Bi-weekly Newsletter

15 May 2020

Technology at Airports

Abu Dhabi Airports Training Company Delivers Virtual Training Tips for Members

Macau International Airport Takes Lesson from Chinese Philosopher

#Didyouknow airports are embracing technologies to create a touchless airport experience?

Year in Review 2019 Published

**ACI Asia-Pacific
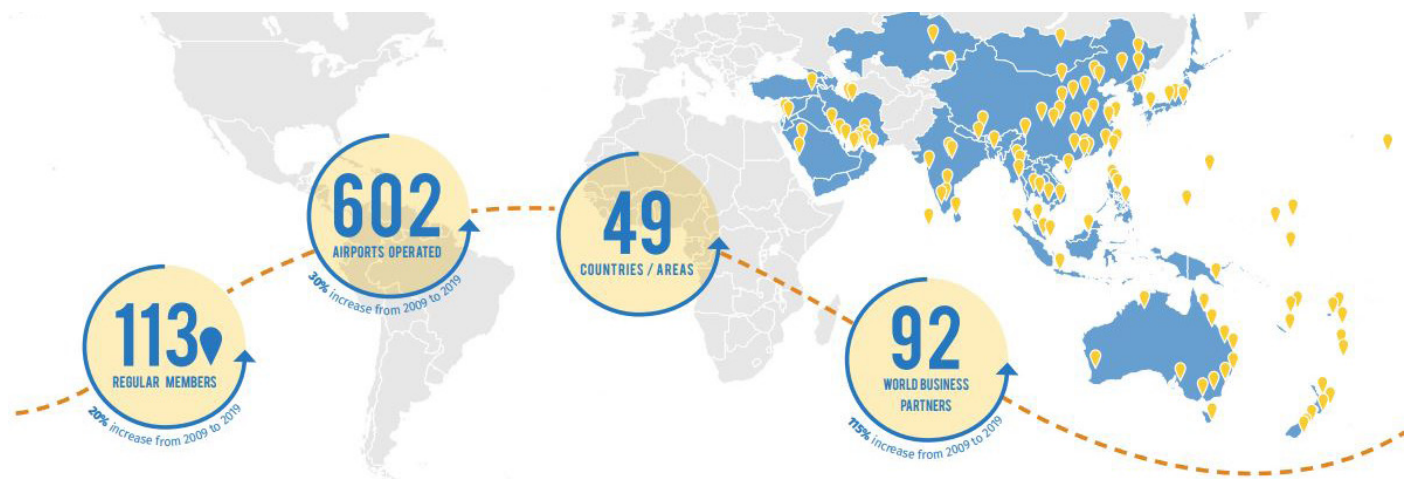Year in Review 2019**

The Regional Office is pleased to share the digital version of **ACI Asia-Pacific's 2019 Year in Review**. In spite of the daily challenges we have faced since the beginning of 2020, this annual publication gives us an opportunity to look back on the work of the Regional Office and reflect on the accomplishments in support of members' interests.

A limited number of printed copies are available and can be obtained by contacting the Regional Office **Communications Team**.

113 REGULAR MEMBERS — 20% increase from 2009 to 2019

602 AIRPORTS OPERATED — 30% increase from 2009 to 2019

49 COUNTRIES / AREAS

92 WORLD BUSINESS PARTNERS — 715% increase from 2009 to 2019

Members Directory 2020 Now Available

**Members Directory 2020**

The 2020 edition of the ACI Asia-Pacific Members Directory was recently released. The Members Directory 2020 includes the composition of the Regional Board and various Regional Committees, as well as the contact information of airport members, affiliate members, associate members and World Business Partners (WBP).

This Directory is an exclusive benefit for ACI Asia-Pacific members and made available to the Official Representative, Alternative Representative, and Administrative Liaison only.

Please contact your **ACI representative** to obtain a copy.
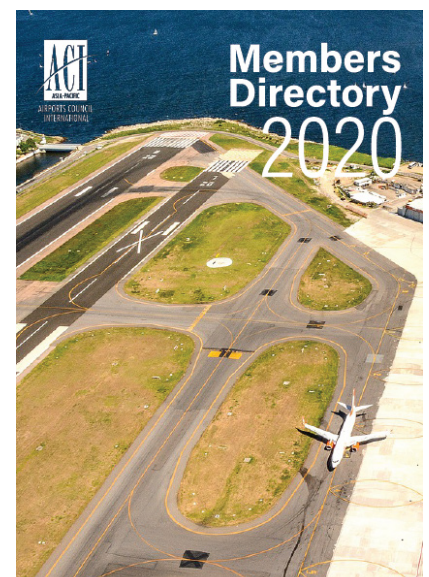
Abu Dhabi Airports Training Company Delivers Virtual Training Tips for Members


The impact of COVID-19 has led to a surge in webinars and online trainings in all sectors. Besides responding to needs within their respective airports, members of the Regional HR Committee also sought to contribute and share with each other. Abu Dhabi Airports *(represented in the HR Committee by General Manager – Ms. Zamzam Al Hammadi)* and its training arm Gulf Centre for Aviation Studies (GCAS) generously organized a complimentary live webinar on "Managing & Delivering Virtual Instructor Led Training" as a means to help the Region's members continue upskilling themselves in time of crisis.

This training can be likened to a "train the trainer" course to help draw attention to the necessary factors to address when instructors manage a virtual classroom. The 90-minute session, delivered live from Abu Dhabi, attracted 25 participants from across the Asia-Pacific network from Delhi to Taipei.

TRAINING ELEMENTS

The instructor took participants through the essential skills of conducting a live training session, including practical tips, online learning protocols, and even contingency planning which was extremely helpful to instructors and subject matter experts who need to deliver virtual trainings now or in the future.
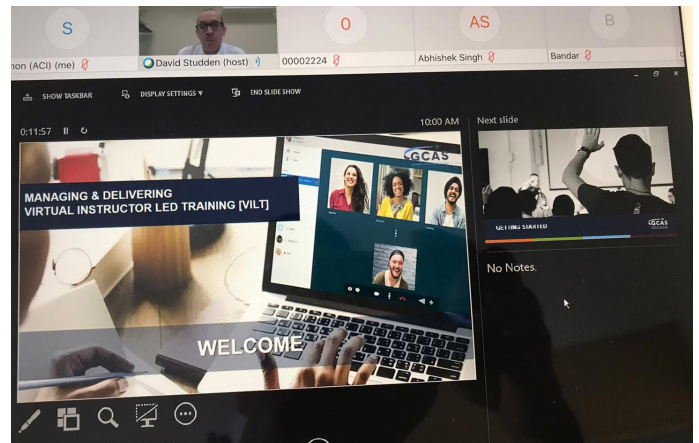
ABOUT GCAS

GCAS was established in 2009 by Abu Dhabi Airports to lead the development of the aviation industry in the UAE and the region by producing highly qualified aviation professionals. GCAS is the world's first International Civil Aviation Organization (ICAO) TRAINAIR PLUS training member.

Regional 2020 ACI Events Cancelled

In the light of many considerations arising from the severe and prolonged impacts of the COVID-19 pandemic on the global community, the Regional Office regrettably announces the cancellation of the **15th ACI Asia-Pacific Regional Conference and Exhibition** on 15–17 September 2020 in Nara, Japan. For the same reasons, the **12th Annual Airport Economics & Finance Conference & Exhibition** on 22-24 September 2020 in Kuala Lumpur, Malaysia is further postponed to 2021.

ACI Asia-Pacific, together with hosts Kansai Airports and Malaysia Airports Holdings Berhad, have been closely monitoring the situation in conjunction with advice and directives from local governments and health authorities over the past few months. Given the ongoing uncertainties in the coming months, including travel restrictions and connectivity across borders, as well as other health protective measures, the Regional Office would have difficulty delivering a fruitful event.

INDUSTRY RECOVERY

The primary and foremost priority remains to safeguard the health and well-being of all participants and workers of the event. As the industry enters the restart and recovery phase, airport members and partners will be prioritizing their time and efforts on resumption of operations and business activities. By cancelling the event, the industry can focus on matters at hand.

The Regional Office wishes to thank all the partners, sponsors, exhibitors and registered delegates for their patience and support. For questions, please contact ACI Asia-Pacific's **Events Team**.

Separately, ACI World announced that the **Customer Experience Global Summit, scheduled for 7-10 September 2020, in Krakow, Poland**, has been postponed to 2021.

Member Database Refresh; Keep Contact Information Current

The Regional Office recently embarked on a comprehensive member contact database refresh exercise as part of efforts to step-up communications with all members and World Business Partners via various channels, including but not limited to email campaigns, newsletters, and updates. To ensure the correct contact information is captured, the Regional Office kindly requests a timely response.

Please contact the **Communications Team** for information how to participate in this project.

ACI World Governing Board Calls for Urgent COVID-19 Industry Relief

Airports Council International (ACI) World Governing Board has **called for urgent relief measures for airports** to assist in dealing with the impact of the COVID-19 pandemic and also urged a globally coordinated programme of measures to aid in a balanced recovery for the aviation industry.

ACI World calls for the following recovery measures:

1. **Industry engagement** with international, national, and regional health authorities to develop consistent and effective protocols for travelers, ensuring that any new measures are practical and based on medical evidence

2. **Risk-based approaches** that take a risk-based approach to travel restrictions and new process requirements

3. **Recovery best-practices** which incorporate short and long-term requirements for health and hygiene, and amended passenger processes to facilitate the return to normal operation

4. **Protecting airport staff** by ensuring that they are part of the solution, are adequately protected, and can support a return to normal business

5. **Effective communication** with stakeholders and travelers through all channels to manage the expectations of passengers, build consumer confidence, minimize the impact on customer experience., and ensure efficient operation

6. **Flexible approach** that takes an incremental and flexible approach to requirements with regular reviews of initial measures in response to changing circumstances

7. **Evaluating consumer confidence** by ensuring that measures implemented at airports are based on changing passenger profiles and expectations with regular monitoring and benchmarking

8. **Focus on sustainability** which recognizes the continued importance of climate action to support sustainable airport development for the longer term

9. **Stakeholder engagement** to ensure ICAO recognizes its pivotal role to coordinate the recovery/ re-start protocols among States.

Read the full **press release**.

ACI and IATA Call for Urgent Financial Assistance to Protect Jobs and Operations

ACI World and the International Air Transport Association (IATA) have come together to call for governments to quickly grant financial relief to assist airport operators and airlines during the unprecedented COVID-19 crisis and support the essential connectivity the industry will provide for economic recovery.

The industry is united with governments around the world in efforts to stop the spread of the virus, and, in the face of massive government imposed travel restrictions, the industry is doing all it can to maintain air cargo operations vital to supporting global supply chains, including medical shipments critical to fighting COVID-19.

The current state of the global air transport industry risks the loss of millions of jobs. The aviation industry supports 65.5 million jobs around the world, including 10.5 million people employed at airports and by airlines, and supports $2.7 trillion in **world economic activity**. As the COVID-19 pandemic continues to unfold, airports and airlines around the world are engaged in a battle to sustain essential operations and to preserve jobs.

ACI and IATA are calling for urgent balanced support to the industry via:

- taxation relief, including alleviation of payroll taxes, corporate taxes, concession fees or other government incomes from the industry

- loans, loan guarantees or direct support to maintain financial liquidity across the aviation ecosystem.

Read the full **press release.**

Global Training Webinars Available on Demand

As the world confronts the impact and effects of COVID-19 and prepares for the return to a "new normal", ACI is offering some insights into how the airport community can navigate from crisis mode to re-establishing trust and open communication worldwide.

The webinars can be attended live and are made available shortly on the ACI World website shortly after airing to view on demand.

Previous webinars are also available to view on demand.

ICAO Issues New Guidance on COVID-19 Aviation Safety Risks

ICAO has developed a new publication aimed at helping countries to address the aviation safety risks arising due to the global effects of the COVID-19 pandemic.

Produced specifically for national aviation regulators and civil aviation authorities (CAAs), the new Handbook for CAAs on the Management of Aviation Safety Risks related to COVID-19 (ICAO Doc 10144) was developed with the support of aviation experts serving on the ICAO Safety Management Panel. An ICAO State letter will be issued to encourage Member States to take advantage of this new handbook.

"COVID-19 has presented the entire world with many new types of challenges, and the need to adjust how we conduct ourselves in our day-to-day lives," commented ICAO Secretary General Dr. Fang Liu.

"As a highly integrated and complex network, international aviation has not been immune to these effects, some of which pose new challenges in managing risks which were never before considered in traditional safety management practices."

The new ICAO handbook is available compliments of the Organization on the **ICAO COVID-19 Safety Risk Management website**, which will shortly contain additional links to practical information and tools which States are encouraged to stay actively updated on.

 Read the full **press release**.

Global Economic Impact of COVID-19

The impacts of COVID-19 have resulted in a predicted reduction of over two billion passengers globally in the second quarter and over 4.6 billion passengers for 2020. The estimated decline in total global airport revenues is US$39.2 billion in the second quarter and over US$97 billion for 2020.

The updated economic impact assessment forecasts a year-end revenue loss of -59% for Asia-Pacific airports and -53% for Middle East airports. Combined, airports in these regions are forecasted to lose US$36.4 billion for the full year 2020. The two regions jointly stand to lose two billion passengers, about 400 million more passengers than previously forecasted.
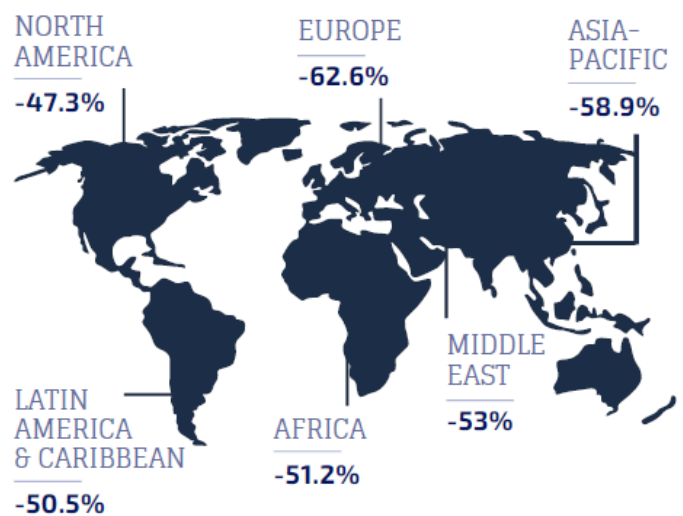
> " *We are entering the most critical stage of the year for our industry. We expect the second quarter of the year to be substantially more challenging than the first quarter, especially in countries with predominantly international traffic profiles. Rebuilding people's confidence to travel again will take time.*"

Stefano Baronci
Director General of ACI Asia-Pacific

Estimated airport revenue losses for 2020

NORTH AMERICA
-47.3%

EUROPE
-62.6%

ASIA-PACIFIC
-58.9%

LATIN AMERICA & CARIBBEAN
-50.5%

AFRICA
-51.2%

MIDDLE EAST
-53%

-50.4% in global passengers traffic

ACI

Macau International Airport Takes Lesson from Chinese Philosopher

More than 2,000 years ago, ancient Chinese philosopher and writer Lao Tse said "misfortune is a blessing in disguise", a lesson being applied by CAM - Macau International Airport, Macau, SAR China. The team is aiming "to leverage the crisis to do things that will lay the path for a better sustainable future for all CAM stakeholders," said its Executive Director Chu Tan Neng in a bulletin to stakeholders.

NEW TECHNOLOGIES AND SYSTEMS

The airport is taking advantage of the drop in aircraft movement and passenger volume to develop its information technology systems, trialling new equipment and transitioning from old to new IT systems.

OPERATIONS AND MANAGEMENT

In the areas of operation and management, the airport is planning the following technologies and systems:

- Upgrade of E-Flow of Application Platform for more online services
- Applying Facial Recognition solution integrated with Access Control System to all staff channels
- Development and launch of Airport Collaborative Decision-Making system System installation and integration for new Airport Operations Control Centre

EXTENDED PASSENGER SERVICES

For passengers, the scope of self-service will be extended to include Self Bag-tag Printing, Self-Boarding and Self Check-in Kiosks. The kiosks will be conveniently located at hotels and a service centre located at HK-ZH-Macau Bridge. A "One Token" Solution is being planned for further deployment.

#Didyouknow airports are embracing technologies to create a touchless airport experience?

This is not the first time the airport industry has been challenged by a pandemic. SARS, MERS and Zika all significantly impacted the industry over the last two decades. But none as much as COVID-19, which is estimated to cost the region almost two billion passengers this year.

Some predictions show a 'first in first out' scenario for the region and the industry is making plans for the recovery. Regaining the public's confidence to travel will be key. As the virus is spread through human transmission, the question becomes, how can technology make the airport journey touchless?

SMART MOBILITY: POWER OF MOBILE, ANALYTICS AND BIOMETRICS

Passenger health screening, temperature testing and enhanced hygiene measures could become the new normal of the passenger journey through airports, just like the usual travel document and baggage checking. More contactless solutions will allow passengers to go through the self-service experience for a seamless, intuitive and safe transition to go through all the required aviation security and facilitation steps. Initiatives are underway:

SINGAPORE

At Singapore's Changi Airport, thermal screeners take the temperatures of all passengers and staff entering transit areas.

HONG KONG

At Hong Kong International Airport, three intelligent sterilization robots are cleaning public areas and toilets.

DUBAI

An airline in Dubai is attempting to deploy beta self-service-kiosks with the full suite of automation technologies to measure and monitor passengers' temperature, heart rate and respiratory rate to help identify medical at-risk passengers.

ACI AND IATA: OneID

ACI and IATA already started an initiative called OneID to enable a friction-free and passenger-centric management allowing individuals to declare their identity and medical records to the required level while maintaining the privacy of personal data. Airports can react spontaneously to screen, track and monitor passenger movement based on the updated medical records to contain the pandemic.

The Voice of Asia-Pacific Airports