INTERVIEW

Akbar Al Baker, CEO, Doha International Airport and Qatar Airways

ICAO ASSEMBLY

Aviation united in addressing climate change

TRAFFIC ANALYSIS

Europe-Asia long-haul capacity
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Building A Foundation For The Future:

*Airport Surface Optimization and Open Technology Integration*

**BY ALEX SAURIOL**
*Executive Vice President, Airport Solutions*

CDM, SWIM, NextGen, A-SMGCS, 4D Trajectory, Gate-to-Gate, Continuous Descent, Brake-to-Vacate, ADS-B, follow-the-greens... As the global aviation network moves towards the future, the need for highly integrated technology systems is increasing and the modern airport is the focal point.

The airport surface is the place where Air Traffic Control (ATC), Airline Operations, Airport Operations, and Pilots interact and where the benefits of integrated technology systems and the sharing of information across jurisdictional boundaries are the most significant.

Integration and Optimization requires a combination of highly specialized knowledge of ATC procedures and systems; the constraints and needs of airports and airlines; and most of all - the ability to innovate, integrate and rapidly deploy advanced technology that will meet today's challenges and lay the foundation for the open network of the future.

At Searidge Technologies, we have developed a track record of success. We have delivered and integrated advanced, innovative technology solutions to Airports and Air Navigation Service Provider clients around the world. We are dedicated to solutions that optimize the airport surface and allow effective collaboration between stakeholders and most importantly-we are passionate about bringing innovation into the challenging and safety critical airport/ATC environment.

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- Increased peak capacity
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- Safer runways
- Optimized taxi-routes
- Reduced delays, and
- Fuel savings/reduced emissions

"We are dedicated to solutions that *optimize* the airport surface."
THE PERSISTENCE OF TIME... & TAXES

By Olivier Jankovec, Director General, ACI EUROPE

Autumn is always a very busy period in political terms and this year is no exception. But the fact that both the European Parliament and the European Commission are nearing the end of their 5-year mandates has added some more pressure. With the Parliamentary elections due to take place in May and a new Commission taking office after summer 2014, priorities are being reconsidered with a focus on getting things done before next spring. This means that in the coming weeks the EU’s aviation agenda will mainly be about the revision of the State aid Guidelines, revised passenger rights regulations and possibly some elements of the ‘Airport Package’. There is also the follow-up of the 38th ICAO Assembly.

For airport CEOs, ICAO tends to be seen as fairly remote, if not disconnected from their own business cycles. Yet, what happened last September in Montréal is crucial for the future of aviation. Through ICAO, a global agreement is now in place to address the impact of aviation on climate change through Market Based Measures. Backed – or rather urged – by a united industry led by ACI, CANSO and IATA, States from around the world have signed up to this roadmap to deliver and implement these Market Based Measures by 2016. As a result, the EU needs to review the scope and other modalities of its own Emissions Trading Scheme for aviation, to ensure alignment and support with what ICAO has decided. The ICAO deal is not the end point – the details and final agreement of these Market Based Measures still need to be sorted out. But it is a turning point – aviation can no longer be labelled as a “climate villain”. As a well-known and respected academic recently told me, there is a terrible irony in the fact that our sector has been doing so much to address its environmental impacts and that it is not recognised as a model of how industries should be performing. Yet, for aviation so much never seemed good enough. This may now start to change.

In a separate development, less than a month after the ICAO Assembly ended, the European Commission announced that Airport Carbon Accreditation had been selected as one of the top 3 low carbon projects for Europe. With 90 airports currently certified in 3 continents, Airport Carbon Accreditation has indeed pioneered a new and inspirational approach to carbon reduction with concrete and tangible results. This distinction is a significant step in finally gaining recognition for our actions.

Similarly, another good surprise came from hearing Robert Goodwill MP (Parliamentary Under-Secretary of State with responsibility for Aviation) addressing the UK Airport Operators Association’s annual event in October. He said, loud and clear, that airports need to grow, and most importantly- we are passionate and committed to that growth.

This was quite a shift from the previous policy direction, which was all about getting “better airports, not bigger ones”. We are anxiously waiting to see those words translated into action. Solving the heated debate on airport expansion and the contribution to the national economy has actually increased over the past years. On that same day, as the Board of ACI EUROPE met with the upcoming Greek EU Presidency in Athens, it was very clear that taxing aviation is the very last thing the Greek Government would be thinking of.

As we are preparing for our 8th AIRPORT EXCHANGE, hosted by Doha International Airport this month, this issue puts the spotlight on a man who is well aware of the strategic value of aviation for the economy. The Qatari aviation model, which makes him both the CEO of an airport and its hub airline, might not be transferable to many countries. But it is certainly very efficient when it comes to unleashing the power of aviation and creating positive externalities.
Manchester Airport
Chinese investors will pump millions of pounds into the £900 million development of Manchester's Airport City, which is hoped will strengthen business links between Britain and the world's second largest economy. Beijing Construction Engineering Group (BCEG) has agreed a joint venture with Manchester Airports Group (MAG), UK construction group Carillion, and the Greater Manchester Pension Fund on the development which is expected to create around 16,000 new jobs and attract international businesses.

Bristol Airport
Work has started on a £6.5 million walkway at Bristol Airport to enhance the passenger experience and ease departure lounge congestion at peak times. Once completed, the central walkway will feature four new pre-boarding zones serving up to six departure gates. The 3,500sqm structure will connect directly to the departure lounge.

Paris Charles de Gaulle Airport
Paris-CDG has opened an additional 1,200sqm of retail space dedicated to beauty care and French lifestyle. The new additions come in the form of two new Buy PARIS DUTY FREE multi-brand stores offering perfumes, cosmetics, wines & spirits, tobacco products and fine foods. The gateway now boasts 72 Buy PARIS DUTY FREE retail outlets.

Berlin Brandenburg International Airport
Berlin's new €2.5 billion airport is a step closer to becoming reality after Siemens signed a contract for the reconstruction of the smoke ventilation control system that delayed its opening. According to Berlin Brandenburg International Airport, the work is necessary as some of the parts in the existing smoke ventilation control system — built by various third-party contractors — had “proved unworkable” in tests.
Göteborg-Landvetter Airport
Travellers can now purchase ‘print-on-demand’ reading material through an eco-friendly service at Göteborg Landvetter Airport in Sweden. Swedavia, which runs the Swedish airport, says it is the first to offer the initiative, which will be located at its newsstand kiosk Meganews Magazines. Passengers can choose from more than a hundred publications from periodicals to print titles and pay the same price as in a regular shop using their credit card.

Helsinki Airport
Finavia Corporation, the company responsible for Finland’s airports and air navigation services, is starting a major development programme at Helsinki Airport. Finavia will advance with two separate investment programmes totalling some €300 million between now and 2020. The aim is to ensure that Helsinki Airport will be able to maintain its strong competitive position in transit traffic between Europe and Asia.

St. Petersburg Pulkovo Airport
The €700 million development of new terminal facilities at St Petersburg Pulkovo Airport will set a ‘benchmark’ for construction in the industry. Phase one of the terminal revamp at Pulkovo, which serves Russia’s second biggest city and is the nation’s self-proclaimed ‘gateway in the east’, is set to welcome its first passengers on 4 December. A number of new facilities have been built as part of the first phase, including the main building of the new central passenger terminal and North Pier.

Kharkiv Airport
The arrival of a brand new home-based carrier, the commencement of scheduled flights from Central and Eastern European low-cost carrier Wizz Air, and the imminent opening of a new cargo terminal, mean 2013 will be remembered for the right reasons. And, there is further network growth on the cards, including new direct links to Asia and Europe – markets that are currently heavily served via one-stop flights.

Liege Airport
This year’s FIATA World Congress & Air Cargo Logistics Conference took place in Singapore in mid-October. The 2nd ‘Payload Asia Awards’ took place at the event and Liege Airport beat off competition from Singapore’s Changi Airport and Atlanta’s International Airport among others. Liege won for its full commitment to cargo, operational cargo performance, customer service and a competitive costs and services model.

Istanbul Airport
Oslo-based architecture firm Nordic Office of Architecture has won the right to design Istanbul’s new airport. The Norwegian architects joined forces with British firm Grimshaw to beat eight other contenders to design what is expected to be the world’s largest airport. The new airport will be designed to accommodate 90mppa and 150mppa within 10 years, and have three runways. The airport is scheduled for completion by 2017.
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Al Baker: “Europe is still an incredibly important destination. We now fly to 30 destinations across the continent, and our first A380 will be deployed to a European destination.”

Qatar is very much a ‘next generation’ aviation leader, with one of the youngest fleets in the skies and a cutting-edge new hub – Hamad International Airport (HIA) – soon to open. Akbar Al Baker, CEO, Doha International Airport and Qatar Airways, has been instrumental in shaping the country’s dynamic aviation growth. He has led the ambitious growth of Qatar Airways, which was launched in 1997 and in its relatively short history has quickly established a reputation for innovation, quality and excellence. The airline currently flies a fleet of 130 aircraft to over 130 destinations across six continents. Al Baker is also leading the development of the US$15.5 billion (€11.5bn) Hamad International Airport.

After graduating in Economics and Commerce, Al Baker worked at various levels in Qatar’s Civil Aviation Directorate before joining Qatar Airways in 1997. “When you’re the CEO of a national flag carrier and building a new airport hub, it really helps to understand how the authorities think and operate. The knowledge and relationships I have carried forward from my time there are still invaluable today,” he explained.

To appreciate how important aviation is for Qatar, one only needs to look at a map. The country sits at an important crossroads, but in terms of short to medium distance, it is also relatively isolated. Aviation allows Qatar to strike out beyond the desert and the Gulf, to new markets in other countries and other continents. Increasing aviation capacity is, therefore, a core consideration in Qatar’s national strategy for growth. “We are privileged to receive unique levels of support and encouragement from our national leaders and the Qatari authorities,” commented Al Baker.

It is immediately apparent that he is a man with extraordinary vision and an outstanding eye for detail. Doha International Airport (DIA) – host of ACI Airport Exchange 2013 – was built in the 1940s as little more than a landing strip. Over the years it has undergone dramatic infrastructure and operational changes, both to keep pace with the growth of Qatar’s domestic economy, and to remain competitive as an international hub. It has almost doubled capacity in the past three years alone. These upgrades have enabled DIA to attract more airlines and passengers every year. In 2012 it handled more than 21 million passengers from 35 international airlines, in an airport built with an annual capacity of 14 million. “It is still an outstanding airport, but moving to HIA will remove many of the challenges we face on a daily basis,” explained Al Baker. “We estimate
that around 23.1 million passengers will have used DIA by the end of 2013, representing an annual growth rate of just over +9%. HIA will have an initial capacity of around 25 million passengers, rising to nearly 50 million by the time it is fully operational in 2015.

Commenting on the hosting of ACI Airport Exchange 2013, Al Baker added: “DIA is extremely pleased and honoured to be chosen to host ACI Airport Exchange 2013. Qatar Airways and the State of Qatar are proud of our hospitality and we warmly welcome the aviation world to our home nation for a conference of great debate, great discussion and, of course, great hospitality.”

Hamad International Airport: A new chapter

The opening of Hamad International Airport in early 2014 will herald an exciting new chapter in Qatar’s aviation history. Qatar is a small country, with a population of two million, whose natural resources have provided wealth beyond imagination. The vision of its current leaders has enabled it to take full advantage of this, setting it on the path to a developed, sustainable, knowledge-based economy. “A world-class hub and five-star international airline are vital and complementary elements of this drive for economic growth,” said Al Baker. “You are right to say that HIA heralds a new chapter in Qatari aviation; the unprecedented growth of Qatar Airways since its relaunch in 1997 was really only the prelude. Our entry into the one-world Alliance and the opening of Hamad International Airport will revolutionise our capacity to bring international business to Doha’s doorstep.” Meanwhile, Qatar’s international profile will be raised further in 2022 when it hosts the FIFA World Cup.

Careful not to reveal too much of the strategy in advance of the opening of the new airport, Al Baker said there are some surprises in store. What we do know is that the five-storey terminal will have 138 check-in counters spread across five islands; 14 seated check-in areas for Qatar Airways First Class passengers; 16 check-in counters for Qatar Airways Business Class; and 108 counters for Qatar Airways Economy and all other airlines. The strategy does not include off-site processing solutions such as hotel-based check-in facilities, or downtown bag drop. The reasoning is that the airport considers such solutions to be capacity driven and most useful where there is insufficient capacity, whereas HIA will have sufficient capacity for efficient passenger and baggage processing.

As its home and hub, HIA is central to the future of Qatar Airways, enabling it to expand its operations and service its fleet in a way that just isn’t possible currently. One example is the new maintenance hangar, which is designed to accommodate 13 aircraft simultaneously, including one of Qatar Airways’ new A380s.

The opening of Hamad International Airport will have an initial capacity of around 25 million passengers, rising to nearly 50 million by the time it is fully operational in 2015.

Celebrating Qatar Airways joining the oneworld Alliance are: American Airlines’ Chairman and Chief Executive Tom Horton, Chairman of the oneworld Governing Board; Qatar Airways CEO Akbar Al Baker; IAG Chief Executive Willie Walsh; and oneworld CEO Bruce Ashby.

QATAR AIRWAYS AT A GLANCE

Year relaunched: 1997
Annual passengers: 17 million (2012)
Number of destinations: 130+
Fleet size: 130
Average age of fleet: Four years
Orders and options: 250+ (including 13 A380s)
Alliance membership: oneworld

European remains key element of Qatar strategy

People speak pluralistically about ‘the Gulf carriers and airports’ as the bright beacons of global aviation; their exponential growth is widely and regularly reported. In a highly competitive environment, Qatar
Airways has achieved phenomenal route expansion, averaging +30% growth each year. It has continued its dynamic growth trajectory in 2013, adding 10 new destinations, and there are plans to add a further 12 new destinations in each of the next five years. The route development strategy focuses on opening up services to key business and leisure destinations, as well as markets that are under served and need more air access. During the first half of 2013, Qatar Airways launched six new routes from Doha – Najaf and Basra in Iraq, Gassim in the Kingdom of Saudi Arabia, Salalah in Oman, its fourth US gateway of Chicago, and the Cambodian capital Phnom Penh. The second half of 2013 has seen further destinations launched, including Sulaymaniyah in Iraq, the Ethiopian capital Addis Ababa, Chengdu in China and Clark International in the Philippines. The airline also recently announced that it will begin flights to Hangzhou, China on 20 December. Of course there are many more new routes planned, which have yet to be disclosed. “The days when some in the industry viewed Qatar Airways as an upstart are hopefully behind us – we have been setting global standards for service and quality for many years now. Other carriers can complain or compete – it’s as simple as that,” asserted Al Baker. “We enjoy good relations with the other Gulf carriers. There is a mutual interest in maintaining the Middle East’s hub status and reputation for quality airlines.”

Importantly, HIA will provide the airline with the capacity to connect with more European airports than ever before, and the region remains very much a key part of its strategy. “We have every intention of maintaining our position as one of the world’s fastest-growing airlines, so we will continue to work hard on adding new destinations and improving connectivity,” explained Al Baker. “Emerging markets rightly receive a lot of attention and many airlines have chosen to scale down their involvement in Europe. But Europe

DOHA INTERNATIONAL AIRPORT AT A GLANCE

Annual passengers (2012): 21 million
Forecast 2013 throughput: 23.1 million
Annual growth 2012-2013: +9%
Number of airlines: 35
is still an incredibly important destination for both business and leisure, which is why we have chosen to expand our European operations in a concerted push over the past three years. We now fly to 30 destinations across the continent, and our first A380 will be deployed to a European destination.

Interestingly, each of the Gulf carriers is pursuing a different strategy, and this was clearly demonstrated when Qatar Airways joined oneworld at the end of October, making it the only major Gulf carrier to join a global airline alliance. It is a bold move, which shows that Qatar Airways is keen to work with other carriers when it helps improve passenger service. It is also another significant landmark in Qatar Airways’ history, strengthening its competitive offering and delivering a truly global network served with airline partners from every region.

“I wasn’t prepared to join an alliance for the sake of it – it had to be the right decision at the right time for Qatar Airways. That moment has finally arrived and I am excited about our future as part of a truly global service network with oneworld,” said Al Baker. “Qatar Airways flew to 128 destinations by October 2013, but this effectively increased overnight to over 800. Our improved connectivity with other five-star airlines means that journeys should be shorter, cheaper and more enjoyable. We have always held to the principle that superior service and quality win out in the end – this move is entirely consistent with that vision and will help us to drive up standards even further.”

**Revolutionising the airport experience**

Al Baker speaks with conviction about the opportunities at maximise commercial revenues. The retail and food & beverage areas at HIA total 25,000sqm – that’s 12 times more than at DIA. The space includes duty free and luxury designer outlets, spa and beauty treatments, five-star hotels and even extensive sports facilities. “Airports are finally beginning to recognise the retail opportunity presented by a ‘captive’ market of passengers in transit. They are channelling huge investment into developing retail facilities and many expect returns of up to 50% of their total revenue,” stated Al Baker. “HIA will be ahead of this trend because we want to revolutionise the airport experience – not just provide a few more shops for ‘captive’ passengers.”

Passengers will also notice a real sense of place. Creative use of space at HIA will see true engagement with travellers and a focus on providing a memorable experience of the airport. This will include collaborations with local businesses and cultural groups to bring the terminal alive, with special offers, exhibitions and live performances.

“HIA will offer a completely new, seamless, five-star experience from the car park through to the departure gate. We want passengers to look forward to spending time with us and consciously choose routes which connect through HIA,” added Al Baker.

Meanwhile, the area around HIA will become known as Airport City – a living town which both supports airport operations and benefits from proximity to an international hub. This 100-hectare area will be reserved for sustainable commercial development, including a free trade zone, business park, luxury hotels and a retail mall.

Looking forward, Al Baker believes that the growth of powerful alliances and the emergence of markets such as China and India mean that the industry is only set to become more competitive. But the nature of that competition will change. Passengers have more choice than ever regarding which airline they fly with and where they fly from. Only a constant drive to improve standards and offer exceptional service will enable airlines and airports to remain competitive, and Qatar remains firmly ahead of the curve. “Running a national airline, an airport, and the construction of a new regional hub is a lot of hard work! But I am sustained by the central importance of our mission to Qatar’s future. So I suppose my inspiration derives both from pride in what we are doing for our country, and from the daily excitement of leading one of the world’s fastest-growing businesses.”
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Top 3 Finalist
in the European Commission’s WORLD YOU LIKE Contest for initiatives that help create a low carbon economy.
The 38th ICAO Assembly, which took place in Montréal from 24 September to 4 October, was the largest in its history, with 1,845 participants representing its 191 Member States. Significantly, it resulted in an historic agreement on addressing aviation’s global carbon emissions. Here, we examine what was at stake, the results of negotiations and the implications for the industry. Report by Ross Falconer.

The stakes were higher than ever at the 38th ICAO Assembly. The Kyoto Protocol – adopted in December 1997 and entered into force in February 2005 – had given ICAO responsibility for negotiating an international agreement to address aviation’s impact on climate change; most other sectors fall under the United Nations Framework Convention on Climate Change (UNFCCC). The Assembly was effectively the last chance to agree a deal; failure to do so would likely have resulted in aviation falling back under the auspices of the UNFCCC, who, significantly, are not aviation experts.

The aviation industry presented a united front, as it sought to ensure that the ICAO Assembly delivered. Grouped under the Air Transport Action Group (ATAG), industry stakeholders – including ACI, CANSO, IATA, the International Business Aviation Council (IBAC) and the International Coordinating Council of Aerospace Industries Associations (ICCAIA) – took the initiative of joining together behind a common climate change position, presenting a proposal for a global market-based measure (MBM). This reflected much publicised joint industry commitments for carbon neutral growth from 2020 and halving carbon emissions by 2050. ACI WORLD Director General Angela Gittens commented: “We were able to make clear that the industry was united in its objectives of making progress and lobbied ICAO and its Member States to encourage them to reach agreement. At one point during the very tense debates, an ATAG intervention calling on States to put aside their differences and to reach agreement drew spontaneous applause. The industry has helped States to see that if it can put aside its differences then so can, and should, governments.”

Paul Steele, ATAG Executive Director: “This is clearly an historic Resolution, showing the leadership of both developed and developing country governments meeting at ICAO in driving to the first comprehensive agreement on climate change for any global sector.”

AVIATION INDUSTRY LEADS THE WAY IN ADDRESSING CLIMATE CHANGE

Close to 2,000 Ministers and other high-level officials joined ICAO at its HQ in Montréal this September/October for its 38th Triennial Assembly.
The results

After two weeks of tense negotiations, which followed many years of discussions, ICAO Member States agreed a landmark Resolution that commits all governments to jointly develop a global market-based measure to offset aviation emissions from 2020, the modalities of which will be decided at the next ICAO Assembly, which is scheduled for 2016. This was an important outcome for the international civil aviation community and was adopted unanimously, giving strong credibility to the agreement. It demonstrated to the world that collectively the industry is serious about taking action to combat climate change. ‘This is clearly an historic Resolution, showing the leadership of both developed and developing countries governments meeting at ICAO in driving to the first comprehensive agreement on climate change for any global sector,’ said Paul Steele, ATAG Executive Director. ‘It represents significant progress. The aviation industry has been advocating such a scheme since we developed the first global industry targets five years ago. We now have agreement on a global scheme and a timeline and the building blocks to deliver it. Importantly, the Resolution also highlights the significance of continued work on the so-called ‘basket of measures’, recognising that a market-based measure is just one of a suite of important tools intended to reduce aviation emissions. New technology, more efficient operations and infrastructure improvements also need to be pursued – things the industry has been doing for many years.’

The ICAO Resolution set out a clear path towards 2020, from which point emissions attributable to aviation will not increase. In practical terms this means no matter how fast the industry grows, the emissions from current and new aircraft will be reduced through improved design, more efficient operations, better use of infrastructure, use of sustainable alternative fuels and by offsetting aviation emissions against reductions which can be made in other industries and projects more efficiently and effectively. ICAO spokesperson Anthony Philbin explained that the ICAO Council and Member States have been tasked with several requests in the Assembly Resolution, including to finalise technical, environmental and economic aspects of a global MBM, to consult with Member States and stakeholders through workshops and seminars and to address the special circumstances and respective capabilities of developing States in the design of a global scheme. A programme to address all of the environment-related tasks in the Resolution will be presented to the ICAO Council in March 2014.

Will Löfberg, Vice President International, Government and Environment Affairs, Emirates Airline, commented: ‘The adoption of a Resolution at the 38th Assembly committing to the development of a global market-based measure is a great accomplishment. The industry and regulatory bodies have worked hard to achieve this positive outcome, and see aviation as being the first industry sector to have a multilateral global agreement to manage the growth of emissions.’

Meanwhile, Dr. Peter Schneckeleitner, Head of Political Communication, Lufthansa Group contended that fair global competition means dealing with global challenges such as climate change in collaboration with all nations participating in aviation. ‘The ICAO Resolution to introduce a global market-based system for climate levies in aviation starting in 2020 shows that it is not only necessary, but also possible, to deal with environmental and economic issues concerning aviation in a sustainable manner,’ he said. ‘As a European airline, we want to see Europe playing an active role in the upcoming discussions and decisions, always considering not to disadvantage the competitiveness of EU airlines.’

What next for EU ETS?

The EU Emissions Trading Scheme (EU ETS), covering the full length of all routes to and from Europe, loomed large over the discussions. It was not endorsed by ICAO and will now need to be reviewed. During the ICAO Assembly proceedings, the European Commission proposed amending the EU ETS so that only that part of a flight that takes place in European airspace is covered by the scheme. The change would have applied from 1 January 2014 until a planned global market-based measure enters into force. This was rejected – most vociferously by the BRICS (Brazil, Russia, India, China, South Africa). In light of the ICAO Resolution, the European Commission, in coordination with the European Parliament and EU Member States, will now assess the way forward with regards to the EU ETS. It seems that the best way to maintain the momentum for the definition of the global MBM and advance with the new ICAO framework, would be to limit the scope of the EU ETS to intra-European routes.

Connie Hedegaard, EU Commissioner for Climate Action, said: “The EU’s hard work has paid off. After so many years of talks, ICAO has finally agreed to the first-ever global deal to curb aviation emissions. If it hadn’t been for the EU’s hard work and determination, we wouldn’t have got this decision to create a global market-based measure. What matters to us is that the aviation sector also contributes to our efforts to reduce emissions. While we would have liked more countries to accept our regional scheme, progress was made overall and we will now factor this in when, together with the Member States and the European Parliament, we decide on the way forward with the EU ETS.”

Steele added: “We must recognise the important role that the European Union has played in acting as a catalyst for discussions. The EU ETS, whilst it created tensions between States, also prompted action at a global level and their willingness to ‘stop the clock’ on extra-European flights, provided the necessary welcome relief of tension in the discussions.”

Conversely, the European Low Fares Airline Association (ELFAA) expressed disappointment at the outcome. John Hanlon, ELFAA Secretary General, commented: “While some interests have hailed the outcome as a landmark resolution, in that ICAO States have agreed to continue to study proposals for a global market-based mechanism to tackle aviation emissions, in reality, nothing of substance has been committed to, only three more years of discussions.” He also called for the EU to return to the all flights scope of the EU ETS, contending that an intra-EU ETS would be totally ineffective environmentally, capturing only a fraction of EU aviation carbon emissions.

The next three years will be spent on technical discussions as States work on the design elements of a global scheme. ACI will continue to support the process over the next three years to agree the necessary mechanics of this, including the all-important process of monitoring, reporting and verification of emissions: the so-called MRV. It will seek to impress on States the need for agreement to a comprehensive, single global scheme to be adopted at the next ICAO Assembly in 2016.

Dr. Peter Schneckeleitner, Head of Political Communication, Lufthansa Group: “The ICAO Resolution to introduce a global market-based system for climate levies in aviation starting in 2020 shows that it is not only necessary, but also possible, to deal with environmental and economic issues concerning aviation in a sustainable manner.”
Innovation isn’t just about the big things. It also means making small yet imaginative changes that make a real difference. Whether it’s launching ground-breaking new brands with world-leading chefs, or making day to day changes that transform the passenger experience, our creative thinking is unrivalled.
Analysis of Innovata / Diio Mi schedule data reveals that in the last 12 months a total of 16 airlines have started 25 major new long-haul services between an airport in Europe and an airport in Asia. In total, year-on-year seat capacity (in October) between these two regions is up +3%, at a time when the economies of Europe are, on the whole, growing significantly less quickly than those in Asia. Despite this, 11 of the 16 airlines involved in starting new services are based in Europe.

London Heathrow still has most flights to Asia

Across Europe there are 30 airports that have at least one non-stop service to Asia, down from 32 a year ago. Athens, Kiev Boryspil and Kazan no longer have direct links to Asia, but Geneva has now joined the list thanks to its Air China service to Beijing, which launched on 7 May this year.

Measured in terms of weekly departures, London Heathrow continues to have more non-stop flights to Asian airports than any other airport in Europe, still significantly ahead of Frankfurt and Paris CDG.

Europe’s four major hubs take the top four places, with two Moscow airports, Istanbul and Helsinki rounding out the top eight. Among Nordic airports it is worth noting that Finnair’s focus on Asian destinations means that Helsinki has more Asian flights per week than Copenhagen, Oslo and Stockholm combined.

Frankfurt #1 for destinations

Frankfurt may still have 100 fewer weekly flights to Asia than London Heathrow, but they are spread across a larger number of destinations. Frankfurt serves a total of 28 Asian destinations non-stop. Heathrow is on 25, and Paris CDG is not far behind on 23. Airports with just a single service include Berlin Tegel (Hainan Airlines to Beijing), Düsseldorf (Air China to Beijing), Geneva (Air China to
**Norwegian joins the market with its 787s**

If three weekly flights is considered to be a minimum requirement for a major new long-haul service between Europe and Asia, then anna.aero has identified 25 that are currently operating that have been launched during the last 12 months. This includes the first Asian routes operated by Norwegian, initially with leased A340s, but then with its own 787s. Norwegian was not the only carrier to find the 787 a useful aircraft for starting new long-haul routes between Europe and Asia, as Air India launched flights to Birmingham, and Japan Airlines used its 787s to start a new daily service to Helsinki. As the global fleet of 787s grows it will be interesting to see which other new routes will be started with this latest fuel-efficient aircraft.

### European airports’ Asian networks

#### Most destinations served

<table>
<thead>
<tr>
<th>AIRLINE</th>
<th>EUROPE (CODE)</th>
<th>ASIA (CODE)</th>
<th>WF (TYPE)</th>
<th>LAUNCH</th>
</tr>
</thead>
<tbody>
<tr>
<td>Aeroflot</td>
<td>Moscow Sheremetyevo (SVO)</td>
<td>Yakutsk (YKS)</td>
<td>6 (B763)</td>
<td>2 June 2013</td>
</tr>
<tr>
<td>Air China</td>
<td>Genoa (GVA)</td>
<td>Beijing (PEK)</td>
<td>4 (A332)</td>
<td>7 May 2013</td>
</tr>
<tr>
<td>Air China</td>
<td>Frankfurt (FRA)</td>
<td>Chengdu (CTU)</td>
<td>3 (A332)</td>
<td>19 May 2013</td>
</tr>
<tr>
<td>Air France</td>
<td>Paris CDG (CDG)</td>
<td>Kuala Lumpur (KUL)</td>
<td>3 (B772)</td>
<td>22 April 2013</td>
</tr>
<tr>
<td>Air India</td>
<td>Birmingham (BHX)</td>
<td>Delhi (DEL)</td>
<td>4 (B788)</td>
<td>1 August 2013</td>
</tr>
<tr>
<td>Airblue</td>
<td>Manchester (MAN)</td>
<td>Islamabad (ISB)</td>
<td>3 (A340)</td>
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<tr>
<td>British Airways</td>
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<td>Seoul Incheon (ICN)</td>
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<tr>
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<td>Almaty (ALA)</td>
<td>3 (B767)</td>
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<tr>
<td>British Airways</td>
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<td>Chengdu (CTU)</td>
<td>3 (B772)</td>
<td>22 September 2013</td>
</tr>
<tr>
<td>China Southern Airlines</td>
<td>Moscow Sheremetyevo (SVO)</td>
<td>Guangzhou (CAN)</td>
<td>3 (A332)</td>
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</tr>
<tr>
<td>CSA Czech Airlines</td>
<td>Prague (PRG)</td>
<td>Seoul Incheon (ICN)</td>
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<td>1 June 2013</td>
</tr>
<tr>
<td>Finnair</td>
<td>Helsinki (HEL)</td>
<td>Hangzhou (HGH)</td>
<td>3 (A333)</td>
<td>15 June 2013</td>
</tr>
<tr>
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<td>Xi’an (XIY)</td>
<td>3 (A333)</td>
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<tr>
<td>Japan Airlines</td>
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<td>Tokyo Narita (NRT)</td>
<td>7 (B787)</td>
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<td>KLM</td>
<td>Amsterdam (AMS)</td>
<td>Fukuoka (FUK)</td>
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<td>Norwegian</td>
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<td>Bangkok (BKK)</td>
<td>3 (B787)</td>
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<tr>
<td>Norwegian</td>
<td>Oslo (OSL)</td>
<td>Bangkok (BKK)</td>
<td>3 (B787)</td>
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<tr>
<td>SWISS</td>
<td>Zurich (ZRH)</td>
<td>Singapore (SIN)</td>
<td>7 (A343)</td>
<td>12 May 2013</td>
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<tr>
<td>Transaero</td>
<td>Moscow Vnukovo (VOK)</td>
<td>Phuket (HKT)</td>
<td>4 (B744)</td>
<td>21 September 2013</td>
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<tr>
<td>Transaero</td>
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<td>Khabarovsk (KHH)</td>
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<td>15 September 2013</td>
</tr>
<tr>
<td>Transaero</td>
<td>Moscow Vnukovo (VOK)</td>
<td>Vladivostok (VVO)</td>
<td>5 (B763)</td>
<td>26 July 2013</td>
</tr>
<tr>
<td>Turkish Airlines</td>
<td>Istanbul Ataturk (IST)</td>
<td>Kathmandu (KTM)</td>
<td>4 (A332)</td>
<td>1 September 2013</td>
</tr>
<tr>
<td>Turkish Airlines</td>
<td>Istanbul Ataturk (IST)</td>
<td>Kuala Lumpur (KUL)</td>
<td>4 (A343)</td>
<td>25 April 2013</td>
</tr>
<tr>
<td>Turkish Airlines</td>
<td>Istanbul Ataturk (IST)</td>
<td>Male (MLE)</td>
<td>5 (A332)</td>
<td>24 November 2012</td>
</tr>
<tr>
<td>Virgin Atlantic</td>
<td>London Heathrow (LHR)</td>
<td>Mumbai (BOM)</td>
<td>7 (A333)</td>
<td>29 October 2012</td>
</tr>
</tbody>
</table>

* A long-haul service is defined here as being over 4,500 kilometres. This criteria was used to avoid the inclusion of many shorter routes, notably Russian domestic services, which according to industry coding standards can often have one airport allocated to ‘Europe’ and one to ‘Asia’. Despite this, the above table still contains three Russian domestic routes.

* WF – weekly frequency

Source: Innovata / Diio Mi for October 2013 and October 2012, anna.aero New Route Database
On 18 October, the ACI EUROPE board held its 92nd meeting in Athens, at the invitation of Athens International Airport (AIA). The meeting took place jointly with the 1st Airport Chief Executives Symposium (ACES) organised by AIA, which focused on the contribution of airports to the economy. This was the opportunity for the Board to meet with the upcoming Greek Presidency of the European Union (EU). On 1 January 2014, Greece will take up the EU Presidency for 6 months. The Presidency is the driving force of the EU Council, which is made up of all 28 EU Member States and which acts as the co-legislator on all EU affairs, in most cases jointly with the European Parliament. As Presidency, Greece will thus chair all meetings of the Council, organise its work and endeavour to reconcile divergent positions and foster compromises.

The Board held an exchange of views on the state of the industry with Mr Panos Koukoulomatis, Special Advisor to the Greek Transport Minister. Discussions then focused on the policy and regulatory initiatives that are likely to be on the agenda of the Greek Presidency for the aviation sector. These included the proposed new passenger rights regulations, security issues as well as the EC Airport package – which comprises new legislative proposals on noise, slots and ground handling. On most issues, the exchange revealed significant convergence between the ACI EUROPE positions and the Greek authorities. In Athens, the Board also met with Frank Brenner, Director General of EUROCONTROL. The meeting allowed for a review of the cooperation between the two organisations, which is focused on airport capacity issues and the integration of airports into the ATM Network. The discussion addressed EUROCONTROL’s Centralised Services, its role as Network Manager and the possibility for EUROCONTROL to develop a specification on the Ground Coordinator concept championed by ACI EUROPE.
Aerodrome Rulemaking Process Reaches Its Final Moments

After a number of years in development, the European Aviation Safety Agency (EASA) is on the cusp of issuing its first regulation towards airports & aerodromes. Returning to the EASA news column here in Airport Business, the Airport Section of EASA is happy to inform the airport industry about the developments that have occurred in 2013. Report by Sarah Poralla. Edited by Elliot Bailey.

Following public consultation in November 2012, final observations by stakeholders and national authorities have been taken into consideration before issuing to the European Commission the EASA Opinion Nr. 1/2013, containing the proposed draft Regulation and Implementing Rules for aerodrome safety.

On the basis of the EASA Opinion the European Commission prepared its proposal for a Commission Regulation. This proposal was discussed and adopted by the EASA committee of the Council of Ministers in its April meeting. The new rules encompass a ‘hard law’ part – Cover Regulation and Implementing Rules (IR), and a ‘soft law’ part – Acceptable Means of Compliance (AMC), Certification Specification (CS) and Guidance Material (GM).

Scrutiny by the European Parliament

On 18 September the whole package, including a Croatian language version, was submitted to the European Parliament (EP), for the ‘3 month scrutiny period’. By ‘scrutiny’ is meant the necessary time in which the transport committee of the Parliament (the TRAN Committee), may react or not react to technical legislation that the Council of Ministers has adopted. In the case of aerodrome safety implementing rules the members of TRAN have neither seen the need to discuss the matter in its meetings nor to have the measure discussed by the full plenary. This means that the Commission Regulation on airport safety should be published in the Official Journal of the EU at the start of 2014. The new rules will enter into force 20 days after their publication.

Preparation of the ‘soft law’

While the ‘hard law’ was going through the European decision-making machinery (via the so-called Comitology process), the Agency staff dedicated to this project were finalising the ‘soft law’ part. Dedicated thematic meetings with operational stakeholders were held just before the summer break to agree on last necessary changes. The meetings involved representatives of the competent authorities, airports and aerodrome associations. During the thematic meetings some last reactions were discussed and some pending items leading to changes to the ‘soft law’ part were resolved.

ACI EUROPE / EASA regional workshops

Since the beginning of the summer ACI EUROPE and EASA have started to conduct joint workshops as a forum for exchange between all partners involved and an opportunity for in-depth discussions. By the end of the year, six regional events aimed at airport industry representatives and authorities have been held. EASA representatives have made themselves available for questions and are presenting the new regulatory material at 2 day sessions in Lyon, Vienna, Warsaw, Tallinn and Turin, as well as Porto. The events are open to all partners involved and not confined to Member States where they are being held.

The year ahead

In 2014, the Airport section will continue to exchange with airports and Civil Aviation Authorities of the Member States in order to ease the implementation and transition to the new rules. The focus will be on exchange between all partners and feedback in the four-year transition phase, but EASA also plans to provide a Technical Training course as of 2014, aimed at the staff of the Civil Aviation Authorities. On top of these activities EASA’s Airport Section will update its dedicated webpage (http://www.easa.europa.eu/atm/) and the team is always open to bilateral talks and questions can be sent to the following email address: aerodromes@easa.europa.eu
For all of the negative impact of that fateful week of airspace shutdown due to volcanic ash in April 2010, it was a moment that many in the air transport sector began to understand the usefulness of social media. Between that and the extreme weather which hit Europe the following winter, many airports quickly took to Twitter and Facebook to provide more information to their passengers.

We at ACI EUROPE have tracked this trend in two reports on social media and digital communications, which we issued in 2011 and 2012. Following the enormous interest we received in the second report, an event seemed to be the next logical step. So, at the beginning of 2013, we initiated the first ever social media and digital communications workshop for European airports. This was a free event held at our offices in Brussels, in mid-February, at which around 34 people from 22 airports were present. That event included presentations on social media from Brussels, Dublin and Gatwick airports, as well as a presentation on e-commerce/m-commerce by Copenhagen Airport and one on wearable technology by SITALab. The afternoon session saw social media consultancy Simplifying animate the room with their inspiration and wisdom.

Following the success of that event, ACI EUROPE decided to create a formal group for airports interested in exchange and tracking of developments in the various facets of digital communications: the Digital Communications Forum.

Why a forum? Because many of these social networks are best used creatively and the ultimate way to inspire everyone as to the possibilities is to meet and exchange ideas. Moreover, given the speed with which digital communication is evolving, airports need to stay ahead of the curve on emerging tech and other trends and discussing, debating and learning from each other is part of that.

Consider all the progress that we have seen in the past 10 months. In February, Google announced its pay-to-trial contest for its wearable tech device, Google Glass. In September, we saw Samsung respond by bringing its wearable tech to the market in the form of its Galaxy smartwatch. These devices work in harmony with a mobile phone, but they will have implications on how a passenger consumes (and creates) information during the airport experience.

We’ve seen how aviation accidents are first reported by any one connected individual with a smartphone nearby (the Asiana crash in San Francisco was reported online less than a minute after it happened by a Google employee waiting for a different flight. 18 minutes later, a passenger tweeted a photo from the crash site). There was also the guy who was so unhappy with British Airways in September that he paid Twitter $1,000 to have his negative trend about BA at the top of their Twitter feed. The result was a story that travelled the world.

Furthermore, social network metrics have become hugely important – evidence not just of how your brand performs against its peers, but also potentially the level of information you have or could have about your passengers. Every quarter, we hear of a new study with the latest statistics on social networks or devices preferred by certain age groups and how they interact with them and each other.

Digital Communications Forum

These were some of the topics discussed on 19 & 20 September, when ACI EUROPE held its 1st Digital Communicators Forum meeting, in partnership with Google Europe and daa (Dublin Airport Authority).

As part of its mandate, the ACI EUROPE Digital Communications Forum seeks to bring together more digital communicators (from within the airport industry, to exchange ideas and best practice, as well as be inspired by guests from outside the industry). The scope of topics to be covered will range from social media, smartphone apps, webtools, emerging tech as well as exploring new trends in this ever-evolving discipline.

The best is yet to come. The full implications of social networks such as Foursquare (the location based social network), Pinterest (a sort of travel inspiration pinboard website), Instagram (the photo & video filtering, magazine-like social network), Hotspot 2.0 aka, the future of WiFi...

We believe that the influence and power of the connected travel-ler is going to be hugely important for airport brands and ultimately, the bottom line, over the coming years.

The Forum will also provide input into the next edition of the ACI EUROPE Digital Report. Paul O’Kane, Public Affairs Director at daa and a very keen advocate of social media, was appointed Chair of the new Forum, with Gunnar Sigurdsson of Isavia taking on the role of Vice-Chair.

The meeting in Dublin provided a welcome mix of airport presentations, industry social media metrics from guest speaker Socialbakers and a series of airport industry-specific presentations by Google’s in-house team. There was also an interactive presentation by Robert Brandl, Founder of Tooltester.net, who demonstrated a series of easy-to-use low cost web tools which can be used for building campaign websites, gaining customer feedback and more.

The best is yet to come. The full implications of social networks such as Foursquare (the location based social network), Pinterest (a sort of travel inspiration pinboard website), Instagram (the photo & video filtering, magazine-like social network) have yet to be explored, not to mention the future of the smartphone app and the looming advent of WiFi.

We believe that the influence and power of the connected travel-ler is going to be hugely important for airport brands and ultimately, the bottom line, over the coming years.

Details of the next meeting of the ACI EUROPE Digital Communications Forum will be announced soon. If your airport is interested in participating, please contact Robert.O'Meara@aci-europe.org
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FOOD FOR THOUGHT & ACTION IN BOLOGNA

Just as airports have transformed into businesses in their own right, the leaders and chief executives who run them have had to rise to the challenge of bringing new ideas and working practices into the industry. The third annual Airport Leadership & Change Management Forum (ACLM) provided the opportunity to take the temperature on how Europe’s airports are doing in this field. Report by Elliot Bailey.

Day One of ALCM: Storytelling

The first day of the conference placed the emphasis firmly on storytelling. Using the medium of storytelling, the following insights emerged:

- Change and growth happen naturally given the right conditions and support. This was evidenced by the keynote story of the development of Technology; the growth of airports themselves; the accelerated learning of the participant ‘choir singing’ of Volare at the Gala Dinner! A key emotional and fun experience for participants and observers alike;
- Leadership is something you feel and experience; it is a ‘contact sport’ not just an intellectual activity. The stories of change that all the participants shared and the Munich video demonstrated this;
- Diversity and difference make for success. One size does not fit all. It is important to embrace different perspectives. What works for Schiphol (eg flexible working) may not work for Munich... but we can learn from their experiences;
- The incredible amount of energy required for Leadership. Leaders need to be resilient, mentally tough, focused and physically fit to sustain change and meet all the time consuming demands; and
- Trust underpins all of this. Virtual working, collaboration, partnership, intercultural understanding. It can take ages to build and only a moment to break.

Day Two: Sustainability

The second day kicked off with an exciting keynote from a globally recognised, iconic, local legend: Scuderia Ferrari. Fittingly, its Director of Operations Corrado Lanzone spoke about the need for speed. “If you are totally in control you are going too slowly!” he emphasised. Leaders need to embrace contradictions, ambiguity, and apparent opposites simultaneously. They need to be able to resolve dilemmas and paradoxes at the highest level. His own personal insight was very powerful... allow the team to come up with the solution even if you as the leaders feel there is no hope.

Finally, delegates heard about the urgency of building sustainable leadership plans and of the importance of bringing the next generation on board. It cannot be left to chance.

Bologna proved to be an excellent match for this event, with the airport CEO Nazareno Ventola and his team providing superlative Italian hospitality, showcasing the hidden treasures of Bologna, its local artisan produce, wonderful architecture and their airport, which has innovation and team spirit firmly at its core.

ACI EUROPE PARTNERS WITH AIRPEOPLE

ACI EUROPE took the occasion of the ALCM conference in Bologna to present its recently partnership with ‘Corporate Spirit Ltd’ and this is ‘to make a new service available to its members: The AirPeople™ Employee Engagement Survey. The survey will allow airports to track and assess the attitudes and perceptions of employees in terms of how they see their workplace in relation to its organisation, culture and practices. These are important indicators along with the Customer Service Indicators in allowing airports to assess how they are performing against best practice. The connection between employee engagement, customer service and improved business results is well documented. The purpose of the AirPeople survey is to help airports to create and maintain a high performance organisation. The survey has been adapted specifically to reflect the performance requirements of the airport industry. Another feature of the survey is that it has been specifically designed to take into account cultural and language differences. Data from any participating airport is of course entirely confidential. The AirPeople™ Employee Engagement survey has been piloted by Dubrovnik Airport. Fees are designed to give ACI EUROPE Regular Members a substantial advantage over usual market prices.

More information can be found at: http://www.airpeople.aero.
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STREAMLINING SECURITY: NEXT GENERATION SCREENING AND DETECTION

Revolutionary developers and next-generation technologies are transforming the airport security experience. Amy Hanna investigates some of the industry’s latest innovations.

“Global passenger traffic is expected to nearly double by 2025 and airports have a limited footprint,” explained Doug Deihl, Senior Director Business Development of computed tomography (CT) technology and aviation security developer Analogic Corporation. “The checkpoint area in which airports screen passengers can’t expand without millions of dollars of infrastructure investment, and so, one of the key challenges of today is getting an increasing number of passengers through that space safely, securely and quickly without creating a huge bottleneck.”

Security screening and detection processes have historically given rise to challenges for airport operators; the requisite for unfailing safety and accuracy being met in equal measure by the need to deliver a seamless and convenient journey through security for passengers. In response, the industry’s leading manufacturers have developed innovative, next-generation technologies that conquer both demands, and also fulfill the increasingly prevalent financial and spatial requirements that are vying for the top spot on airports’ lists of priorities. “Factor in additional security threats to detect and screen and, simply, technology needs to take a step forward — to enhance security while also improving the passenger experience. New technology is the pathway forward; both to meet the needs of the travelling public and to save the airport money,” Deihl said.

Innovating for passenger and airport

Bruker Detection’s DE-tector instrument detects traces of explosives and drugs on passenger’s property that could have been transferred if a passenger has handled or otherwise been in contact with explosives or drugs materials or devices. It is based on Ion Mobility Spectrometry (IMS), a highly sensitive technique that can detect a passenger’s contact with explosives even if they have washed their hands in the meantime. In use, a passenger suspected of having been in contact with explosives would have their property ‘swabbed’ by a non-scratch PTFE ‘swipe’, which acts like a vacuum cleaner, collecting tiny particles of whatever is on the surface of the property. The swab is inserted in the instrument, in an ATM-like aperture, and an analysis is performed automatically. If explosives are detected, the instrument also identifies the type of explosive it is.

With concern surrounding exposure to certain forms of radiation as a result of screening becoming an emerging challenge in the security field, the Bruker DE-tector system, as well as being highly sensitive and highly specific, boasts a unique advantage. “One key feature that is attracting much attention is that our system achieves this sensitivity and specificity without using the type of radioactive source found in competitor instruments,” Bruker Detection’s spokesman explained. “By not having a radioactive source in our products, our clients have significantly less administration to undertake. Overall, this feature reduces cost of ownership; an important criterion for the users of multiple units that we supply to large airports.”

Together with an assurance of safety, passengers and airports alike also seek a streamlined security process, with ease and expedition at the heart of the experience. Alongside its core aviation business segment in checked baggage, Analogic Corporation also develops checkpoint detection systems. Since it developed its first airport explosive detection facility in the 1990s, Analogic has deployed 1,200 airport systems in more than 30 countries worldwide, and has made and continues to make revolutionary strides in the field. Its COBRA® Checkpoint CT Security System supports the industry-wide passenger growth. Using computed tomography (CT) technology, the system can process up to 550 bags an hour, and its state-of-the-art detection capabilities enable enhanced operational efficiency for the airport, meaning higher throughput and a better passenger experience.

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passengers to leave liquids, aerosols and gels (LAGs) and laptops in their carry-on baggage as the baggage goes through the screening process. The COBRA system enables the use of 3D images so that operators can see around corners and rotate a bag image to locate prohibited items. “Passengers can just ‘Throw and Go’,” which means baggage can be put on the conveyor belt without divesting laptops, tablets, liquids, or duty free purchases from carry-on bags,” Deihl added. “Our system was designed to significantly improve operational efficiency and passenger convenience.”

Eric Zanin, Vice President and General Manager, Security Systems at Analogic, commented: “As you look to this concept of airport cities – and the fact that airports are becoming part recreational, part leisure and part business – it’s our aim as a company and a leading provider of security technology to make the passenger experience a very good one, and to underpin a highly secure environment with technology that makes the airport journey seamless.”

Non-invasive processes

“Today’s security sector and the ever-stricter regulations relating to security screening equipment require devices with the highest operational and functional performances,” said Luca Pitti, International Sales Manager at CEIA. “CEIA security screening equipment grants 100% detection capability of the threats according to the specified regulations and authority standards, assuring an extremely high security level and maintaining high throughput.” CEIA is (developer of cutting-edge Enhanced Metal Detectors (EMDs), which comply with the most stringent security levels while maintaining a very high transit flow rate. “CEIA EMDs enable a non-invasive screening process that preserves passenger privacy. The analysis done by the CEIA EMDs is completely automatic, and does not provide to the operator any image of the passenger but just a green or alarm message. This aspect is very important because it makes the passenger very comfortable and relaxed during the inspection screening,” furthered Pitti. “CEIA security screening solutions improve airport passengers’ experience. For example, CEIA EMDs, thanks to their extremely high discrimination (low nuisance alarm rate) on passengers’ metal belongings, allow a smoother and more comfortable screening process for both passengers and operators, reducing to the minimum the need for manual search.”

It has also designed and introduced the EMA-3 Bottled Liquids Scanner, a compact device, which has met the EC detection requirements under the ECAC common evaluation process. It is designed for the screening of bottles and their contents, with the goal of detecting the presence of combustible, flammable and explosive liquids.

Future-ready technology

The needs of both passenger and airport are at the crux of Smiths Detection’s vision for security equipment that satisfies current and will fulfill future regulatory requirements. Smiths Detection is a one-stop supplier for airports, specialising in advanced security solutions for civil and military markets worldwide, developing and manufacturing government-regulated technology products that identify explosives, chemical and biological agents, weapons and contraband – with one of the most comprehensive ranges of detection technologies in the world. “Smiths Detection’s vision is to be one step ahead of future security requirements,” said Monika Witt, Communications & Marketing Manager EMEA Transportation. “We provide one-stop solutions for checkpoints such as Explosives Detection Systems (EDS) for carry-on baggage, metal and trace detectors, people-screening technologies, and conventional X-ray products, including liquid detection according to EU LEDS Standards. It is one of our declared goals to offer excellent technologies, and products that fulfill future standards and legal requirements already today.”

Its state-of-the-art innovations include the HI-SCAN 10080 XCT, a next generation automated explosives detection system for checked baggage – EU Standard 3 approved and TSA Lab certified; the eco millimetre-wave people screener, which is the only one of its kind to meet EU Standard 2 requirements; and the HI-SCAN 6040-2is, a newly launched X-ray system for automatic explosives detection at checkpoints. Smiths Detection has invested heavily in exploring the future of the security process. An IATA member, ‘Strategic Partner Security’ and ACI member, it participates in regular IATA and ACI workshops on the future checkpoint solutions shaping aviation security. Smiths Detection is also in constant dialogue with airport operators and end users, and aviation associations such as ICAO and GATE. Witt explained that the Checkpoint of the Future will see: “Process improvement for increased operational efficiency, minimal wait times, minimal disruption, and a more effective level of security.” Risk-based security strategies and differentiated screening, she explained, will also become more prevalent, with passenger data, identity management and Known Traveller Programs enabling airports to allocate resources to where they are most needed. Every airport will be equipped with technology for enhanced detection capability with individually facilitated lanes for different passenger categories, while the divesting of liquids and laptops will no longer be necessary, and automation will become a larger part of the process.
CEIA

Threat Detection through Electromagnetics

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Enhancing Operations in Real-Time

Using dedicated tools to track operational performance and effectively manage resources is now a vital element of ensuring that airports satisfy the highest levels of safety and efficiency. Ryan Ghee reports.

Ranging from air traffic control (ATC) and security queuing times, to ramp operations and retail performance, monitoring and analysing real-time data allows airports to spot areas in need of improvement and operational lapses as and when they happen.

"Having real-time information is vital for airports that operate at or near peak capacity," said Alex Sauriol, Executive Vice President, Airport Solutions, Searidge Technologies, a company that offers a range of video-based collaborative surface management solutions. "Having an accurate understanding of the airport ground situations as well as resource and assets can allow the airport and air traffic control to improve the overall handling of traffic, leading to improvements in the operation and performance of the airport."

Malta Air Traffic Services, Dubai Airports and Fort Lauderdale-Hollywood International Airport all currently use the ATC-grade video solution, which simulates an out-of-the-window view for one or multiple geographically dispersed aprons, de-icing pads and aircraft parking areas to create a centralised operations centre approach and free-up human resources.

According to Sauriol, the situational awareness tools provide a variety of benefits. Among them are improved safety through the detection of potential runway incursions before they happen, improved efficiency by enhancing resource allocation and decision-making based on the actual ground situation, and a reduction in delays by improving on-schedule departures and arrivals. Environmental improvements through the provision of optimal taxi routing and off-block times based on the current ground situation can also be achieved.

Common operating environment

This concept of creating a common operating environment platform is also at the heart of the tools developed by Altadona, which provides its expertise to airports, as well as many other industries, including ports, oil and gas, universities and schools, and building management systems.

"We provide a bi-directional platform," explained Kary Eldred, the company’s CEO. “We’re able to visualise what’s happening on one platform, but we’re also able to control the processes and automate them. You can pretty
much integrate anything that has an electronic pulse. We connect these silos of data and information points that are not currently connected, and we can create real-time data. All of this can also be recorded to offer patterned analytics.

One example of where such a platform can be useful is in the security search zone. When a security checkpoint queue reaches a certain length, an airport might decide to enable mood-improving effects, such as ambient lighting or playing music through the overhead speakers. This system could be integrated as part of a common operating environment, meaning these effects are automatically enabled when queuing times reach a specific level. Alternatively, if an airport has to be evacuated because of fire, the elevators can be taken out of service using the software, removing the need for a human agent to manually undertake the task.

Eldred also explained that the benefits of this software extend to airports’ marketing and non-aeronautical departments. “For example, in the security area, as well as using cameras to monitor the queues, the video can also be watched back to see which way people tend to turn when they leave the security checkpoint,” he said. “This type of data can be very valuable to the airport and the concessionaires.”

Measurement and management

This non-aeronautical side of the business is an area that Concessionaire Analyzer+ (CA+) has a dedicated focus on. “Retail activities continue to become a more and more important aspect of airports’ revenues and sustainability,” said John de Giorgio, the company’s CEO. “The old adage is true: if you cannot measure them, you cannot manage them.”

CA+ is a software solution that allows sales data from concessionaires to be centrally located, analysed, reported on, audited and used for invoicing. “By knowing the performance of different concessionaires and retail categories, by understanding the buying habits of passengers on different routes, carriers, even flights, and by assessing the impact of promotions and campaigns, an airport is able to optimise and boost revenues from retail activities,” de Giorgio added.

Implementing a central database for sales data collection helps airports increase the productivity of the data collection process, improving controls and auditing, automating billing and improving reporting and analysis.

While the benefits for the airports are apparent, de Giorgio was also keen to highlight the fact that solutions like CA+ are good for concessionaires too, as they get access to non-sensitive business intelligence, which enables them to benchmark their performance against their retail sector.

Today’s real-time airport

Evidently, the use of real-time data in the airport environment to plan and manage resources and oversee airport operations has widespread advantages, and in those airports nearing capacity saturation in particular, optimisation in these areas can be crucial to sustaining reliable operations and keeping airlines and passengers content.

That, coupled with the benefits that can be derived in terms of non-aeronautical development, highlights exactly why suppliers are investing heavily in next-generation software and why airports are investing in implementing these solutions. Real-time capacity, resource and asset management is not just something that will be important in the airport of the future, it is something that is of vital importance for the airport of today.
Concessionaire Analyzer+ is a unique software solution that allows airports to automate the collection of sales data from concessions, combine this with passenger and flight details, and analyse using Business Intelligence techniques. This in-depth analysis enables a better understanding of sales patterns and an opportunity to boost airport non-aviation revenues.

Get in touch to discuss your requirements and to view a demonstration.

T: +356 2131 9977  •  E: sales@concessionaireanalyzer.com
www.concessionaireanalyzer.com
Swedavia has invested SEK400 million (€45m) in the refurbishment and expansion of Stockholm Arlanda’s Terminal 2. Against a backdrop of moderate traffic increases across Europe, the airport is enjoying notable growth and the passenger experience is at the very heart of its investment strategy. Airport Director Kjell-Ake Westin outlined the developments to Ross Falconer.

Stockholm, which received the European Commission’s first European Green Capital Award in 2010, is a thriving city and region that has combined economic growth with a world-leading focus on environmental sustainability. This success is mirrored by Stockholm Arlanda Airport. As the region grows, so too do the airport’s passenger numbers. 19.6 million were handled in 2012 and the positive trend so far this year suggests a throughput of more than 20 million for 2013 – an all-time high for the third year in a row.

Terminal 2 was opened in 1990, at which time it was used as a domestic terminal. While there have been a number of modifications over time, the terminal has been in growing need of a makeover. “There is still space airside for more aircraft, but adapting to new regulations over many years has made a jumble of things. We needed to utilise the inside better, in order to utilise the aircraft parking stands more efficiently,” explained Westin. “My aim has been to make the refurbished Terminal 2 a favourite with passengers, which they can reach by train, bus or car and get to the gate within 15 minutes. With the short distances and a renewed offering of services, the terminal provides Sweden’s most efficient travel solution, for both leisure and business travellers.”

Stockholm Arlanda is unmistakably Swedish; anyone who has travelled through it will have been struck by its use of space and light, which creates a bright, open feel, and its harmony with nature. This is echoed by the 2,000sqm expansion, which provides additional airside space for shops, play areas for children, spacious new gate areas, and more than twice the previous amount of seating. “It is positive and obviously an upgrade that means passengers now have more space at their disposal, both in terms of flows for arriving passengers and a number of gates having had very limited space before. In addition, all of the venues for retail and F&B have been refurbished, and we have opened a new business lounge, which is greatly appreciated. Free WiFi and charging...
stations are a given,” said Westin. “The passenger experience in Terminal 2 had been neglected, but now the terminal is showing the way forward.”

Retail and F&B are, of course, important aspects when it comes to passengers’ perception of their experience at the airport. The refurbishment gave Stockholm Arlanda the opportunity to develop its commercial offering, which is now better-suited for the needs of international passengers. “That makes Terminal 2 an inspiring meeting place for our passengers. Good commercial revenues enable us to keep charges to airlines down, so that is clearly important,” added Westin.

**Pioneering self-service technologies**

The airport has been a pioneer in streamlining the passenger process through the use of innovative technologies. Its strategy is to improve the range of self-service options for check-in, bag drop, document control, border control and boarding gates. A common use self-service bag drop system was introduced last year; it is currently being used by SAS and Norwegian, and discussions are underway with a number of other airlines. It has been a success – statistics indicate a steady rise in the use of the service, with passengers finding self-service bag drop reliable, fast and easy to use. The main advantage is faster baggage check-in, which produces a more efficient flow and improves the entire check-in process. “Self-service is a general trend in society today, and it is also an important area for us to invest in,” commented Westin. “Our overall objective with self-service is to make our passengers’ journey easier so that they experience it as being fast, smooth and easy. The self-service bag drop and automated check-in machines help in that respect. Smooth, efficient flows at the airport are important for customer satisfaction and are in demand from passengers and airlines.”

Looking ahead, a new baggage sorting facility will open in 2015. As with the rest of Terminal 2, the old baggage sorting facility was originally built for domestic traffic. To provide an efficient service for international travel, and enable passengers to transfer between airlines and terminals as quickly and smoothly as possible, the baggage sorting facility now also needs to be refurbished, modernised and adapted to this new reality. “Of course it is important for us to have our logistics in top shape. It doesn’t matter how smooth passenger flows we create, or how pleasant the atmosphere is – if the bag doesn’t show up at the final destination, we have not contributed to a satisfying customer experience,” Westin stated.

**Harmony with nature**

Sweden was an early adopter of sustainable thinking and these values are translated into Swedavia’s impressive and progressive environmental strategy. The entire Swedavia airport group has achieved the highest level – Neutrality – under ACI EUROPE’s Airport Carbon Accreditation. “We are really proud of the fact that we have been certified at the highest level for several years in a row at this time. Our certification in fact requires improvement over the preceding year, so one can never rest on one’s laurels and be satisfied with what one has. This requires great commitment from our workers,” said Westin.

Stockholm Arlanda Airport is clearly playing a vital role in enhancing Sweden’s competitiveness and continued growth. For a comparatively sparsely populated country in northern Europe – with a population of 9.5 million – efficient connections with the rest of the world are a must. The investment in refurbishing Terminal 2 strengthens the airport’s capacity, and has been undertaken in a way that is passenger-focused and environmentally efficient. With record passenger numbers expected again in 2013, the future is certainly bright for one of Europe’s most progressive airports.
Warsaw Chopin Airport is now focusing on completing the refurbishment of the old Terminal A, and integrating it into the neighbouring new terminal, a project that is due for completion by the end of 2014. Reconstruction of the old part of the terminal began in September 2012; construction work is complete and the internal fit-out is now taking place. And all this is taking place against a backdrop of passenger growth, thanks primarily to the problems faced last winter at the new Warsaw Modlin Airport, which resulted in Ryanair and Wizz Air relocating their Modlin operations to Chopin from 22 December. In the case of Wizz Air this meant returning to the airport it had served until last July, but for Ryanair this was a new experience.

Runway works completed ahead of schedule

Repairs to Chopin’s main runway, RWY 3 (15/33), started in April, and were completed in August, ahead of schedule, despite heavy rains at the end of May and beginning of June. The scope of works included replacing the concrete pavement of runway thresholds with asphalt concrete, which, among other things, is easier to maintain. A new wearing course has been applied on all repaired sections of the runway and taxiways, while water drainage has also been improved.

The work on the runway will result in a number of important changes, the most important being that the landing threshold has moved 600m towards direction 33, which will shorten the length available for landing from 3,700m to a little over 3,000m. In addition, a new rapid exit road, Sierra 2, will be built, enabling landing planes to taxi to the intersection with taxiway A (Alfa), straight into taxiway Z (Zulu). This project will be finished before the end of the year. “Thanks to these two modifications, the capacity of the runway will be significantly increased, allowing us to handle more aircraft movements,” said Andrzej Ilków, Director of Chopin Airport’s Operations Safety Bureau.

It has been nearly 30 years since the last major work on the longer runway took place, and it has only remained operational this long...
thanks to regular, partial resurfacing works, carried out each September. The new runway surface will require no serious maintenance for the next 10 years.

Terminal A rebuild under way; completion by end of 2014

Having sorted out the major issues with the main runway, attention has turned to the old part of Terminal A at Chopin Airport, which was closed to passengers in March. By the end of 2014 the building will be completely transformed and integrated with the new part of the terminal. “We want to provide Chopin Airport passengers with the highest quality of services. After the refurbishment the terminal will be more spacious and comfortable,” explained Przemysław Przybylski, the airport’s spokesman.

As a result of the refurbishment, the old terminal will be completely integrated with the new one, both architecturally and functionally. The renovated part will boast more check-in desks, airline tour operator and car rental offices, and additional baggage sorting equipment. Also, a new underground passage linking the arrivals hall with the new airport railway station will be constructed. “I am convinced that the end result will more than make up for the temporary inconvenience related to the closure and refurbishment of the old part,” said Przybylski.

Due to construction work, as of 1 August all check-in desks, airline tour operator and car rental offices, as well as the Lost Luggage facility, and the post office, were moved from the old to the new part of the terminal (CDE zone).

Although the infrastructure problems at Warsaw Modlin Airport have now been sorted, Wizz Air recently announced that, having consulted its passengers, it was now planning on staying at Chopin Airport permanently. An indication of the impact that the two carriers have had at Chopin, is that according to the airport’s traffic statistics for July, Ryanair and Wizz Air accounted for just over 20% of the airport’s total passenger traffic. Ryanair moved back to Warsaw Modlin Airport permanently on 1 October.

LOT still accounts for nearly 50% of traffic

According to traffic statistics for 2012, LOT Polish Airlines accounted for almost 50% of the airport’s record 9.3 million passengers, up +2.7% on 2011. “This was definitely the best year in the history of Chopin Airport. Never before, even in 2008, had we had more passengers. And all this despite the opening of a new airport in Modlin in mid-July, which took over about 10% of Warsaw’s traffic, along with one of the biggest airlines,” said Michał Marzec, Director of Chopin Airport, While Wizz Air and Lufthansa (the airport’s second and third biggest carriers last year) both saw their passenger volumes fall, LOT actually increased its passenger throughput at the airport by almost +10%.

This year has been difficult for the flag-carrier, as its financial problems once again made headline news, and its efficient new Boeing 787 Dreamliners were grounded almost immediately after starting operations. However, by early August, all of LOT’s long-haul routes (to Beijing, Chicago, New York and Toronto) were finally being operated only by the airline’s five 787s. Since the widebody aircraft were ordered some years ago, the long-haul landscape at Chopin Airport has changed with the arrival of Qatar Airways flights to Doha (from December 2012), and Emirates flights to Dubai (in February 2013), giving local passengers new opportunities for long distance flights.

Chopin Airport City plans moving ahead

Another major development being planned is the creation of Chopin Airport City on a 22.5-hectare site located close to the passenger terminal. The airport city concept involves building a complex of 17 office buildings surrounded by greenery with water features and walking alleys. On 23 July a contract was signed between ‘Polish Airports’, and consultant Arup, to start work on a detailed land development plan for the investment.

“By the end of 2014 the old part of Terminal A will be completely transformed and integrated with the new part of the terminal.”
A UNIQUE, MORE EFFICIENT AIRPORT OF THE FUTURE

Innovative new technologies and materials, a sharper focus on environmental sustainability and the demand of communities for their local airport to reflect the destination itself are three key things that will influence what the future airport will look and feel like.

The remit of airports to simply provide a means of enabling travel from one point to another has long since expired and the modern day passenger now expects a facility that offers a seamless and memorable journey that is part of their overall travel experience.

Curtis Fentress, the architect behind landmark airport designs in the likes of Denver and Incheon, is the pioneer of the airport that has a sense of place, and his latest project – the recently opened Bradley West Terminal at Los Angeles International Airport (LAX) – provides insight into what the future airport will look like.

“We’ve just finished the new terminal at LAX and we’ve been working on that for five years, and making changes on the fly during that time,” he said. “What you will see there are large electronic media screens that are almost a soccer field long and a clock tower that’s 80-metres high. This is all digital and you can dial in and interact with these features through smart devices. The potential is there for all sorts of interactions with the passenger of the future.”

The rapid development of new technologies will not only revolutionise the future passenger experience, but the actual design and construction techniques applied to the post-2020 airport. Ryan Ghee explored what we can expect from the airport of the future with Curtis Fentress, Principal-in-Charge of Design at Fentress Architects, and Alexander Laukenmann, Senior Vice President, Corporate Development, Environment and Sustainability, Fraport.

Fentress explained that he expects to see “the retrofitting of screens and interactive devices in almost all airports”, just as he expects each of them to tap into the city and country they serve.

He continued: “At Denver, the inspiration was the Rocky Mountains, in LA it was the waves coming in on the beach from the Pacific Ocean, and at Incheon it was inspired by the Korean home. 20 years ago, what we did at Denver was unique. The design of the future is part of each city.”

The new Bradley West Terminal at Los Angeles International Airport includes vast digital screens and an 80m-high digital clock tower, which passengers can interact with using their smartphones and tablets. © Moment Factory.
Since then, we’ve seen a trend of airports and communities wanting something unique and special, and architects have fallen in line with that trend. This is something that will continue because what’s appropriate for Denver isn’t appropriate for New York, and what’s appropriate for Shanghai isn’t appropriate for Sydney. The airport now has to connect to the style of the place.\

A duty to the environment

Creating a unique, distinguishable structure is one thing, but just as important is ensuring that the facility is environmentally efficient. This is an approach that is at the heart of Fraport’s extensive development programme, which last year saw the opening of Frankfurt Airport’s Pier A-Plus and will also herald the introduction of a brand new Terminal 3, which is expected to open in 2020.

Laukenmann is a member of the team responsible for ensuring the ongoing developments meet Fraport’s stringent criteria. “In our new buildings at Frankfurt Airport, achieving a maximum, high level of efficiency is an integral element of all planning measures.”

Highlighting this, in 2010 Fraport undertook an all-encompassing sustainability programme to create a complete, systematic inventory and summary of its extensive ‘green’ objectives, along with specific initiatives that would need to be undertaken to achieve these goals. As a result, Pier A-Plus incorporates technology that results in a reduction of around 10,000 metric tons of CO₂ per year and for Terminal 3, certification has been planned in accordance with the strict Gold Standard of the German Sustainable Building Council.

“Fraport has created a comprehensive IT-based reporting system for CO₂ controlling,” Laukenmann added. “This concept has already been designed at our Frankfurt Airport home base and is being gradually implemented in 2013 onwards.”

An intelligent airport

While Fraport is setting an example for the environmental efficiency that can be achieved in the modern day airport, what does this mean for the airport of the future? “The growing focus on environmental sustainability will lead to highly energy efficient airports worldwide. At Frankfurt Airport, this means that the infrastructure, facilities and equipment will not only be more energy efficient, but increasingly integrated and intelligent,” Laukenmann explained.

This notion of intelligent, integrated infrastructure is something that Fentress also points towards. In fact, the future airport could even be self-repairing and self-cleaning. “Things like self-repairing materials, self-cleaning glass and self-cleaning carpets are wonderful concepts and it’s true that all of them are being developed,” he said. “The ability of people to create these things is absolutely amazing and I do think that all of them are part of the future. However, when we’re going to have a big breakthrough is hard to predict.”

Fraport, however, is already doing its best to make such a breakthrough and the world’s first university campus on an airport site – the House of Logistics and Mobility – will open in 2014, providing a dedicated centre for the development of all areas relating to logistics, mobility and sustainable innovations.

Building for the future

While all of these exciting design-, passenger- and environment-focused innovations suggest a rather different, more pleasant future airport, both Fentress and Laukenmann were eager to point out that 2020 is just around the corner in airport terms.”

Fratport’s Laukenmann explained that “full sustainability is a process that will happen over generations and will need a longer timespan than 2020,” and reinforcing this point, Fentress added: “We have to remember that 2020 is just around the corner in airport terms.”

However, with the Fentress-designed, futuristic new terminal at LAX, and Fraport taking a leading role in ensuring future facilities are environmentally sustainable, the foundations have already been laid for a more efficient, greener and more attractive airport of the future.
Self-service and connectivity are high up on the list of priorities for today's always-connected traveller. With this in mind, airports and airlines are searching for the best ways to satisfy the changing demands, both to enhance the passenger experience and to simplify their own passenger processing efforts. Ryan Ghee explores what this means for the future airport experience.

**MOBILITY AND AUTOMATION**

**SHAPING THE FUTURE OF PASSENGER PROCESSING**

Air travellers have never been as empowered as they are today. Self-service solutions — ranging from mobile check-in and bag drop, to self-boarding and automated border control — along with the proliferation of smartphones and tablets, have created a new type of passenger; a passenger that wants to self-process and who expects easy access to the information they want, exactly when they need it. Like it or not, for airports and airlines, this is a trend that is only set to strengthen in the coming years.

"In 2020 and beyond, we all expect that self-service will be the main method for passengers to arrange and undertake travel," explained Giorgio Medici, Customer Care Manager at SEA Aeroporti di Milano, and Chairman of the ACI EUROPE Facilitation and Customer Service Committee.

"We can expect less kiosks in terms of points where passengers can simply deposit their bag at a bag drop unit upon arrival at the airport, rather than queuing up and waiting for an agent to tag the luggage.

While online check-in has been around for more than a decade, travellers have more recently demanded that boarding passes are available on their mobile phones. Such is the case that even low-cost carriers, led by easyJet and soon to be followed by Ryanair, now offer mobile boarding passes.

Broere: “Self-service is moving more and more to customers’ own devices and that will continue. The basic check-in kiosks, as well as the standard check-in desk, will slowly reduce in importance.”

British Airways is currently undertaking operational trials on an electronic permanent bag tag, which can be updated using a smartphone and re-used for numerous journeys.

Rob Broere is part of the International Air Transport Association (IATA) Simplifying the Business (SIB) Steering Group, which aims to identify how the air transport industry can offer better service to passengers while also lowering costs, and he expects this demand, even low-cost carriers, led by easyJet and soon to be followed by Ryanair, now offer mobile boarding passes.

More mobile, less kiosk

Rob Broere is part of the International Air Transport Association (IATA) Simplifying the Business (SIB) Steering Group, which aims to identify how the air transport industry can offer better service to passengers while also lowering costs, and he expects this
move towards automation to be a permanent one.

He said: “Self-service is moving more and more to customers’ own devices and that will continue. The basic check-in kiosks, as well as the standard check-in desk, will slowly reduce in importance.

“However, the key is that the processes behind the scenes also move forward to avoid just moving some activity from one place to another. For instance, with online check-in, for hand baggage only passengers it moves significant parts of what used to be done at check-in, like the document-related processes, to the gate, which does not really help the airline in this time-critical process.”

Even if there is a risk that processes are just being moved from one part of the airport to another, it is certain that landside processing is changing drastically. So, with such a focus on offering the passenger a ‘do-it-yourself’ travel experience in the early part of their journey, for how much longer will we need check-in agents based at the airport? “My opinion is that automation can be trusted by the passenger if they feel that behind the automation there are people working for them,” Medici said. “Airlines have less and less people working at the airport, but with VIPs and First or Business passengers, for example, they expect to see people so automation alone will not do.”

Improving data exchange

For Broere and the other members of the StB Steering Group, among the key areas of focus at the moment are establishing how airlines can improve customer interaction at any time in any location, establishing common standards around the new forms of bag tags, and implementing biometrics into more parts of the travel process. An overarching theme, though, is how the industry can improve the handling of data exchange.

“It is not uncommon for a passenger on an international journey to show their passport seven times and their boarding pass eight times,” Broere said. “Each time, you are being looked at as an unknown case, even if you are a top tier frequent flyer. This makes no sense. As an industry, and that includes not just the airlines but also partners like immigration, security and airports, we need to get better at recognising our customers and providing the information they need, when they need it and where they need it, and only ask them for relevant data.”

This need to make better use of data between all stakeholders is a point echoed by Medici, who said airlines must take some responsibility for enabling it. “We need airlines to help airports plan resources correctly,” he said. “At the moment, airlines have their information on their own systems. Some of the suppliers are trying to provide platforms so airports and airlines can move towards storing and sharing data on a common platform and this is what we need to do.”

A more personal experience

As for the airlines, more effective sharing of data can open the door to a higher level of personalisation, which can be leveraged to the benefit of the passenger even when they are onboard. Highlighting Emirates – his employer – as a leader in this area, Broere explained that inflight internet access and passengers being allowed to use smartphones during the flight open “a whole new set of opportunities to make the customer interaction more personal and relevant”.

While we can certainly expect the rise of smart devices, the increase in self-service offerings and the better sharing of data between all parties involved in the travel process to positively change the face of the end-to-end travel experience beyond 2020, Medici concluded that we must keep a focus on the here and now. “As soon as passengers become even more confident with mobile technology and automation, it will become the common processing method,” he said. “However, the revolution is already in place.”

Although passengers have increasingly favoured kiosks over check-in desks, Medici explained that “we can expect less kiosks in terms of points where passengers carry out airport procedures”, due to an increasing preference for web and mobile processing.

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**At ACI Airport Exchange 2013**, Western Advance will be showcasing the latest LS10 liquid, aerosol and gel scanner technology, and demonstrating it’s easy to operate and quick detection capabilities. The LS10 is ECAC Standard 2, Type B certified and is currently being rolled out at numerous airports across the world.

Western Advance will also have information on systems and solutions aimed at Critical Infrastructure Protection for high end Airport Security and Surveillance. Western Advance is an integration specialist for:

- Command and Control Systems
- Security and Surveillance Systems
- Perimeter Radar System
- Communication Systems
- Security Screening Technology.

**Stand 71**

**DSA Detection**

DSA Detection manufactures and distributes its own brand of compatible DHS approved consumable products used in the operation and maintenance of Smiths Detection and Morpho Detection’s Electronic Trace Detection (ETD) instruments, operated by homeland security agencies and the military. DSA also manufactures precise training aids and test articles that verify security checkpoint X-ray and walk-through metal detector systems’ ability to detect IEDs and weapons. DSA’s superior products and services, coupled with its in-depth ETD and threat recognition training, makes DSA the best single source for every checkpoint need.

DSA Detection is located in North Andover Massachusetts, just outside of Boston, with distribution from Salt Lake City and London. DSA serves all international markets with over 23 representatives.

**Stand 202**

**Airport Research Center**

The efficiencies gained through Esri’s system integration result in huge savings through improved workflow communication.

**Stand 19**

**ESRI**

Esri’s geographic information system (GIS) software supports aviation organisations worldwide. Airport managers are discovering that GIS technology is an excellent tool to provide unique information and analytical capabilities not available in other individual information systems.

Esri offers a suite of software that integrates spatial data with airport facility management systems, planning and noise modelling systems, databases and CAD systems, weather surveillance systems and other satellite-based data collection systems. Because Esri's GIS software integrates existing IT systems, including ones that are not normally compatible, airport managers are able to analyse data across departmental boundaries and easily share, and use, real-time data for critical operations.

**Stand 67**

**ARC’s globally leading CAST 3D airport simulation software incorporates simulation, planning and optimisation systems for pedestrian, vehicle and aircraft traffic on which to model processes of landside, terminal, airside and airspace.**

**Stand 73**

**Brüel & Kjær**

Brüel & Kjær is the leading supplier of noise management and community engagement tools for airports, which help to expand environmental capacity and the constraints put on an airport, not by infrastructure, but by the local community.

NoiseDesk is noise management made easy. The web-based airport noise monitoring application allows staff to work with an easy-to-learn, task focused interface, while ANOMS and Brüel & Kjær manage the background data collection and processing.

WebTrak, meanwhile is for transparent and open community engagement. It is a dynamic, live and interactive public noise and flight display system that gives users the ability to view noise and flight data around the airport, and significantly reduces the number of complaints by enabling community members to self-investigate. WebTrak MyNeighbourhood helps communities understand airport noise. With new noise metrics for better understanding of airport noise impact, it enables the public to explore noise and flight information and view how this has changed over time.

**Stand 71**
RapiScan Systems

At the 2013 ACI Airport Exchange exhibition, Rapiscan Systems will be showcasing the RTT110 (Real Time Tomography) ultra-high speed hold baggage screening solution. Meeting the ongoing threat to airline security, Rapiscan continues to invest into research and development to build solutions that offer state-of-the-art security screening technology to meet the most demanding standards for threat detection.

The RTT system is a revolutionary liquid explosive detection technology with the detection capability of Computerised Tomography (CT) and can screen baggage at speeds of up to 1,800 bags an hour. The intuitive design of a non-rotating gantry reduces the level of maintenance required and allows operators to generate detailed 3D images of the scanned item. Furthermore, the RTT system’s resolution and reconstruction process not only delivers optimal performance for the detection of prohibited materials, but it generates fewer false alarms, which improves baggage handling efficiency and throughput, whilst lowering operational costs. RTT can also detect density levels in liquids, alerting the operator to potentially concealed explosives.

Stand 180

C.C.M. Airport Equipment

C.C.M. is a privately owned company, founded in 1981 in Bergamo, Italy. Its head office is based in Turunnozzano in Milan, and affiliated offices have since been established in Beijing, Singapore and Qatar. C.C.M. specialises in the design, manufacture and installation of interior products and systems for airports, metro and railway stations and ferry terminals, and is a project-oriented organisation capable of handling a totally integrated package of interior furnishings, finishes and fittings. C.C.M’s impressive airport interior project references in various parts of the world demonstrate its added capability of working around the globe on more than 300 projects.

C.C.M.’s programme of products and systems consists of counters, operator consoles, canopy structures and backwalls, signage, and miscellaneous furnishings, finishes and fittings. At present C.C.M. is deploying its expertise at airports across Europe, Asia and the Middle East, including Charles de Gaulle Terminals 1, 2E and S3, Changi T1, T2, T3, and Doha International Airport.

Stand 180

Amor Group

Challenges facing airport operators are no longer simply about processing passengers as quickly as possible and ensuring flights depart on time. Major hubs are embracing the notion of the Next Generation Airport, where they can get an accurate picture of every facet of their operation as and when they need it, in real time. Amor Group is a specialist provider of core airport operational systems key to the Next Generation Airport via the Chroma Airport Suite.

Chroma provides an integrated set of systems that allows operators to establish and monitor service levels, enabling increased performance and efficiency across the airport. Central to Chroma is Amor’s unique Airport Collaboration Database, which collates data from across the terminal to deliver truly passenger focused operations. Whether it’s helping Dubai Airports run the world’s largest airport service delivery measurement programme, or enabling Avinor to run the entire Norwegian airport network more efficiently, the world’s most ambitious operators chose Chroma.

Stand 199

Searidge Technologies

At ACI Airport Exchange 2013, Searidge Technologies will showcase how its innovative surface management solutions can address airports’ operational needs, such as:

- Air traffic lighting control
- Apron management, gate assignment and billing
- Intrusion detection
- Centralised operations
- Incursion prevention

Searidge’s extensive knowledge of airport operations, coupled with its advanced engineering capabilities offer airports:

- Decision support tools for enhanced situational awareness
- Live summary of core operational information
- Increased airport efficiency and capacity
- Higher throughput on the airfield
- Smoother aircraft hand-off
- More efficient use of human resources
- Reduced operator workload, and
- Decreased airline/airport operating costs

Searidge has been bringing airport and ATC-grade solutions and services to market for over a decade. Its solutions have been selected by leading airports around the world to improve safety, efficiency and throughput of their airside operations. Its airport customers include Amsterdam Airport Schiphol, NAV CANADA/London International Airport, Dubai Airports, and Fort Lauderdale–Hollywood International Airport.

Stand 111
**ANALOGIC**

**ANALOGIC**

Analogic Corporation’s security business provides innovative aviation security solutions to its partners. Since the installation of its first explosives detection system in 1998, it has deployed approximately 1,200 state-of-the-art computed tomography (CT) systems in over 30 countries.

Analogic’s premium checkpoint CT system, the COBRA, was designed to provide superior security effectiveness, higher throughput and lower operating costs for airports. In addition, the COBRA’s 3D images enable LAGs and laptops to remain in carry-on bags, which minimises divestiture and improves passenger throughput and experience.

In March 2013, the COBRA became the first system to meet the Standard 2 detection level in Type D and D+ operations. In July 2013, the COBRA was also approved by the UK Department for Transport as an Advanced Cabin Baggage X-ray (ACBX) system.

**Stand 56**

**THYSSENKRUPP**

**THYSSENKRUPP**

ThyssenKrupp has 150,000 employees in over 80 countries. The company’s engineering expertise enables its customers to gain an edge in the global market.

**Stand 84**

**PARSONS**

**PARSONS**

Parsons is an engineering, construction, technical, and management services firm with revenues of $3 billion in 2012. It conquers the toughest logistical challenges and delivers design/constructi on management, and other professional services packaged in innovative alternative delivery methods to federal, regional, and local government agencies, as well as to private industrial customers worldwide. Parsons is a leader in many diversified markets with a focus on transportation, environmental/infrastructure, and defence/security. The company has spent almost half a century honing strategies that best serve the aviation market because it understands the challenges airport owners and operators face, and the expectations of the general public’s desire for a safe and pleasant travel experience. Its skill in designing and constructing more than 400 airports in 34 countries has allowed the company to grow along with the industry, putting it in the unique position to build facilities that meet the operational needs of the airport on schedule and within budget.

Parsons offers innovative solutions to help the customer manage its programmes, save money, advance operations, and remain on schedule. Its ability to work around a project’s challenges through innovative planning and design gives airports the freedom to make the improvements they require.

**Stand 74**

**NATS**

**NATS**

NATS leads the aviation industry in business and technological development, offering wide ranging expertise and innovative services to meet the ongoing challenges of airports, airlines, governments and ANSPs. Its services are proven in the world’s most complex airspace and provide its customers around the world with a valuable commercial focus. Backed by the substantial resources of the organisation, NATS is constantly seeking innovative ways to manage every aspect of air traffic, helping its customers perform and grow with maximum safety and efficiency.

As the leading commercial ANSP in Europe, it is able to back up its depth of experience with market-leading solutions and has built its reputation on delivering a broad portfolio of first-rate, safe and efficient services, tackling some of the most complex projects in the industry in the busiest airspaces in the world.

**Stand 193**
For more than 20 years, Morpho Detection has been developing, installing and servicing advanced solutions that detect explosives, narcotics and other threats at airports worldwide. Today, some of the most widely deployed solutions at airports, including walk-through metal detectors, X-ray machines, and body scanners only identify anomalies – and don’t detect the presence of explosives. Morpho Detection believes more advanced explosives detection technology is needed at all entry points into the global aviation system – passenger checkpoint, checked bag screening and air cargo – to significantly reduce the risk of concealed explosives being loaded onto a plane. Visit Morpho Detection at ACI Airport Exchange 2013 for:

- Demonstrations of solutions widely deployed at leading global airports to detect explosives, including the GTX 5800 DSi™ compact explosives detection system (EDS), and the Itemiser® DX desktop explosives trace detector (ETD).
- Briefings on XDi™, Morpho Detection’s Type D checkpoint solution, which will allow passengers to leave liquids in containers and inside bags for screening at checkpoints. Currently under development at Morpho Detection’s R&D centre in Hamburg, Germany, XDi will be available for commercial demonstrations in 2014, with deployment anticipated in 2015.

Stand 192

At ACI Airport Exchange 2013, Morpho Detection will demonstrate solutions including the Itemiser® DX desktop explosives trace detector.

PERIN was founded by Mr. Perin Diotisalvi, and is a company producing generating sets, motor welders and motor pumps. In the space of a few years, the company developed and specialised in planning and building generating sets of ever bigger power outputs. In time, the small company became an important and well-known industry partner, with thousands of installations all over the world. At present, the company has an annual production of around 3,000 generating sets, with a range covering outputs from 2 to 12,000 KW. PERIN also makes cogeneration plants, cogeneration, gas and biogas generation sets.

Production takes place in three European factories, which are divided up by product type and controlled directly by the Italian factory, where specialty generating sets are built according to the customer’s order. Besides engineering staff, the company’s Italian office houses the department for supply and transport, delivering customer service all over the world, and the sales department, which is further divided into six geographic areas.

Stand 196

PERIN has an annual production of around 3,000 generating sets, with a range covering outputs from 2 to 12,000 KW.

GILARDONI was established in 1947 with a mission to design and manufacture advanced X-ray and ultrasound equipment for security, Non-Destructive Testing (NDT) and medical applications. Based in Mandello del Lario in Italy, and with products installed and serviced worldwide, GILARDONI is supported by a global network of distributors.

GILARDONI offers a complete line of X-ray based luggage screening systems for security applications, ranging from small hand baggage control systems to systems for large objects. and private buildings, mail rooms and customs facilities. The single view system FEP ME 640 and compact design multi-view FEP ME 640 AMX, equipped with Liquid Explosive Detection hardware and software module, meet ECAC Performance standard as LEDS Type C Standard 2. The Multiview X-Ray images simulator and operator workstation will be on display at ACI Airport Exchange 2013.

Stand 82

GILARDONI offers a complete line of X-ray based luggage screening systems for security applications, ranging from small hand baggage control systems to systems for large objects.

BEUMER Group brings together two powerhouses of baggage handling – Crisplant and BEUMER. Their combined integration know-how and technical capabilities allows the Group to excel at every step of the process – from concept, analysis and design to integration, maintenance and lifecycle support.

BEUMER Group Middle East is showcasing integrated end-to-end baggage handling systems using the CrisBag tote-based conveyor system, developed by Crisplant. The system uses the concept of transporting ‘one bag per tote, one tote per section’ to enable each item of baggage to remain in the same tote from check-in, through the sorting and screening processes.

Crisplant’s CrisBag tote-based conveyor system uses the concept of transporting ‘one bag per tote; one tote per section’ to enable each item of baggage to remain in the same tote from check-in, through the sorting and screening processes.

Stand 89

BEUMER Group

BEUMER Group Middle East is at home in all environments, from the largest airport hub, to terminals looking for cost-effective, quality baggage handling.

Crisplant's CrisBag tote-based conveyor system uses the concept of transporting 'one bag per tote; one tote per section' to enable each item of baggage to remain in the same tote from check-in, through the sorting and screening processes.
BEMO

In collaboration with the architects, engineers and contractors from Hamad International Airport, Bemo USA WLL – a leading worldwide manufacturer and installer of architectural metal roof and façade systems – has designed, supplied and installed the world’s largest stainless steel roof, incorporating the first architectural application for alloy AL2003, chosen for its superior corrosion resistance in comparison with industry standard stainless steel alloys such as 316. At ACI Airport Exchange 2013, Bemo is showcasing many other possibilities for roofs and façades including the patented ‘monor’, produced by the world’s most advanced curving and tapering machine. Visitors to the stand can view Bemo panel mock-ups in different metals and finishes, including the AL2003 with InvariMatte finish used for Hamad International Airport and aluminium panels with special ‘Flon’ coating system for durability and low maintenance. Also on show is Bemo’s ‘MonoSky’ translucent roof system, which is a unique combination of perforated Bemo metal panels and polycarbonate for light transmission.

Stand 102

TAV CONSTRUCTION

TAV Construction was established in 2003 with the vision to become a leading brand in airport construction, and has become a reputable brand in the construction industry by undertaking projects worth more than US$16 billion in total contract value in less than a decade. Featuring futuristic buildings and ultra-modern airports which are both functional and aesthetically pleasing, TAV Construction has distinguished itself by its excellence, high-calibre work, enthusiasm, ambition and completion of projects in record time.

TAV Construction completed Istanbul Atatürk and Ankara Esenboga Airports, Izmir Adnan Menderes Airport International Terminal and Antalya Gazipasa Airport projects in Turkey, as well as Tbilis and Batumi in Georgia, Enfidha-Hammamet in Tunisia, Skopje and Ohrid in Macedonia and Cairo Airport Passenger Terminal projects in Egypt. Doha Hamad Airport Passenger Terminal Complex, Abu Dhabi Airport Midfield Terminal Complex, Madinah Airport New Passenger Terminal Building, Jeddah Airport Aircraft Maintenance Hangars, Muscat Airport Runway and Infrastructure Works, İzmir Adnan Menderes Airport New Domestic Terminal and Dubai Marina-101 Hotel and Residences are the ongoing projects of TAV Construction.

Recently, TAV Construction was announced as the world’s fourth largest airport contractor by Engineering News Record (ENR) magazine.

Stand 88

SMITHS DETECTION

Now considered the most innovative producer of RFID solutions in the industry, BISA was officially registered and inaugurated in 2003 in Hong Kong, and focuses on the research and development of wireless and active RFID products for use in a broad range of applications, particularly in logistics, surveillance and security, identity and labelling and asset tracking.

BISA has recently implemented RFID solutions such as its Document Tracking System, Railway Temperature Monitoring Solution, Hospital System and the Smart Cart Tracker System, which is a customised solution for airport dolly cart management. The tracker system consists of an RFID container tag, reader

Operated by solar energy, the Smart Cart Tracker System for airport dolly cart management integrates GPS, RFID and GPRS for tracking the asset, and GPS web server for tracking location. The solution is reliable and determines the positioning of a load or luggage during movement and transportation precisely and in real-time. It offers the most convenient, real-time control of goods under airport management, for improved efficiency, operation workload and prevention of lost items.

Stand 87

X-ray line scanner with full 3D volumetric Computed Tomography (CT) and provides a high belt speed of 0.5 metres per second, enabling it to handle up to 1,800 bags per hour. Its large tunnels size can screen bags of 100x80cm, which offers great potential for operational cost savings. This premium X-ray system meets the EU EDS (Explosives Detection Systems) Standard 3, required by European Civil Aviation Conference (ECAC).

To screen carry-on baggage and personal belongings at the security checkpoint, the HI-SCAN 6040-2is is Smiths Detection’s advanced X-ray inspection system which offers an operator-friendly interface, a compact footprint and weighs less than 850kg, providing more flexibility for installation into areas with limited space. Both its solutions provide high throughput and generate excellent, high quality dual view images, making it easier for the operator to detect explosives and identify illegal or dangerous objects that pose a threat to our society.

Stand 95

The HI-SCAN 10080 XCT is Smiths Detection’s next generation high speed scanner for checked baggage.
BRUKER

Bruker Detection’s new DE-tector is the latest innovation in trace drugs and explosives detection. It is the first tabletop device with a combined non-radioactive ionisation source and a unique third-generation twin tube IMS design. DE-tector has been designed and built to meet the needs of the market and combat current and emerging threats, whilst maintaining the high quality and reliability expected of Bruker products at a competitive price.

The innovative twin tube system enables dual drugs and explosive detection and does not split the sample, meaning no dilution and greater sensitivity. DE-tector has been designed with the operator in mind, and is simple to use and maintain with low through life costs.

Bruker enters the aviation security market with 30 years of experience in screening, passenger boarding bridges, aircraft guidance systems and facility management, from conceptual engineering to installation and maintenance. COFELY Services has the expertise to take on every multi-technical airport project.

COFELY Services’ Airport Group operates in more than 25 airports, including Boston-Logan, Louisville Kentucky, Montreal Pierre-Elliott-Trudeau, Paris Charles-de-Gaulle, Athens, Brussels and London Gatwick and, in cooperation with key partners, also handles the purchase and financing of airport facilities and equipment for replacement or procurement projects.

In airports, timing and availability of quality services for passengers and air carriers is vital. With this in mind, COFELY Services can provide personalised, sustainable operating and maintenance solutions at a cost-effective price; solutions under results-based agreements that can include several service levels. COFELY Services guarantees an effective and efficient operations and maintenance mode.

CEIA

CEIA is a leading manufacturer of Security Metal Detectors with more than 40 years of experience. CEIA Metal Detectors for airport security comply with authorities’ requirements, and provide automatic detection of metal targets or threats over the entire body, even in cavities, and the maximum flow-rate thanks to unsurpassed discrimination of personal metal belongings. In order to increase the security and the throughput of an Airport Security Checkpoint, CEIA has also developed the SAMD Shoe Analyzer and the EMA Bottled Liquid Scanner.

For Cargo Screening CEIA also offers a solution that will drastically improve the screening of non-metallic commercial cargo such as produce, seafood, meats, printed materials, flowers and apparel. The EMIS (Electro-Magnetic Inspection Scanner) quickly and accurately screens packages or pallets using a harmless, low intensity electromagnetic field to ensure there are no explosive devices hidden within.

SAFEGATE GROUP

The main objective for Safegate Group is to provide the airport industry with efficient solutions for more and safer aircraft movements. The aviation industry is expected to grow by 20% over the next five years, and will involve major investments of airports worldwide. Safegate Group’s SafePerformance concept offers a fully integrated airport that includes solutions covering ever need from an airport’s approach to its departure, including solutions for the gate, airfield and tower area. With SafePerformance Safegate Group helps its customers form closer links between the different parts of the airport, and make sure the airfield, gate and tower systems – and people – work in a more efficient way. This way, the airport gets more efficient as daily operations get safer. Safegate Group provides customers with the benefits of using one vendor to future-proof an airport. With the largest product portfolio and operational knowledge on the market, Safegate Group offers an excellent combination of cutting edge technology and experience. As a result, customers receive one accountable entity for management, economy of scale and regulatory compliance that takes them all the way from project start to finish.

COFELY SERVICES

A global leader in operation and maintenance of airport facilities such as Baggage Handling Systems and Security

COFELY Services provides personalised, sustainable operating and maintenance solutions at a competitive cost; solutions under results-based agreements that can include several service levels.

Stand 186

CEIA

CEIA has established its position as a market leader in airport security, having provided 1,000 of its EMA-3 liquid detecting devices to airports across the EU, and has also played a central role in making the reintroduction of liquids on board easier.

Stand 193

SAFEGATE GROUP

Safegate Group solutions have been sold to more than 1,000 airports around the world for more than 40 years. Safegate Group is a global company with headquarters in Malmö, Sweden, and representatives in more than 70 countries in order to be close to its customers.

Stand 174
CONCESSIONAIRE ANALYZER+

Airports are increasingly focusing on non-aviation revenues to boost profitability, and as they continue to rely on retail and F&B for the maximisation of revenue, the importance of revenue management grows. Concessionaire Analyzer+ (CA+) is the first software solution specifically for airports to maximise and optimise revenues from retail and F&B operations. This innovative solution currently handles five core elements, including the collection of sales data with flight and passenger information; management of concession agreements, minimum guarantees and rents; calculation of revenue shares and subsequent billing; business intelligence allowing airports to assess performance; and Airport POS – optional point-of-sale software that directly integrates with CA+.

CA+ collects data either at category total levels or at a transaction level, allowing the richest form of analysis to be extracted. This invaluable retail intelligence enables airports to understand retail flows better and to undertake more effective negotiations with carriers and concessionaires, as well as to optimise the retail mix within the airport.

Stand 72

DTP

DTP is a leading aviation services provider in the Middle East and North Africa. Specialising in solutions for clients across the industry, it has 16 years’ experience in delivering Special Aviation Systems, system integration, project management, support and training to airports and airlines.

DTP is now introducing its new Cloud Computing solution ‘Airtilus’, the multi-airport operation management system in the Cloud. A cost effective and scalable solution to manage airport(s) operations, Airtilus’ services include AODB, Flight Information Management, RMS, FIDS, MIS and an integration platform. It supports multi-airport operation processes end-to-end.

It is also revealing its Hub and Connection Management solution for airlines and ground operators – a solution that has improved the efficiency of multiple international airlines and is currently under implementation in Emirates Airlines – as well as its flagship product, U-FIDS Flight Information Display System. The MENA region is one of the most lucrative and fast growing markets in the world, and DTP’s strategic relationships and location gives it an edge, at the centre of the action.

Stand 52

KOREA AIRPORTS CORPORATION

KAC offers creative solutions in airport construction, operation, navigational aid equipments, and training courses, with experience accumulated over 30 years of airport operation. Through these creative solutions, from feasibility studies to master plans that encompass every angle of airport management, KAC develops an airport that is individualised to customer’s needs.

Currently KAC operates 14 airports and Air Route Traffic Control Centres, as well as 10 VOR Tactical Air Navigation Control Centers. KAC takes into account the airport size and number of passengers in order to maximise user convenience and operation efficiency and considers operation methods, application technology, and environment to find the strategy that best fits the customers’ needs.

Stand 54

Gimpo International Airport, operated by KAC, was recognised as the number one middle-size airport by ACI for the third consecutive year, and receives high satisfaction and trust from the local residents as well as government and clients.

KAC has also developed digitalised navigational aids. This R&D product line has been acknowledged globally as convenient and trustworthy because it has been produced by an operator who knows the airport the best.

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The healthier foods your passengers and staff want . . .

The healthier fit for your airport.

Sandwiches and salads with fewer than six grams of fat, made with fresh vegetables, are available at SUBWAY® restaurants and can fit right in with healthier eating habits. Customers can have their made-to-order portable sandwiches and other great food options for all day-parts.

As the #1 Global franchise*, SUBWAY® restaurants show a strong international presence with a simple and flexible operation.

The SUBWAY® restaurant chain has 48 years of experience and has made it possible for thousands of individuals to build and succeed at their own businesses. The chain offers franchisees access to a well-structured and effective system that has been developed and perfected over several decades.

With more than 40,000 restaurants operating in more than 100 countries, the SUBWAY® restaurant chain is the largest restaurant chain in the world! Your passengers and employees will appreciate the availability of a familiar brand name that they know and trust.

Contact Janet Bencivenga
800.888.4848 x 1351 or 203.877.4281 x 1351
e-mail: Bencivenga_J@subway.com
Or visit www.subway.com

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More Peaceful

Direct your flights to Madinah Airport to offer your passengers the best pilgrim travel experience.