

The Voice of Asia-Pacific Airports

## **ACI Asia-Pacific Bi-weekly**

Official Newsletter for Airports and Airport Business Partners

# NEWSLETTER

18 April 2019

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- New Leadership Added to the Board at the ACI Asia-Pacific Regional Assembly
- O ACI Asia-Pacific Year in Review 2018 Published
- New ACI Products Launched
- January 2019: Passengers up 5.6% in Asia-Pacific and 1.7% in Middle East



### **Industry News**

#### **Australia**

- Adelaide Airport
  Adelaide Airport trialling new 3D security scanners
- Queensland Airports
  DIP In Passenger Numbers Reflective of National Trend
- Sydney Airport
  Lifestyle precinct opens as part of new T2 Domestic experience

#### Bahrain

**Bahrain Airport Company**Bahrain Airport Company Records More Than BD19 Million Net Profit During Exceptional Year

#### **Hong Kong**

Hong Kong International Airport
HKIA Records Steady Traffic Growth in March

#### Japan

- Kansai Airports
  KIX to host ACI Asia-Pacific regional assembly in Spring 2020, first ACI conference in Kansai
- Narita International Airport
  Spring Japan will launch a new route between Narita and Ningbo on 25 April, 2019!

#### **Maldives**

Velana International Airport

New Aerodrome & Ground Aids Building Opens at Velana International Airport

#### **New Zealand**

Auckland International Airport
Auckland Airport to reduce prices to airlines

#### **Singapore**

Changi Airport

Jewel Changi Airport opens to the public with a gamut of familiar and new-to-market retail and F&B experiences

#### **United Arab Emirates**

4 Abu Dhabi Airports

Abu Dhabi Airports contributes to the development of the world's first airport customer experience accreditation program



#### **Feature Stories**



# **Global Aviation Leaders Gathered in Hong Kong for ACI Annual Assembly**

The 2019 ACI Asia-Pacific/ World Annual General Assembly, Conference and Exhibition (2019 WAGA), under the theme "What's next for aviation? The future starts now," was held on April 2 - 4, 2019 in Hong Kong. The event, hosted by Hong Kong International Airport, welcomed more than 900 aviation leaders from around the world.

On April 3, delegates were welcomed by the Honourable Mrs. Carrie Lam, Chief Executive of the Hong Kong Special Administrative Region, Mr. Fred Lam, Chief Executive Officer of Airport Authority Hong Kong, keynote Dr. Fang Liu, Secretary General of ICAO, Mr. Lee Seow Hiang, President, ACI Asia-Pacific, and Chief Executive Officer, Changi Airport Group and Mr. Martin Eurnekian, Chair, ACI World, President, Aeropuertos Argentina 2000 and CEO, Corporación América Airports.



VIPs officiating the opening of the conference on April 3, 2019 with the Honourable Mrs. Carrie Lam, Chief Executive of the Hong Kong Special Administrative Region (5<sup>th</sup> from the left).

Mr. Lee said, "The event provides a unique opportunity to address and explore the challenges for the future of airports and aviation as economic and social engines. Asia-Pacific region has been a key driving force contributing to the world's robust air traffic growth for the past decade.

"ACI forecasted that eight out of the top ten fastest growing countries for passengers in 2017-2040 are from Asia-Pacific and the Middle East. .... Amidst the anticipated growth and building capacity, we in the aviation industry, in cooperation and collaboration with government and stakeholders, need to provide a good passenger experience, keep the system safe, secure, efficient, economically and environmentally sustainable. It is important that we listen carefully to the needs of the communities that we all serve."

Mr. Lam said, "I would like to thank ACI for choosing Hong Kong as the venue for this important event, and I am grateful to all of our participants for flying all the way to Hong Kong to attend this year's conference. Hong Kong is renowned for its sophistication as a modern, international city, yet endowed with rich Chinese culture and traditions. It is our pleasure and honour to host the aviation industry's flagship event in Hong Kong to facilitate exchange of ideas and knowledge among airport operators and partners."

During the event, ACI World released new guidance materials on cybersecurity, addressing insider threat, airport business continuity, and customer experience. You can read more about these below or in ACI's press releases <u>here</u>.

The welcome reception held on April 2, also ushered in the official opening of the exhibition which drew a number of exhibitors ranging from world-class airports, to leading service providers and suppliers, featuring the latest products, services and technologies offered in the airport industry.



VIPs, including Mr. Frank Chan, Secretary for Transport and Housing of the Hong Kong Special Administrative Region (4th from the left), were led into the exhibition hall by the colourful lions after their traditional dance performance in the official opening ceremony.

During the handover ceremony at the Gala in the Sky on April 3, it was announced that Kansai Airports will host the 15th ACI Asia-Pacific Regional Assembly, Conference & Exhibition in Nara, Japan on April 21 – 23, 2020. On hand to receive the flag were Mr. Yoshiyuki Yamaya, Representative Director and Chief Executive Office, Kansai Airports and Mr. Emmanuel Menanteau, Representative Director and Co-Chief Executive Officer, Kansai Airports.



Hosting rights for the next ACI Asia-Pacific Regional Assembly was handed over from Hong Kong International Airport to Kansai Airports.

"I would like to take this opportunity to thank everyone who has helped making this event a success." said Mrs. Patti Chau, Regional Director of ACI Asia-Pacific. At the closing ceremony, Mrs. Chau thanked the host, Hong Kong International Airport for their support and hospitality, she also thanked the sponsors and exhibitor for their generous support.

To review highlights of the event, please visit our online album <u>here</u>. We look forward to see you next year in Japan!



2019 WAGA was a great opportunity for encouraging and grooming the next generation of experts in aviation industry in Hong Kong. Student volunteers majoring in Aviation Management and Logistics, Global Supply Chain Management at The Hong Kong Polytechnic University worked alongside ACI and contractors staff ensuring smooth delegates' registration.

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# **Global Carbon Standard for Airport Operators Marks 10-Year Anniversary**

2019 marks the 10<sup>th</sup> anniversary of the Airport Carbon Accreditation programme. ACI took the opportunity to provide an update to conference delegates on the milestones achieved over the last 10 years. Globally, **264 airports** are accredited under the programme. <u>18 of the 54 accredited airports</u> in Asia-Pacific region were also celebrated and presented with certificates: 8 airports at Level 1 'Mapping', 5 airports at Level 2 'Reduction' and 5 airports at Level 3 'Optimisation', the highest level possible without using carbon offsets.



Asia-Pacific Airports celebrated their Airport Carbon Accreditation achievements at the 2019 WAGA Special Ceremony.

The *Airport Carbon Accreditation* programme was implemented in the region since November 2010. The 54 accredited airports in Asia-Pacific account for 37.3% of the region's annual passenger traffic.

Read more about the Airport Carbon Accreditation celebrations in Hong Kong in the press release here.

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# **New Leadership Added to the Board at the ACI Asia-Pacific Regional Assembly**

The 14<sup>th</sup> ACI Asia-Pacific Regional Assembly held in Hong Kong on April 3 rendered the following three new Regional Board Directors elected for a three-year term commencing 2019:

- Mr. Mohamed Yousif Al-Binfalah, Chief Executive Officer of Bahrain Airport Company SPC
- Mr. Futoshi Osada, Senior Executive Vice President of Narita International Airport Corporation
- Mr. Ming-Teh Wang, Chairman of Taoyuan International Airport Corporation

Patti Chau, Regional Director of ACI Asia-Pacific said, "I wish to congratulate all elected members of the Board. Together with our President, we look forward to working closely with our Board in strengthening ACI Asia-Pacific's role in representing our members in the region and advocating members' interests."

Read here for full list of the ACI Asia-Pacific Regional Board.

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#### ACI Asia-Pacific Year in Review 2018 – Published





ACI Asia-Pacific Year in Review 2018 is now available.

The publication highlights the Regional Office's work in 2018 which is the result of the close collaboration with airport members and World Business Partners. It was a productive and rewarding year for ACI Asia-Pacific. Airports across the region commissioned new facilities and pursued new projects while maintaining safe, secure, sustainable, efficient operations. As the voice of the Asia-Pacific airports, the Regional Office will continue engaging with different stakeholders to deliberate on issues and pursue matters that are crucial and relevant for the collective advancement of your airport business.

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### **New ACI Products Launched**

ACI launched new guidance materials on cybersecurity, addressing insider threat, airport business continuity, and a new accreditation programme on customer experience during 2019 WAGA:



<u>Cybersecurity for Airport Executives Handbook</u> highlights critical actions that need to be taken at Board level to address cybersecurity. This will be complemented by an implementation handbook, planned for release in the second quarter of the year, aimed at providing more details on how cybersecurity can be addressed, both organizationally and technically.



<u>Airport Business Continuity Handbook</u> provides airport operators with useful actions to create a robust business continuity management plan in order to prepare for, respond to, mitigate, and recover from potential events that may disrupt normal business operations.



<u>Addressing Insider Threat Handbook</u> offers a range of best practices in line with ACI's risk-based approach to Security that can be combined to form a robust multi-layered system.



The ASQ Customer Experience Accreditation programme, a new multilevel accreditation programme developed through ACI's Airport Service Quality (ASQ) which helps airports assess their level of maturity regarding its management of customer experience and service quality.

In addition to the above, the Regional Operational Safety Committee (ROSC) also recently published new safety guidelines. The two new sets of guidelines will help the region's airports further enhance safety in daily operations.



<u>Guidelines on Runway Safety Team</u> is aimed at helping ACI members establish and operate Runway Safety Teams, a forum of stakeholders comprising the airport operator, air traffic control and ground handlers, to discuss local runway safety issues.



<u>Guidelines on Accident Investigation and Root Cause Analysis</u> provide recommendations on investigation of accidents on the airfield and root cause analysis.

Sincere thanks to all the Members of the ROSC for their altruistic efforts in writing these guidelines, and especially Mr. Cheng Ling Perng (Malaysia) the Chair of the Committee from 2016 to 2018, for spearheading the initiative in producing these guidance materials for the benefit of the general ACI Asia Pacific membership.

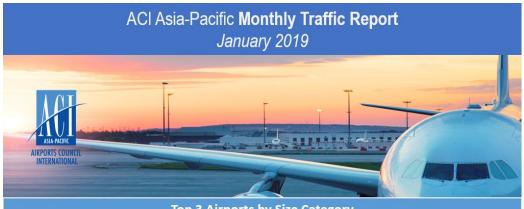
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January 2019: Passengers up 5.6% in Asia-Pacific and 1.7% in Middle East

According to ACI Asia-Pacific press release, passenger traffic across Asia-Pacific and the Middle East recorded growth in January at +5.6% and +1.7% respectively.

Read more about the January 2019 traffic press release here.



#### **Top 3 Airports by Size Category**

Passenger				Freight
> 40M	25M to 40M	15M to 25M	5M to 15M	
Beijing (PEK) +5.8%	Melbourne (MEL) +1.8%	Sapporo Chitose (CTS) +7.5%	Nanchang (KHN) +6.8%	Hong Kong (HKG) -4.0%
Dubai (DXB) -1.2%	Doha (DOH) +4.6%	Fukuoka (FUK) +4.2%	Chiang Mai (CNX) +9.3%	Shanghai Pudong (PVG) -7.1%
Tokyo Haneda (HND) -1.5%	Hangzhou (HGH) +11.1%	Chennai (MAA) +5.2%	Sharjah (SHJ) +8.8%	Dubai (DXB) +5.1%

Preliminary year-on-year traffic growth rates for Airports reporting highest traffic volume in the respective size category in January 2019

#### Note:

1. ACI preliminary passenger and freight statistics are based on a significant sample of airports that provide regular monthly reports to ACI. They represent approximately 60% of total passenger traffic and 70% of total freight traffic worldwide. Commentary, tables and charts are based on preliminary data submitted by participating airports and are therefore subject to change.

 ${\it 2. Airports are categorized based on the rolling passenger traffic in the last 12 months.}\\$ 

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ACI Asia-Pacific Year in Review 2019



**Events** 





#### **ACI Asia-Pacific Region**

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