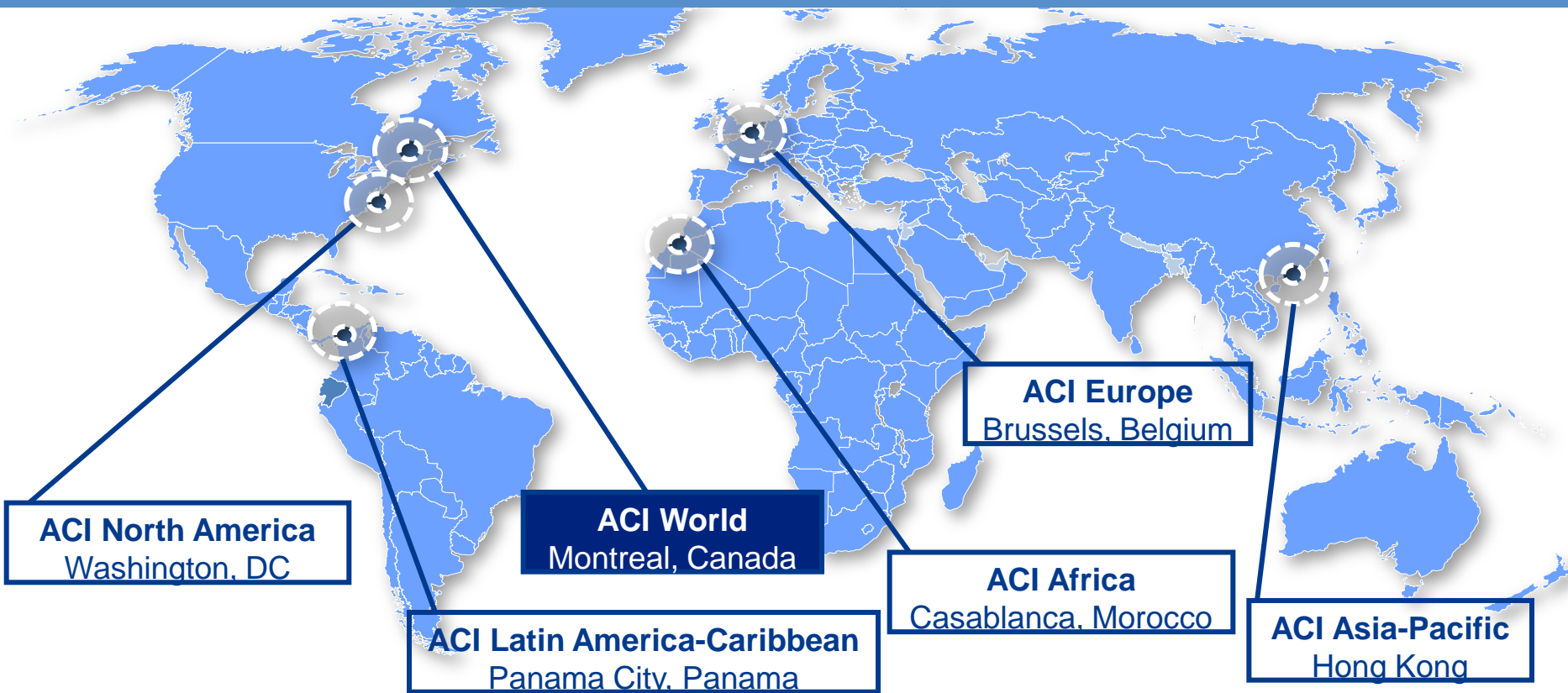# WORKING TOGETHER TO ENHANCE AIRPORT OPERATIONAL SAFETY

Anastasios Anagnostopoulos

Athens International Airport S.A.

WBA 2016 Conference, December 5th to 9th, Amsterdam

ACI WORLD AND REGIONAL OFFICES

ACI North America
Washington, DC

ACI World
Montreal, Canada

ACI Latin America-Caribbean
Panama City, Panama

ACI Europe
Brussels, Belgium

ACI Africa
Casablanca, Morocco

ACI Asia-Pacific
Hong Kong

Global Issues and Regulatory Bodies

Regional Issues and Regulatory Bodies

![ACI APEX Airport Excellence in Safety]

Safety

- Support ICAO on Annex 14 through the Aerodromes Panel
- Work on Annex 19 through the Safety Management Panel
- Develop best practices for Aerodrome Safety

ACI Developing Nations' Airports (DNA) Assistance programme

- Provides workshops, subsidized training and financial assistance for capacity-building activities for ACI members in developing nations
- Past seminar topics include Safety Management Systems, Security Quality Control and Airport Economics

Security

- The ACI World Security Standing Committee provides technical and policy guidance (e.g., LAGs, human factors and innovation in technology)
- Task forces provide detailed guidance on issues such as next-generation screening and facilitation
- ACI is working with IATA on Smart Security. A joint paper to the ICAO Aviation Security Panel was well received

Promoting Airport Excellence in Service Quality (ASQ)

- ASQ is the world's largest airport passenger satisfaction survey
- 300 airports .- >400,000 passengers interviewed per year
- 34 parameters measuring passenger satisfaction with facilities and services provided
- Measuring passenger satisfaction is increasingly important for economic regulators

Airport Environmental Sustainability

- The ACI World Environment Committee provides technical and policy guidance to help airports maintain harmony with their communities
- Reduce impacts of aviation re noise, emissions, air and water quality
- Airport Carbon Accreditation programme certifies airport achievement in reduction of carbon output

Airport Information Technology

- Optimizing the use of new technologies and protocols that achieve service improvements and cost efficiencies in airport processes
- Identifying best practices in the use of information and communication technology at airports
  - Launched the ACI Airport IT Security Programme
  - Participates at ICAO's MRTD

Economics and Statistics

- World's largest coverage of airport traffic and economic data:
  - Traffic: 1,950 airports worldwide
  - Economics: 695 airports worldwide
- Customized, monthly and yearly traffic data reporting
- Traffic forecasting by country and world region

ICAO Relations

- ACI seeks to build relations with ICAO at the Council, State and Secretariat and Regional levels
- ACI is a permanent Observer on the Air Navigation Commission
- ACI members and staff serve on ICAO committees, panels, working groups and task forces

Global Training

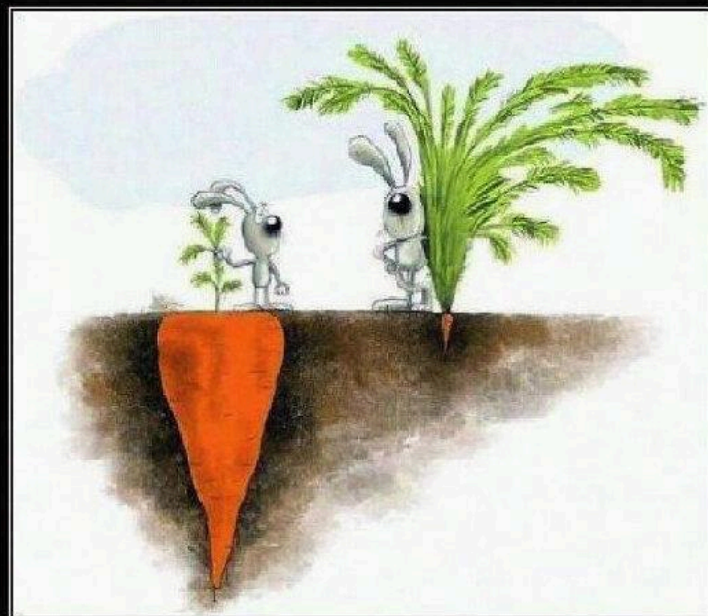# THE NEED FOR AIRPORT EXCELLENCE IN SAFETY (APEX)

- **ICAO Safety Audit Program (USOAP) results demanded an industry response**

- **APEX is ACI's response to the call-to-action to improve aviation safety worldwide**

- **Original Vision focused on supporting airports in developing countries with:**

  - Compliance with international standards

  - Aerodrome certification

  - Safety Management System (SMS) implementations

  - Training and Capacity development

- **Developed airports also recognized the opportunity and benefits of validating safety performance through peer reviews**

AIRPORT EXCELLENCE IN SAFETY (APEX)

Quick Facts:

- APEX was developed to support airports in identifying and mitigating safety vulnerabilities through peer reviews

- Provides guidance and facilitates improvements through mentoring, training and best practice exchanges to address identified gaps across entire operation

- Based on ICAO Annex 14 Standards and Recommend Practices (SARPS) and ACI Best Practices

- Cost recovery basis only, transportation and hospitality covered by Host airport and Safety Partners donate Safety Assessor time

APEX Philosophy

SUCCESS

it's not always what you see

APEX in Safety Benefits

- ✓ Tailored approach
- ✓ Measures that can be immediately implemented
- ✓ Access to global network of safety experts
- ✓ Practical application
- ✓ Action Plan
- ✓ Effective results within reach
- ✓ Appropriate solutions based on specific operational environment
- ✓ ICAO regulatory aspects covered
- ✓ Access to knowledge data base
- ✓ Access to documentation
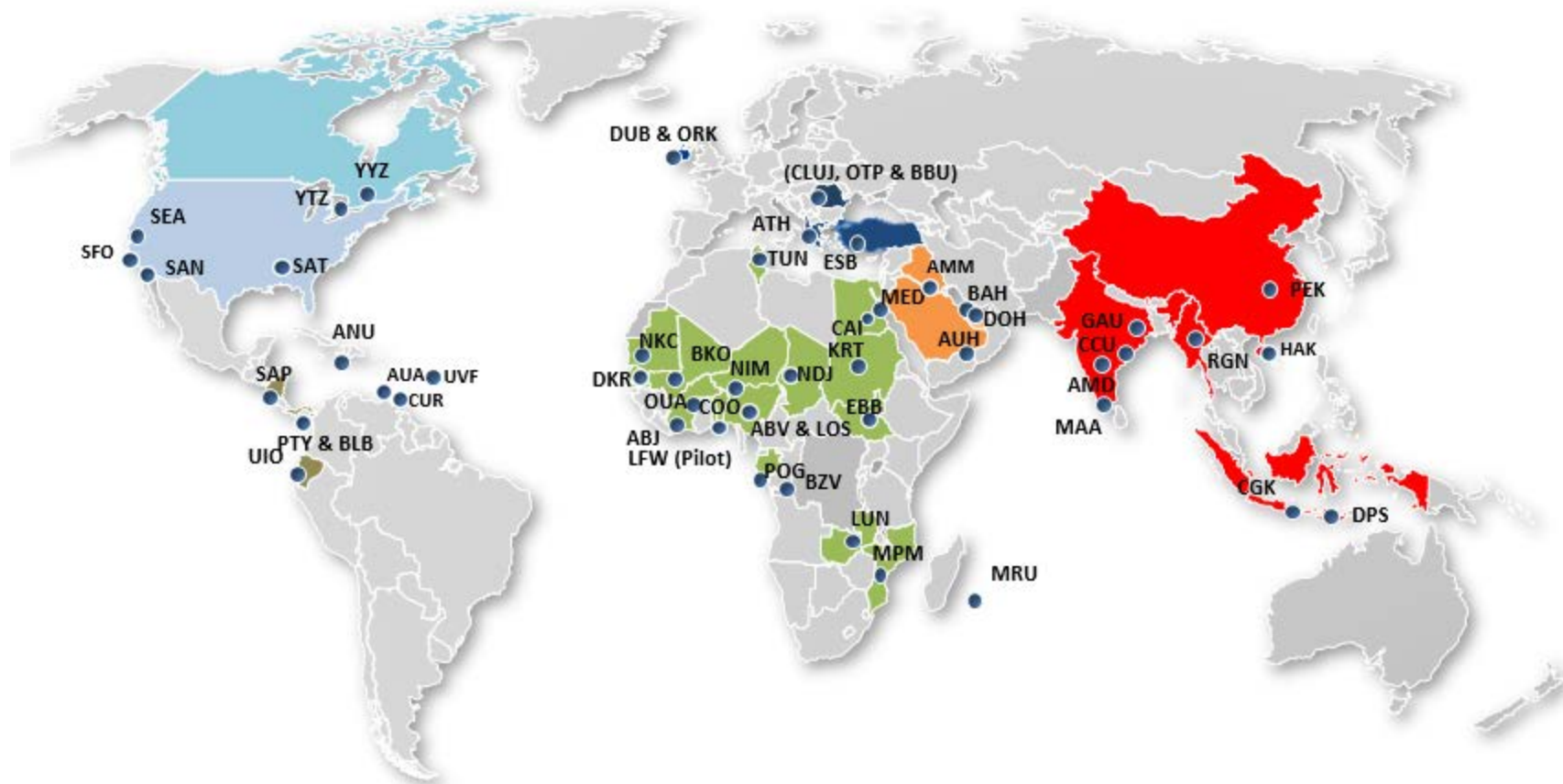- ✓ Guidance material provided by Airports Council International

APEX in Safety areas of review include

- **Runway Safety**
- **Safety Management Systems (SMS)**
- **Aerodrome Certification**
- **Wildlife Hazard Management**
- **Markings, Signs and Lighting**
- **Rescue and Firefighting**
- **Emergency Response**
- **Airside Driver and Vehicle Management**
- **Management of Ground Handlers**
- **Contractual and Legal Issues**

- **Improvement of AIP Documentation**
- **Low Visibility Procedure**
- **Obstacle Management**
- **Winter Operations**
- **FOD Management**
- **Movement Area Maintenance**
- **Movement Area Access**
- **Aerodrome Works Safety**
- **Apron Safety Management**
- **Removal of Disabled Aircraft**
- **Hazardous Material Handling**

Wildlife Management areas of review

- **General Observations on the Wildlife Hazard Management Plan**

- **The Wildlife Strike Hazard Reduction approach**

- **Risk Assessment**

- **Use of Proactive Techniques**

- **Use of Reactive Techniques**

- **Human Resources & Training**

APEX In Safety Reviews 2011-2016

AIRPORT EXCELLENCE IN SAFETY (APEX)

Conclusions:

- APEX is applicable to all sizes of airports and operations

    - Small regional airports to capacity constrained mega airports

- APEX is a collaborative and demonstrative way of improving safety performance

- APEX builds relationships worldwide and promotes open discussion on mutual areas of concern

    - Mentoring

    - Hosting

    - Best practice exchange

Leading, representing and serving the global airport community

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THANK YOU!