ACI
ASIA-PACIFIC
AIRPORTS COUNCIL
INTERNATIONAL

Bi-weekly Newsletter

Meet the Regional Board:
Mr. Gert-Jan de Graaff from
Brisbane Airport Corporation

ACI Asia-Pacific Teams Up With Regional Airline Associations

ACI Asia-Pacific partnered with the Association of Asia Pacific Airlines (AAPA) and IATA to issue a **joint declaration** highlighting our commitment to ensure the continued safety of aviation as well as revive air travel and secure its future.

Against the backdrop of the COVID-19 pandemic that has severely affected air travel and tourism this year, the declaration expresses firm support for ICAO Council Aviation Recovery Task Force (CART) guidance which is the basis of the aviation industry's risk mitigation measures aimed at safeguarding the safety and well-being of air travellers.

Delhi and Christchurch Airports Leap to New Carbon Accreditation Levels

ACI has unveiled two further levels of achievement in its global Airport Carbon Accreditation programme. Level 4 Transformation and Level 4+ Transition set out further obligations to align with the Paris Agreement, extend the carbon footprint and enhance the stakeholder engagement. New Zealand's Christchurch Airport, which was previously accredited at Level 2 Reduction of Airport Carbon Accreditation, has successfully upgraded to Level 4 Transformation by taking swift and concrete actions to transform its operations to achieve CO2 emissions reduction in alignment with the Paris Agreement

Mr. Malcolm Johns, CEO of Christchurch Airport, commented "Achieving Level 4 Transformation of Airport Carbon Accreditation is a giant leap for our airport community. We are very proud to be the first airport in New Zealand and in the world to reach this accreditation. As regional airport, we set a good example for our regional peers and for the airport industry as a whole. We show that small is big when you are bold enough to set the bar higher on climate actions and to deliver on ambitious environmental goals."

Meanwhile in New Delhi, India, Indira Gandhi International Airport became the first airport in Asia-Pacific region to get Level 4+ Transition accreditation.

Mr. Videh Kumar Jaipuriar, CEO of operator DIAL said, "Achievement of the Level 4+ accreditation is a testimony of our commitment towards ensuring sustainable development at IGIA. Going forward, we will continue to develop best in class infrastructure and provide services using innovative and sustainable technologies. Our aim is to achieve net zero carbon emission airport 2030 following the Airport Carbon Accreditation requirements. With this achievement, we have set up new benchmark for other airports in this region to follow."

Congratulations to both airports for these outstanding milestones!

Meet the Regional Board: Mr. Gert-Jan de Graaff from Brisbane Airport Corporation

In a new segment called 'Meet the Board', we are featuring and introducing the members of the ACI Asia-Pacific Regional Board. We will get to know them better by learning about their leadership style, their thoughts on the next generation of leaders and, unavoidably, the impact of the pandemic.

Mr. Gert-Jan de Graaff took on the role of Chief Executive Officer at Brisbane Airport Corporation in 2018. His extensive career spans airport and commercial management roles in Australia, Europe, South America and the USA.

Mr. De Graaf joined the Regional Board in June 2020.

RO: Which leadership skills have served you most?

Very early on in my career I learned that there are four essential elements to being a successful leader at an airport. I refer to these as the four C's.

The first is Collaboration, because there is nothing you can do alone at an airport. An airport is a place where there is always a new challenge to solve, but we can tackle anything when we work together.

The second is Communication, you cannot collaborate if you are not listening and being open and honest about your intentions.

The third is Courage, because airport management is not always easy and you need to have the courage to speak up, make hard decisions and ask difficult questions.

The fourth and most important one is Care, because taking care of your employees, customers, shareholders, and the community is essential for successfully managing and developing an airport.

RO: What have you had to do differently in terms of leading your team during the pandemic?

Clear and consistent communication and the sharing of information is always important, but even more so during times of uncertainty.

The pandemic presented us with a whole new challenge around social distancing and lock downs which made face-to-face communication mostly impossible. That meant we had to find new ways to keep people informed during the rapidly-changing situation.

We responded by increasing the frequency of our communication and using a mix of video calls, live stream townhalls, and vlogs to keep our stakeholders up to date. These forms of communication have proven to be so successful that they now form an important part of how we do business.

RO: What are you most proud of at your airport?

That is simple: the people working at the airport. There are 24,000 airport workers at Brisbane Airport, and they are making a difference every day. We are a 24/7 operation and no matter what time of day or night, the weather situation, or the challenge, the BNE-team is there to serve the customers and the community. While only a few of those 24,000 workers are directly employed by Brisbane Airport Corporation, they are all an integral part of the airport community. Together we are enabling social, cultural, and economic life in our beautiful city and state.

In the next issue, we speak with Mr. Yoshiyuki Yamaya, Representative Director and CEO of Kansai International Airport

ACI World Annual General Assembly Urges Global Climate Change Effort

In a **resolution**, the ACI World Annual General Assembly has emphasized that climate change, adaptation, and resilience should be included in airport recovery plans and remain key issues for the sector despite the pandemic.

Climate change is a global challenge that requires worldwide collaboration and action.

ACI World recognizes the unprecedented impact of COVID-19 on the aviation sector and that the entire sector will need a supportive regulatory framework in which to recover.

The ACI World Annual General Assembly has resolved to urge governments to support airports recovery by providing policies, investment, and incentives to decarbonize the sector and make it more resilient. Furthermore, airports should keep climate mitigation, adaptation and resilience as key parts of their strategies and recovery plans

and identify opportunities to 'build back better' by keeping sustainability and resilience at the core of their recovery strategies.

ACI World has advised members to consider multiple solutions for decarbonization and to a gradual transition to net zero carbon in the long-term and to continue to conduct risk assessments, including them as in integral part of master planning.

Read the full **press release**.

Aviation Industry Agrees Vital Slot Use Relief

The Worldwide Airport Slot Board (WASB), comprising Airports Council International (ACI World), the International Air Transport Association (IATA), and the Worldwide Airport Coordinators Group (WWACG) released a **joint recommendation** for airport slot use relief for the northern summer 2021 season.

The organizations called on regulators worldwide to temporarily adopt more flexible slot rules in line with the recommendation as quickly as possible in order to preserve essential air transport connectivity.

The WASB position recommends the following be adopted before the end of 2020:
- Airlines that return a full series of slots by early February to be permitted to retain the right to operate them in summer 2022

- A lower operating threshold for retaining slots the following season. In normal industry conditions this is set at 80-20. The WASB recommends this be amended to 50-50 for Summer 2021
- A clear definition for acceptable non-use of a slot. For example, force majeure as a result of short-term border closures or quarantine measures imposed by governments.

Read the full **press release**.

Airport Slot Allocation Policies Should Support the Recovery of Air Transport

In a **resolution**, the ACI World Annual General Assembly has declared that airport slot allocation policies should support the recovery of air transport.

Airport connectivity is essential for the recovery of air transport, and will be a key driver of the wider global economic recovery and ACI World urges airport operators, airlines and slot coordinators to work together and to increase their collaboration in setting and maintaining a harmonized slot allocation process.

Historically, more than 200 airports worldwide have declared insufficient capacity to meet airlines' demand for flights, especially at peak times and airports may be subject to capacity reduction in the recovery phase of the COVID-19 pandemic because of government regulations, physical infrastructure limitations, or commercial considerations.
ACI World has called upon aviation oversight authorities to recognize the Worldwide Airport Slot Guidelines when designing, implementing

and evaluating slot allocation policies and promote an evidence-based and data-driven approach to determine slot policies that support the recovery of air traffic.
"We want to promote an evidence-based and data-driven approach to determine slot policies that support the recovery of air traffic," Luis Felipe de Oliveira said.

Read the full **press release**.

ACI World Annual General Assembly Resolution Supports Industry Recovery

Airports Council International (ACI) World Annual General Assembly has **published a resolution** pledging support for the industry in recovering from the COVID-19 pandemic.

At this year's ACI World General Assembly, a resolution was adopted to support recovery by urging airports to implement best practices for the accommodation of health measures in accordance with global and regional guidance, based on ACI's Airport Health Accreditation programme, which is supported by ICAO.

Key to this will be working with international, national, and regional health authorities to develop consistent and effective protocols for prospective travellers. These may include testing, ensuring that measures are simple, practical, and based on medical evidence, and encouraging States to recognize equivalency of measures and take a risk-based approach to travel restrictions and new process requirements.
To support industry recovery and restore

passenger confidence, ACI has assisted airports by:

- creating the Airport Health Accreditation program, supported by ICAO
- deploying new ASQ Departure survey airport hygiene questions
- launching an ASQ Global Traveller survey to better monitor passengers' expectations and improve passenger confidence, and
- developing tools, such as the Check and Fly app, to support the sharing of information regarding the measures in place at airports.

Read the full **press release**.

New Manual on COVID-19 Testing and Cross-Border Risk Management

ICAO issued a bulletin announcing its new **Testing and Cross-border Risk Management Measures Manual (Doc 10152)**, developed by the members of the dedicated **CAPSCA group** it established in 2009 for the prevention and management of public health events in civil aviation.

The new publication is available free of charge on the UN agency's **COVID-19 online portal**, along with the comprehensive guidelines, tools and resources it has been putting at countries' disposal since the onset of the pandemic. "This new risk management manual is designed to help countries assess and include personal tests as part of their overall air transport public health responses to COVID-19," commented ICAO Secretary General Dr.Fang Liu.

"It's accelerated development through ICAO's CAPSCA group has been a prime example of

the effective collaboration it has established among ICAO, the United States Centres for Disease Control and Prevention, the European Centre for Prevention and Disease Control (ECDC), and others," she noted, "and I must also appreciate here the important contributions to this publication made by the World Health Organization (WHO), and by aviation medical and health experts from both governments and industry."

Resources issued by the ICAO CART and Secretariat are currently assisting and aligning countries' pandemic responses in air transport, including their innovating of public health corridors and similar travel bubble solutions between specific international destinations.

World's Airports Join CommonTrust Network

The World Economic Forum and The Commons Project Foundation welcomed ACI World, representing nearly 2,000 airports globally, and five leading global airlines as members of the CommonTrust Network.

"The members of the CommonTrust Network are coming together to implement an inclusive global network designed to empower individuals with digital access to their health information so they can protect and improve their health, and demonstrate their health status to safely return to travel, work, school, and life, while protecting their data privacy," said Paul Meyer, CEO of The Commons Project Foundation. "We welcome collaboration with public and private stakeholders across many sectors, including ACI World and IATA in aviation."
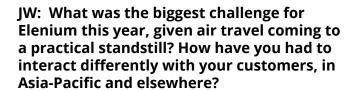
"As the world works to overcome the pandemic, all countries face the challenge of how to reopen borders for travel and commerce while protecting their populations' health," ACI World Director General Luis Felipe de Oliveira said. "Key to this will be a globally-harmonized approach underpinned by cooperation and consistency between all players in the aviation industry."

"The CommonTrust Network and **CommonPass** will help to foster this consistent approach, especially as it will include more than just the aviation industry," said de Oliveira.

Elenium Automation Builds on Touchless Technology Investments

Despite air traffic being at a standstill, the pandemic has provided opportunity for technology development and implementation to expedite. World Business Partner Elenium Automation's Chief Commercial Officer, Mr. Ilya Gutlin, recently caught up with Jeannie Wong, our head of communications and events, to talk about some of the challenges and opportunities.

JW: What was the biggest challenge for Elenium this year, given air travel coming to a practical standstill? How have you had to interact differently with your customers, in Asia-Pacific and elsewhere?

IG: Early on we had concerns about COVID-19's impact on the aviation industry. We made a conscious decision to build on the investments that we made in touchless technology – to make self-service more intuitive for Passengers with Reduced Mobily (PRM) - quickly moving into Vital Sign Detection. This meant learning about solutions that can make a difference in people's lives, potential competition, creating a new product line and a different way to distribute by certifying value-added partners around the world. The Elenium team came together to make this a success.

JW: Can you give examples of a particular technology which you didn't expect to implement so quickly but had to expedite arising from COVID-19? How will these change the face of how an airport operates and interfaces with the traveling public?

IG: Touchless. We had developed the technology and thoroughly tested it but the need to avoid viral and bacterial transmission made the solution relevant for passengers beyond PRM's. Making the airport's self-service process from end-to-end across multiple channel touchless became our focus. Our patent-pending innovations like voice interaction, movement detection and remote passport recognition

added value to the passenger experience.

Vital Sign Detection is a brand-new product and direction for the company due to the pandemic. It allows our clients to keep all the stakeholders reassured and safe with no intrusion to their privacy. We have filed for government certifications in several jurisdictions, becoming a medical device company.

JW: Do you anticipate any new trends or habits for the traveling public?

IG: Becoming germophobic, people will look for more touchless interaction and the use of mobile during the passenger journey. They will be more attentive to the well-being of people around them, so physical distancing will be a concern. In the short-term, international flying will become more expensive, reducing the number of people at the airports. Paper boarding passes and paper bag tags will disappear and camera technology and sensors will be more prevalent.

JW: What is the new normal for you and your team at Elenium these days?

IG: Video calls and frequency of scheduled communication. I have a scheduled 1-2-1 calls with each member of my team twice a week and a weekly catch up for the sales and marketing team. The Elenium senior team has a daily stand up. We have a scheduled bi-monthly townhall. Customer and partner calls are done anywhere between 6 am and 11 pm, letting people you barely met "into" your home. Working from

home and living at work has become completely blurred with my youngest trying to make a cameo appearance in the calls when he is home from school.

Having said that, being "forced" into the video call culture and maintaining it over months will have a pervasive impact on our industry.

Elenium Automation specializes in touchless self-service technology enabling faster and safer movement of people in aviation, healthcare, aged care and government infrastructure delivered by a unique team with capabilities in robotics, mechanical engineering, physics, machine learning and data science.

GMR-led Hyderabad International Airport Touts Contactless Travel

When domestic travel resumed in India on 25 May, GMR-led Hyderabad International (GHIAL) faced the challenge how to implement the new normal with passenger safety as the prime focus. Going contactless at all passenger touch points become the new mantra.

Hyderabad International Airport is known for its technology-enabled passenger comfort and convenience solutions. Nearly half a decade ago, the airport had introduced contactless and paperless e-boarding solutions, making it the only airport in India to do so. Long before the pandemic struck, the end-to-end in-house developed e-boarding solution, was already making travel effortless domestically.

Read on for more **touchless technologies implemented at Hyderabad International Airport**.

To submit an article for the new ACI Asia-Pacific website, please contact **communications@ aci-asiapac.aero**.

Did you know Two Regional Airports Levelled Up in the Enhanced *Airports Carbon Accreditation* Programme?

Accredited Airports across the world

58 Airports certified in Asia

Marking the industry's determination towards sustainable recovery, two further levels of achievement were unveiled in ACI's global *Airport Carbon Accreditation* programme on 17 November 2020. This enhancement indicates ACI's ambition and our regional airports' capability to achieve more to preserve our environment.

TWO NEW LEVELS

Level 4 Transformation

Christchurch International Airport (CHC)

is the world's first airport to obtain Level 4 Transformation. CHC has set an ambitious Carbon Policy to achieve net zero emissions by 2030, and absolute zero emissions by 2050. "We have worked hard to demonstrate how emission reductions factor into our airport planning and decision making," said Rhys Boswell, General Manager of Planning & Sustainability.

Transformation means aligning airports' carbon management policy commitment with the global Paris Agreement climate goals. Airports have to transform their operations with absolute emissions reductions in mind and to strengthen stakeholder engagement.

To achieve Level 4, an airport is required to set an absolute emissions reduction target that includes all Scope 1 and Scope 2 emissions as a minimum

(i.e., an airport operator target scope). If an airport chooses to do so, it may also incorporate one or more sources of Scope 3 emissions in its target and thus partially or entirely cover the airport as a system (i.e., a third-party-inclusive target scope).

>> View the details of Level 4 Transformation

Level 4+ Transition

Indira Gandhi International Airport (IGIA), operated by Delhi International Airport Ltd (DIAL), is the first airport in the Asia-Pacific region to achieve Level 4+ Transition, and together with Dallas Fort Worth International Airport in the United States, one of the first worldwide achieved Level 4+ Transition. Videh Jaipuriar, CEO, DIAL, said "Achievement of the Level 4+ accreditation is a testimony of our commitment towards ensuring sustainable development at IGIA. Our aim is to achieve #netzero carbon emission airport 2030."

Airports are required to compensate for their remaining carbon emissions by offsetting in Level 4+ Transition. To achieve this level, the airport has to fulfil all requirements of Transformation and offset its remaining Scope 1 and 2 carbon emissions as well as emissions from staff business travel, using internationally recognised offsets.

>> View the details of Level 4+ Transition

FURTHER OBLIGATIONS

- Alignment with the Paris Agreement: requiring airports to align their carbon management strategies and plans with the ambition of the Paris Agreement, according to which global warming should be limited to below 2⁰C and ideally 1.5⁰C. These objectives have been translated into emissions reduction scenarios by the Intergovernmental Panel on Climate Change , and airports will have to define their reduction targets and associated emissions pathways accordingly.

- Extended carbon footprint: additional emissions sources have to be included, notably covering all significant operational emissions from third parties, including airlines.

- Enhanced stakeholder engagement: requirements related to stakeholder engagement are tightened, with effective partnerships oriented towards delivering emissions reductions coming to the fore.

Since the programme inception in 2009, Level 1 Mapping, Level 2 Reduction, Level 3 Optimisation and Level 3+ Neutrality do allow for flexibility in the magnitude of reductions achieved. The extension has been applauded by the United Nations Framework Convention on Climate Change.

The Voice of Asia-Pacific Airports

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