DATE](#)



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