



# Bi-weekly Newsletter



5 November 2020



**Meet the Regional Board:  
Mr. Yun Qin from Shanghai  
Airport Authority**

# Regional Office Updates

## Fall Regional Board Meeting Discusses Committee Work; Recovery Survey



At the Fall ACI Asia-Pacific Regional Board, held last week, Mr. Seow Hiang Lee, CEO, Changi Airport Group and President of the Regional Board opened the meeting by discussing the continued threat of COVID-19 to airport business and the valuable platform ACI provides for the airport community to come together.

ACI Asia-Pacific started the meeting with an airport traffic and economic report and provided status of its advocacy efforts and policy response. In an update on his airports' recovery efforts, Mr. Chang Wan Son, President and CEO of Korea Airports Corporation and Board Director implored that "Now is the time for global solidarity."

In reports from the Chair or Vice Chair, participants were updated on 2020 outputs and 2021 Work Plans from the Regional Economics Committee, Regional Environment Committee, Regional Operational Safety Committee, Regional Aviation Security Committee and Regional HR Committee.

During the meeting, Mr. Stefano Baronci, Director

General of ACI Asia-Pacific provided an update on the soon-to-be-approved updated CART documents. He also shared some recent results from a survey among 25 airport members, noting the prevalence of quarantine, testing locations and testing duration:

- 74% of countries have quarantine requirements in place for all passengers, only 13% have no quarantine requirements if a negative test result is obtained
- 84% of testing is done on the airport premises
- 73% have to wait more than 4 hours for test results.

The Regional Board meeting is held twice a year, during Spring and Fall. For the second time in ACI Asia-Pacific history, the meeting was held virtually due to COVID-19. With board members located from the South Pacific Islands to the Middle East, ACI Asia-Pacific appreciates board members' participation under challenging time zones.

# Airport Challenges Highlighted at International Airport Online Summit



The International Airport Online Summit, organised by International Airport Review, examined how airports and the aviation sector are managing their operations as they enter the restart and recovery phase post COVID-19.

On the opening day of the summit, Stefano Baronci, Director General, ACI Asia-Pacific outlined the three challenges facing the industry during a panel discussion on managing COVID-19. He described how quarantine and travel bans, operational impact and fear of travel are hampering the restart. Asked about the effectiveness of travel bans, he said: "Travel restrictions were put in place legitimately in the beginning but the model is no longer sustainable. Travel restrictions are the bottleneck to recovery."

In a panel session on the airport of the future, SL Wong, ACI Asia-Pacific's Head of Technical Affairs, Safety, Capacity and ATM, was joined by speakers from Bangalore International Airport, Honeywell, IATA and SITA to discuss the passenger experience and sustainable recovery. The panel discussed the question how the ICAO guidelines are changing the passenger experience today.

"The ICAO guidelines provide a common platform for airports to step up sanitary measures and importantly, it avoids confusion among the travelling public," said SL Wong. He proceeded to outline the concern with physical distancing saying that in the current situation with low traffic



volume, physical distancing is not a big concern. However, "In the long term it will have a major impact on airport capacity. We have noticed that some airports have started applying technology to improve physical distancing through virtual queuing."

The Online Summit spanned five days and attracted more than 1,000 attendees representing 151 airports from 70 countries and is available to [watch on-demand](#).

# Meet the Regional Board: Mr. Yun Qin from Shanghai Airport Authority

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

Introducing Mr. Yun Qin who was elected to ACI Asia-Pacific Regional Board in June 2020. With significant experience and a successful track record in municipal engineering, Mr. Qin has presided over several major engineering projects in Shanghai in previous roles. He has served as Chairman of the Board of Directors at Shanghai Airport Authority since 2018.

## **RO: Apart from COVID-19, what are the most pressing issues facing your airport?**

As an important national gateway, Shanghai airports, while proceeding with regular epidemic prevention and control, will continue facilitating high quality development in the new era to better serve the city of Shanghai, the Yangtze River Delta and the economic development of China.

To this end, we are accelerating the renovation and expansion of the two airports. At Shanghai Pudong International Airport (PVG), we stand ready to carry out the phase IV project featuring the complex of Terminal 3 and plan to build a smart air cargo terminal with higher efficiency in customs clearance and warehousing operation. While at Shanghai Hongqiao International Airport (SHA), we'll continue with the improvement of support capacity and operation efficiency so as to address the demand of air traffic development.

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

During the epidemic prevention and control period, tens of thousands of employees, having given up holidays and parted from family reunions, devoted themselves to the frontline of the combat against Covid-19, preventing import from the abroad and controlling rebound from the home, to secure the air gate of Shanghai with their best efforts.

In order to transport epidemic prevention materials efficiently and rapidly, Shanghai



## 上海机场集团

SHANGHAI AIRPORT AUTHORITY



Pudong International Airport took full advantage of its complete global air cargo hub network and played an active role, which reflected the service and the speed of Shanghai Airport while contributing to the strength of Shanghai Airport to maintain the stability of global industrial chain and supply chain. At the same time, the on-site operational safety and mental health of airport staff are of our greatest concern. We continued to increase health awareness and psychological counseling for staff, building the fortifications of epidemic prevention and control in an all-round way.

## RO: What is your advice to young people in the aviation business?

Young people are the hope of the aviation industry and its future development needs more young people with ambition, knowledge, and talent. There are more than 10,000 young staff working at Shanghai airports.

If I am asked to give them advice, firstly I would expect them to diligently study new ideas, new technologies, new methods, and new skills. By mastering these, young people will do the job better. The second is to have the courage of innovating. Young people have active thinking and strong ability to accept new things. If young people could solve or improve the problems in a certain link of the aviation business process through active thinking and courageous innovation, they will surely make a great improvement in near future. Finally, I hope young people love their own job. Young people who

truly love the aviation industry they chose will burst out with continuous vitality, growing along with the development of the business and the industry.

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

What I am most proud of is our airport staff. Today's achievement is inseparable from the dedication of each employee, and inseparable from the ability and value of each individual. It is worth mentioning that, even though the Covid-19 epidemic has been basically under control in China, more than 7,000 employees of our two airports are still working at the front line of epidemic prevention and control, guarding the air portal of Shanghai and protecting the health and safety of the city.

## Reminder to Enter Young Executive Award 2021 Competition



The banner features a dark blue background with a geometric pattern of triangles and lines in shades of blue and gold. On the left, there is a circular logo containing the ACI Asia-Pacific Young Executive Award emblem, which depicts a stylized airport terminal and a plane. To the right of the logo, the text "ACI Asia-Pacific Young Executive Award 2021" is written in a large, white, sans-serif font. Below this, the title "Passenger Facilitation under Pandemic" is displayed in a bold, white, sans-serif font.

There's still time to enter this year's Young Executive Award competition! The deadline to submit papers is on or before Friday 4 December 2020 for assessment by a distinguished panel of judges. The topic this year is "Passenger Facilitation under Pandemic" and the [programme details](#) and the [application form](#) provide further detail.

The winner of the annual research paper competition will receive a cash award of US\$1,000 and a scholarship for the [Airport Operations Diploma Programme](#) (online self-study). As

incentive for nominating a candidate, ACI Asia-Pacific is offering the airport of the winning candidate an additional scholarship to any one ACI Global Training [Leadership and Management Professional Certificate Course](#), virtual or classroom (excluding travel fees).

The Young Executive competition encourages young talents in Asia-Pacific and the Middle East to contribute innovative solutions for current aviation industry issues.



## Other ACI Updates

# ACI and IATA Call for Urgent Industry-wide Support to Underpin Recovery



ACI World and IATA reinforced the urgent call for governments to use testing as a means to safely re-open borders and re-establish global connectivity and to prevent the systemic collapse of the aviation industry with non-debt generating financial support.

The dual measures would protect countries from the importation of COVID-19 cases, avert an employment crisis in the travel and tourism sector, and ensure that the critical aviation structure remains viable and able to support the economic and social benefits on which the world relies.

The Air Transport Action Group (ATAG) estimates that 46 million jobs are at risk because of the loss of connectivity caused by the COVID-19 crisis. The vast majority of these (41.2 million jobs) are in the travel and tourism sector which relies on aviation. The remainder (4.8 million jobs) are spread across direct employment in aviation, including airports and airlines.

The viability of the airline sector to support employment is being challenged by the severe



and prolonged fall in business:

- ACI estimates the airport industry will suffer a -60% reduction in revenues, reaching an unprecedented -\$104.5 billion.
- In June, IATA estimated that airline revenues will be down at least 50% (\$419 billion compared to \$838 billion in 2019).

Read the full [press release](#).

# Joint Middle East CAPSCA and WHO Meeting Open for Registration

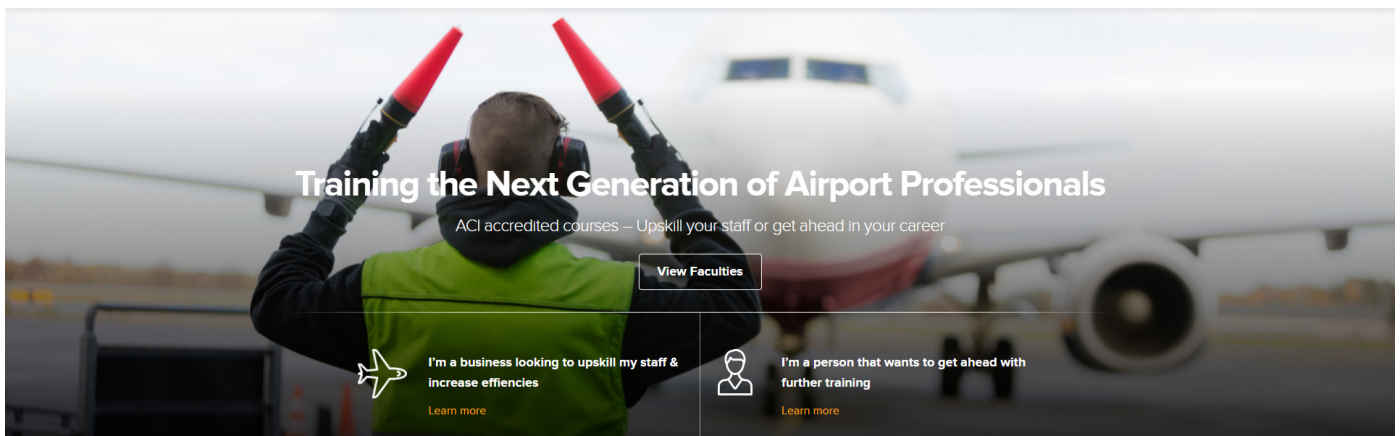
The Middle East Regional CAPSCA (Collaborative Arrangement for the Prevention and Management of Public Health Events in Civil Aviation) will meet virtually on **Wednesday 2 and Thursday 3 December from 11:00 - 13:00 UTC**. The meeting will discuss public health measures pertaining to COVID-19 and the associated ICAO, WHO and other international organizations' guidance and activities.

The meeting is organized in collaboration with the WHO, Regional Office for the Eastern Mediterranean (EMRO) and supported by ACI Asia-Pacific, IATA, CANSO, AACO, ACAO, and others.

ACI Asia-Pacific members in the Middle East who have interest in preparedness planning in the aviation sector are welcome to participate in this virtual meeting.

To receive a copy of the nomination form for attendance, please contact Mr. **Gary Leung**, Manager, Security and Facilitation, ACI Asia-Pacific.

# OLC Launches New Security for Airport Executives Course



The ACI Online Learning Centre (OLC) has launched a new **Security for Airport Executives** course for executives and managers who require an awareness and understanding of airport security and have a shared responsibility for creating an effective security culture at their airport.

The OLC is one of the world's leading aviation online training providers supporting airport operators to deliver training to thousands of airport professionals around the globe.

"We are delighted to add to our suite of online learning programs during such a difficult time for the industry," said Eddie Ragauskas Senior Manager ACI Online Learning Centre. "This course is part of a new suite of online courses that will

provide airport executives and leaders with knowledge in critical areas such as security, safety and operations."

Learners will gain an understanding of Establishing a Security Culture, Security Risk and Threat, The Global Aviation Security Environment, Airport Organization and Programmes, Finance, Airport Security Design, Recruitment, Quality Control, Human Factors and Contingency Planning.

**Register** before 31 December 2020 to receive a 20% discount on all courses.

## Members at a Glance

### SITA: Appreciation for Technology Positive Outcome from Pandemic

Like other businesses in the aviation sector, SITA has had to cope with the impact of the pandemic and its challenges. Jeannie Wong, Head of Communications and Events recently spoke with SITA's Vice President Catherine Mayer who is the primary liaison for airport industry organizations.

**JW: What have been some practical challenges faced by SITA colleagues in day-to-day work and what changes had to be made to adapt?**

CM: One of the biggest changes for SITA at the start of the crisis was adapting to "working from home" which most were able to do. Our SITA colleagues got very creative to ensure development, testing, and implementation at airport locations around the world continued without interruption. SITA employees even set up mini-replicas of the airport systems in their living rooms! SITA was able to continue with all work through remote tools and virtual meetings. These success stories have certainly helped to keep morale up and all of us connected to our global family.

Over the past few weeks, SITA offices around the world are slowly starting to reopen with a key focus on ensuring the safety of our employees. Nevertheless, there were many learnings from working remotely on how we can use technology to better collaborate and connect with our customers more regularly.

**JW: SITA has also been a strategic supporter and partner of the AMPAP programme, promoting development of professionals and executives for the advancement of the industry. How do you think the learning landscape will be reshaped as a result of the pandemic?**

CM: The good news is that many industry courses are already offered online so it was great when ACI reacted quickly to transform the key face-to-face AMPAP classes into virtual ones. The first-ever virtual Air Transport System class took



**SITA**

place in September and was very well received by the attending 10 airports from 5 countries. Being the Premier Sponsor for AMPAP has been a true win-win for both SITA and those taking the classes as we learn about each other's business and how to leverage IT. I would encourage all WBPs to join the courses to further develop their teams' knowledge of airports and to help airports learn about their businesses. The networking opportunities are invaluable.

**JW: All "gloom and doom" talk aside, have you seen any silver linings?**

CM: This year has not only been "talk" of doom and gloom. We have all experienced the physical and emotional impact of this pandemic, so one of the true silver linings is how technology has enabled us to be (virtually) together and remain connected. Sure, it gets tiring to interact with digital devices and computer screens, but it is a way to remain socially engaged and keep our businesses running. The other positive change is an overall appreciation of technology and how it can help us to adapt to the new normal we are all now living.

**SITA** is an ICT provider of integrated IT business solutions and communication services for the air transport industry, working closely with every sector of the community, innovating, developing, providing integrated airport technology systems. In this post-COVID era, SITA's focus is to deliver solutions that support industry recovery and rebuild passenger confidence.



# Membership Expands with Three Adani-operated Airports

Three airports operated by the Adani Group of India have become members of ACI Asia-Pacific. The airports are Adani Ahmedabad International Airport Limited, Adani Lucknow International Airport Limited and Adani Mangaluru International Airport Limited.

Under a public-private partnership agreement, Adani Enterprises, the flagship company of the Adani Group, was awarded concessionaire status in 2019. The handover of Mangaluru Airport and Lucknow Airport to the Adani Group has been completed and will be followed by Ahmedabad Airport later this week. Combined, the three new members served more than 19 million passengers in 2019.

“We extend a warm welcome to our new members in India,” said Stefano Baronci, Director



General, ACI Asia-Pacific. “We look forward to meeting their needs through our wide-ranging portfolio of policy and guidance materials, training and advocacy.”

With the addition of these airports, the ACI Asia-Pacific membership in India now stands at 9 airport members operating 129 airports.

## Meet New World Business Partner CAPA!



CAPA - Centre for Aviation is a source of market intelligence for the aviation and travel industry, providing news, analysis and data that businesses need to remain competitive. CAPA is part of the Aviation Week Network.

Since its establishment in 1990 in Sydney, Australia, CAPA has developed a global network of more than 100 aviation researchers and analysts located in Australia, New Zealand, Singapore, Hong Kong, India, the United Kingdom and the United States. CAPA provides members with access to more than 400 news briefs each day, as well as analysis reports, research publications and a comprehensive data centre with extensive company profiles, airline and



airport databases, and more.

CAPA host events and masterclasses in key markets throughout the year with high-caliber thought leaders.

Welcome to the ACI Asia-Pacific family!

Learn more on the [CAPA website](#).

## Did You Know



# Did you know Asia-Pacific and Middle East Airports Topped ACI's Airport Service Quality Awards in 2019?



We have all been hit by the force of COVID-19 in 2020, changing our lives from the way we socialize, eat, work and travel. Businesses across the board have stepped up customer-centric efforts by providing hand sanitizer, frequently cleaning in public areas, and more. In the aviation industry too, airports are prioritizing the health and safety of travelers to meet with the new normal.

Last week, ACI held a virtual celebration for this year's Airport Service Quality (ASQ) award winners, recognizing airports around the world that deliver the best customer experience in the opinion of their own passengers. The virtual celebration was held via an active social media campaign with the hashtags #ASQCustomerExWeek and #ASQAwards across digital channels.

This year, 84 individual airports from around the world won 140 awards, the largest-ever number of recipients.

The largest group of winning airports are from Asia-Pacific and the Middle East with twenty-nine airports receiving recognition for their outstanding customer service excellence. Singapore Changi Airport remained consistent in achieving multiple awards, securing its position as a leading airport in customer experience in Asia-Pacific. Oman Airports Management Company dominated the Middle East's success

with four awards.

Our Director General, Mr. Stefano Baronci said, "We appreciate and applaud these airports for their commitment to providing customer service at high standards to passengers during these very trying times with the COVID-19 outbreak."

As airports around the world continue to navigate the COVID-19 pandemic and plan for a sustained recovery, meeting the changing needs of customers and reassuring them that the customer experience has been tailored to their expectations will be crucial. The ASQ suite of solutions provides a trusted method of responding to passengers' changing needs through a 360-degree view of customer experience management. In the coming award, health and hygiene questions will be included to prevail the aviation industry to recover from the COVID-19 pandemic.

The Airport Service Quality programme is the world's leading airport customer experience measurement and benchmarking programme. The ASQ Departures programme measures passengers' satisfaction across 34 key performance indicators. In 2019, more than half of the world's 8.8 billion travelers passed through an ASQ airport.

# ASQ Departures Awards

## ASIA-PACIFIC

### <2M PASSENGERS

Depati Amir Airport - Pangkal Pinang City, Indonesia  
RH Fisabilillah Airport - Bintan, Indonesia  
Silangit Airport - Tapanuli, Indonesia

### 2-5M PASSENGERS

Chandigarh Airport - Chandigarh, India  
Husein Sastranegara Airport - Bandung, Indonesia  
Mangalore Airport - Mangalore, India  
SM Badaruddin II Airport - Palembang, Indonesia  
SS Kasim II Airport - Pekanbaru, Indonesia  
Supadio Airport - Pontianak, Indonesia  
Trivandrum International Airport - Thiruvananthapuram, India

### 5-15M PASSENGERS

Chaudhary Charan Singh Airport - Lucknow, India  
Cochin International Airport - Cochin, India  
Halim Perdanakusuma Airport - Jakarta, Indonesia  
Hohhot Baita International Airport - Hohhot, China  
Makassar International Airport - Sultan Hasanuddin - Makassar, Indonesia  
Sepinggan International Airport - Balikpapan, Indonesia

### 15-25M PASSENGERS

Bali International Airport - I Gusti Ngurah Rai - Bali, Indonesia  
Rajiv Gandhi International Airport - Hyderabad, India  
Sanya Fenghua International Airport - Sanya, China

### 25-40M PASSENGERS

Kempegowda International Airport - Bangalore, India  
Nanjing Lukou International Airport - Nanjing, China

### >40M PASSENGERS

Chhatrapati Shivaji International Airport - Mumbai, India  
Indira Gandhi International Airport - Delhi, India  
Shanghai Pudong International Airport - Shanghai Pu Dong, China  
Singapore Changi Airport - Singapore, Singapore

## Best Customer Service by Size

### <2M PASSENGERS

Depati Amir Airport - Pangkal Pinang City, Indonesia  
RH Fisabilillah Airport - Bintan, Indonesia  
Salalah Airport - Salalah, Oman  
Silangit Airport - Tapanuli, Indonesia

### 2-5M PASSENGERS

Chandigarh Airport - Chandigarh, India  
SM Badaruddin II Airport - Palembang, Indonesia  
SS Kasim II Airport - Pekanbaru, Indonesia  
Supadio Airport - Pontianak, Indonesia

### 5-15M PASSENGERS

Chaudhary Charan Singh Airport - Lucknow, India  
Halim Perdanakusuma Airport - Jakarta, Indonesia  
Hohhot Baita International Airport - Hohhot, China  
Sepinggan International Airport - Balikpapan, Indonesia  
Yinchuan Hedong Airport - Yinchuan, China

### 15-25M PASSENGERS

Bali International Airport - I Gusti Ngurah Rai - Bali, Indonesia  
Sanya Fenghua International Airport - Sanya, China

### 25-40M PASSENGERS

Kempegowda International Airport - Bangalore, India  
Nanjing Lukou International Airport - Nanjing, China

### >40M PASSENGERS

Chongqing Jianbei International Airport - Chongqing, China  
Singapore Changi Airport - Singapore, Singapore

## Most Improved

### ASIA-PACIFIC

Soekarno-Hatta International Airport - Jakarta, Indonesia

## Best Environment & Ambience

### <2M PASSENGERS

Depati Amir Airport - Pangkal Pinang City, Indonesia  
RH Fisabilillah Airport - Bintan, Indonesia  
Salalah Airport - Salalah, Oman  
Silangit Airport - Tapanuli, Indonesia

### 2-5M PASSENGERS

Chandigarh Airport - Chandigarh, India  
SM Badaruddin II Airport - Palembang, Indonesia  
SS Kasim II Airport - Pekanbaru, Indonesia  
Supadio Airport - Pontianak, Indonesia

### 5-15M PASSENGERS

Chaudhary Charan Singh Airport - Lucknow, India  
Halim Perdanakusuma Airport - Jakarta, Indonesia  
Hohhot Baita International Airport - Hohhot, China  
Sepinggan International Airport - Balikpapan, Indonesia  
Yinchuan Hedong Airport - Yinchuan, China

### 15-25M PASSENGERS

Rajiv Gandhi International Airport - Hyderabad, India  
Sanya Fenghua International Airport - Sanya, China

### 25-40M PASSENGERS

Kempegowda International Airport - Bangalore, India  
Nanjing Lukou International Airport - Nanjing, China

### >40M PASSENGERS

Chongqing Jiangbei International Airport - Chongqing, China  
Singapore Changi Airport - Singapore, Singapore

## Best Infrastructure and Facilitation by Size

### <2M PASSENGERS

Depati Amir Airport - Pangkal Pinang City, Indonesia  
RH Fisabilillah Airport - Bintan, Indonesia  
Salalah Airport - Salalah, Oman  
Silangit Airport - Tapanuli, Indonesia

### 2-5M PASSENGERS

Chandigarh Airport - Chandigarh, India  
SM Badaruddin II Airport - Palembang, Indonesia  
SS Kasim II Airport - Pekanbaru, Indonesia  
Supadio Airport - Pontianak, Indonesia

### 5-15M PASSENGERS

Chaudhary Charan Singh Airport - Lucknow, India  
Halim Perdanakusuma Airport - Jakarta, Indonesia  
Hohhot Baita International Airport - Hohhot, China  
Makassar International Airport - Sultan Hasanuddin - Makassar, Indonesia  
Sepinggan International Airport - Balikpapan, Indonesia

### 15-25M PASSENGERS

Bali International Airport - I Gusti Ngurah Rai - Bali, Indonesia  
Sanya Fenghua International Airport - Sanya, China

### 25-40M PASSENGERS

Kempegowda International Airport - Bangalore, India  
Nanjing Lukou International Airport - Nanjing, China

### >40M PASSENGERS

Beijing Capital International Airport - Beijing, China  
Singapore Changi Airport - Singapore, Singapore

# ASQ Arrivals Awards

## Best Airport Experience in Arrivals

Kempegowda International Airport - Bangalore, India



# The Voice of Asia-Pacific Airports



Airports Council International Asia-Pacific Region  
Unit 13, 2/F, Airport World Trade Centre  
1 Sky Plaza Road  
Hong Kong International Airport  
Hong Kong

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