Panel 3: Innovations and Challenges in Ground Handling

Annual Safety Conference 2022
EASA Airport Safety & Environmental Sustainability through Innovation

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PANEL 3: INNOVATION AND CHALLENGES IN GROUND HANDLING

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INNOVATION – CARGO HANDLING

- BlueSpot
- Wifi communication
- 2D curtain scanner
- Navigation module touchscreen - HMI
- Front safety scanners (2x)
- Rear/ side safety scanners (2x)
- Navigation laser scanner
- MOVEBOX navigation module
- Warning lights
- Emergency stops (4x in total)

DG AutoCheck automatically checks the DGD against the DGR

Step 5: Validate Shipper’s Declaration
INNOVATION – DANGEROUS GOODS
Innovation and challenges in Ground Handling at Rome FCO

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By the end of 2000s first decade there were 8 GHSPs active at FCO, about 7000 units of GSE, severe social and business instability, very poor service quality. **All aspects highly damaging the reputation** of Italy’s biggest airport among customers.

Pursuant to article 6.2 of the GH Directive, the number of licenses at FCO were limited by the Italian CAA to 3 for Third Party SPs + 2 Self-handlers in 2014.

In 2015 an **international tender** was performed according to Article 11. **Three SPs were selected not on price criteria, but on Service Quality, Resources, BPs and Experience.** A special legal framework was established with the tender, so GHSPs and ADR entered in a contract with SLAs and penalties connected with not meeting the operating targets, which the “winning” SPs committed to.

The **three selected players became active in May 2016** and are entitled to operate seven years (exp. May 2023).

The new legal framework and competitive environment led to a dramatic improvement of safety and quality of GH services at FCO, reduced and renovated GSE fleets, with long-term partnerships between GHs and airlines and no signs of instability of GH businesses.

**Key Safety Performance Indicators:**
- A/C Ground damages - 49%
- V-V collisions - 41%
FCO top in the ranking of European hubs for passenger satisfaction over the last 5 years

Survey ACI World – "Airport Service Quality" (ASQ): Panel european airports >40M PAX «Overall Satisfaction» Index 2010-2021 FY

In 2013, Fiumicino:
- 6/6 peers (>40Mpxa/y)
- 72/75 european airports

In 2021, Fiumicino:
- 1/8 peers (>40 mpxa/y)
- 1/76 in EU

In 2022 Fiumicino was awarded the «ACI Europe Best Airport Award» in the category of European airports >40M Pax for the 4th in the last 5 years

International awards in various business areas

Panel EIR: >40Mpxa/y
Note: (1) APT1 joined >40Mpxa/y panel from 1QTR 2018; APT2 joined >40Mpxa/y panel from 2QTR 2017; APT6 joined >40Mpxa/y panel from 1QTR 2016;
As the 7-yr term is expiring, being still solid and demonstrated the safety case which recommends the presence of 3+2 GHSPs at FCO, a new tender has been launched in November 2022 for the selection of the 2023-2030 GHSPs at FCO.

The new tender is setting specific targets for GH sustainability and alignment to the NET ZERO 2030 strategy of ADR.

The multi-year perspective create stability and long-term partnership between airlines and GHSPs. Healthier balance sheets and regulated competition (no corner-cutting, binding SLAs) free up resources for investments in sustainable fleets, innovation and more training.
Open innovation

SUSTAINABILITY (NET ZERO 2030)
Identification and implementation of innovative solutions to operate the airport in a fully sustainable way

OPERATIONAL EXCELLENCE
Continuous improvement of operations to foster safety, resilience, efficiency and productivity

NEW OPPORTUNITIES
Identification of new opportunities for value creation and additional business

Continuous improvement of service quality
Call 4 Ideas launched annually on 6 major areas of airport innovation – “ADR RESTART”

First call saw interest of 530 start-ups and the active participation of 116 start-ups from all geographies.

10 were awarded with co-funding and entitled to operate in the new Innovation Hub.