

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



MODERATOR

Jim Gavin

*Director of People and Operations
Aviation Regulator
Irish Aviation Authority (IAA)*



Fabio Gamba

*Director General
Airport Services Association (ASA)*



Daniela Modonesi

*Ground Staff Committee Chair
European Transport Workers' Federation (ETF)*



Dave Rogers

*Head of Global Training
Swissport*



David Clark

*Head of Health, Safety, Security and Environment
Worldwide Flight Services (WFS)*



Ivan Bassato

*Chief Aviation Officer
Aeroporti di Roma (ADR)*



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Director General, Airport Services Association (ASA)

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INNOVATION - TRAINING




INNOVATION – CARGO HANDLING







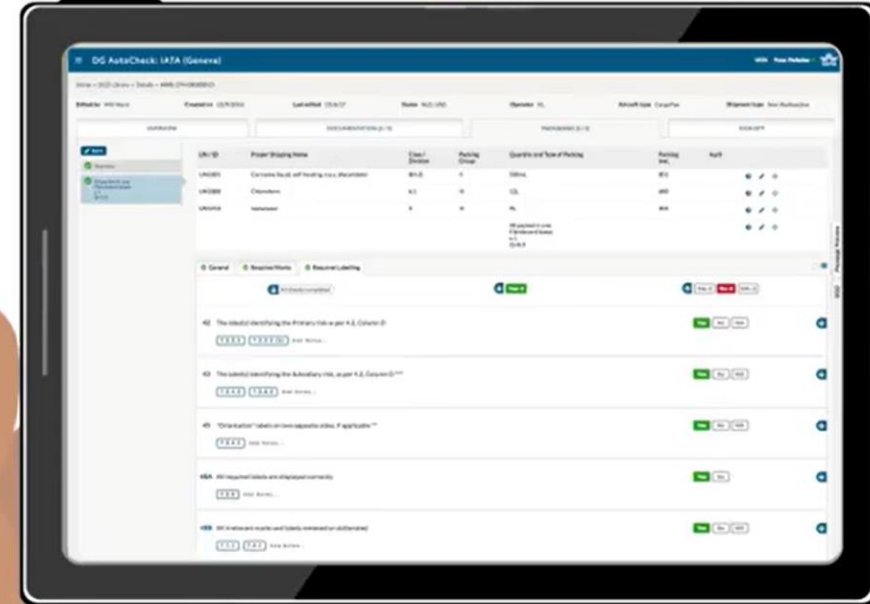

DANGEROUS GOODS
AutoCheck

DG AutoCheck automatically checks the DGD against the DGR



Step 5: Validate Shipper's Declaration



INNOVATION – DANGEROUS GOODS





Ivan Bassato

Chief Aviation Officer

Aeroporti di Roma

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Innovation and challenges in Ground Handling at Rome FCO

EASA Annual Safety Conference
Prague - Dec 1, 2022

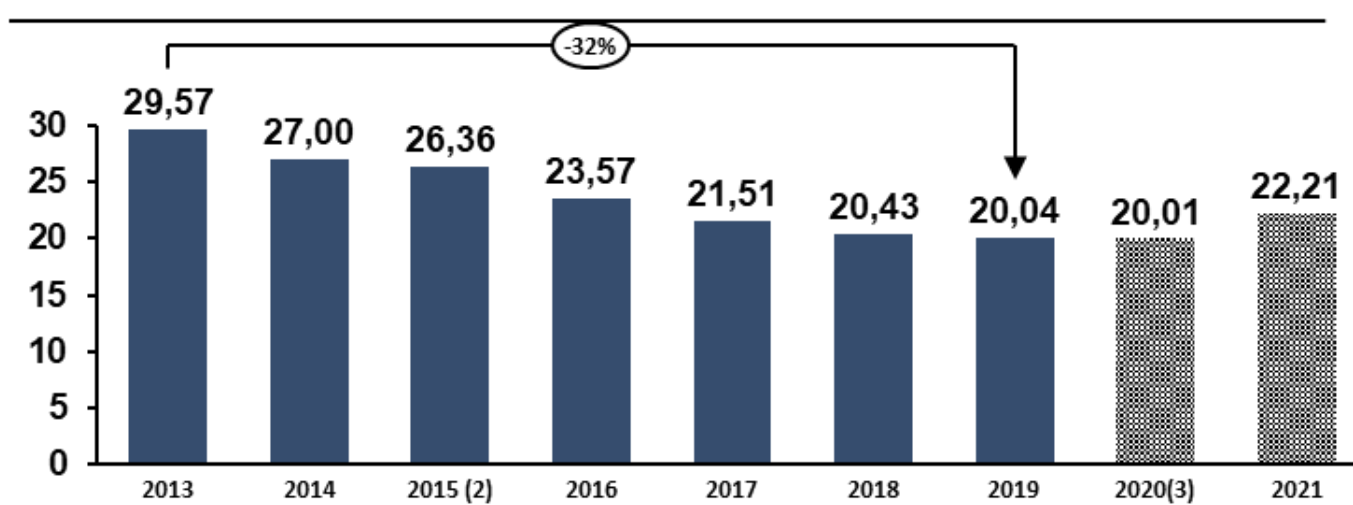


PEOPLE, ENVIRONMENT AND DEVELOPMENT FOR A CHANGING LAND

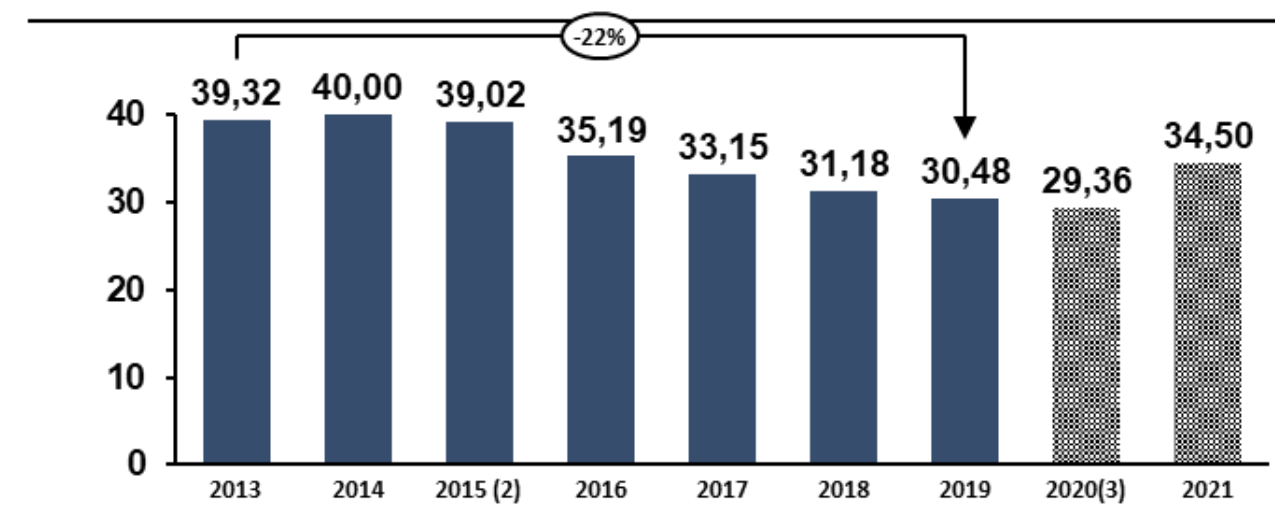


- By the end of 2000s first decade there were 8 GHSPs active at FCO, about 7000 units of GSE, severe social and business instability, very poor service quality. **All aspects highly damaging the reputation** of Italy's biggest airport among customers.
- Pursuant to article 6.2 of the GH Directive, **the 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.

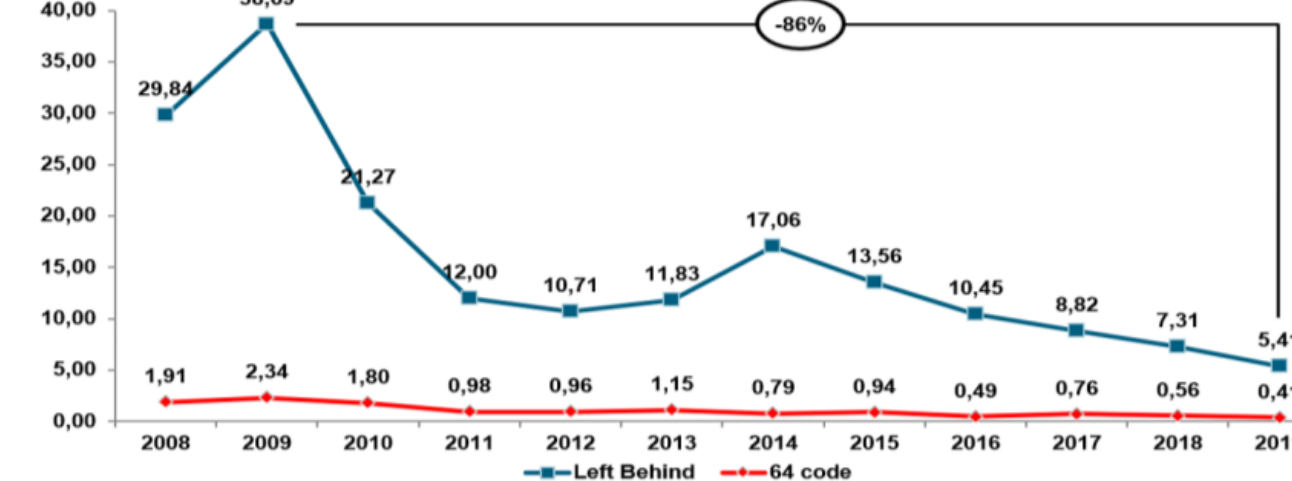
Baggage delivery - Domestic (min,sec; 90% of cases)



Baggage delivery - International (min, sec; 90% of cases)



Left Behind per anno/1000 Pax



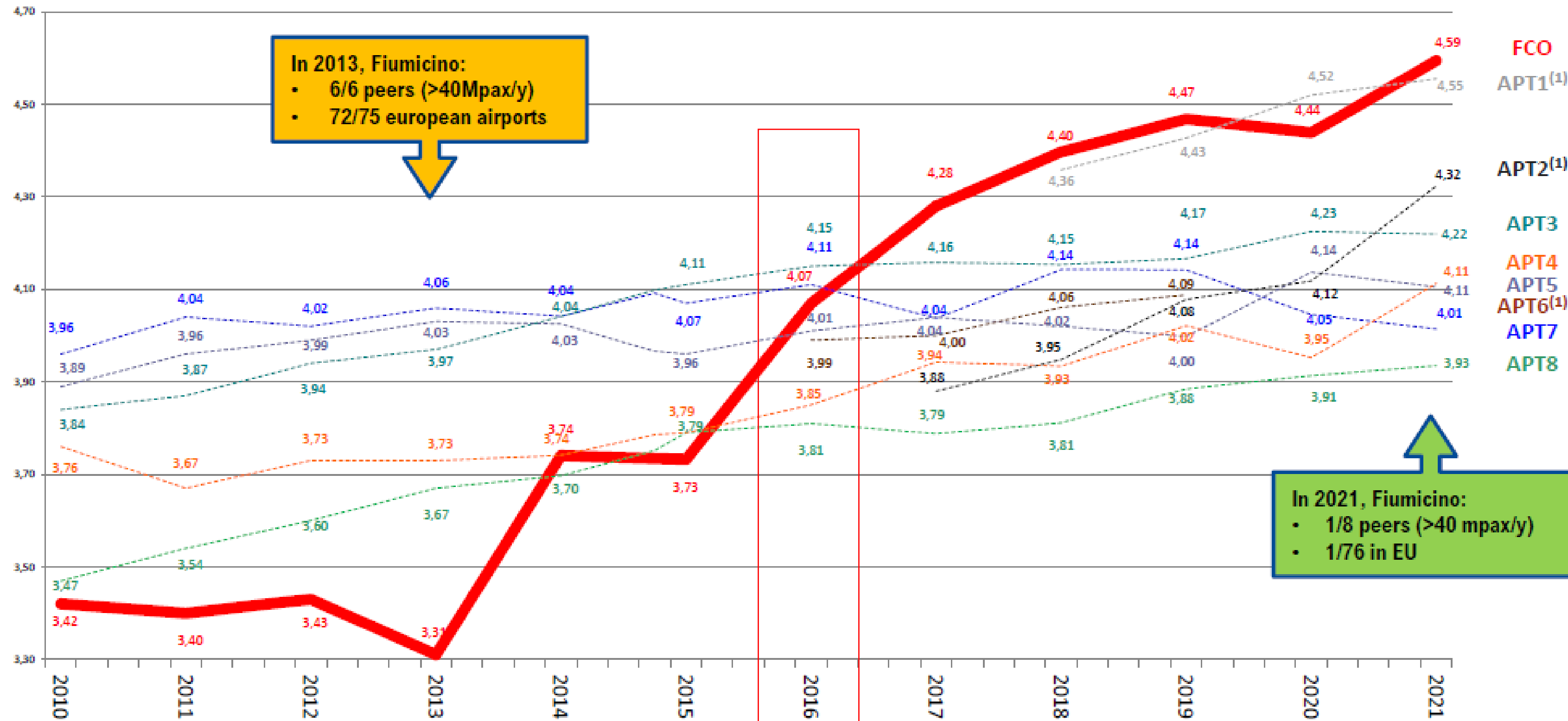
Key Safety Performance Indicators:

- **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 (>40M pax/y)
 • 72/75 european airports

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

International awards in various business areas

ROME FCO BEST AIRPORT
 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

INNOVATION	QUALITY
 2021 PLUG AND PLAY Corporate Innovation Award Future Travel Experience Award	 Dal 2017 2017-2021 World's most improved airport Best Airport Staff in Europe

SUSTAINABILITY	HEALTH
 2020 1° apt in EU	 1° apt world 1° apt world 1° apt In EU

Source: ACI World – Airports Council International: Airport Service Quality - Survey Report.
 Panel EUR >40M pax/y
 Note: (1) APT1 joined >40M pax/y panel from 1QTR 2018; APT2 joined >40M pax/y panel from 2QTR 2017; APT6 joined >40M pax/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.



GSE

2024
20% Electric/HVO

2026
50% Electric/HVO

2028
100% Electric/HVO





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



Continuous improvement of service quality

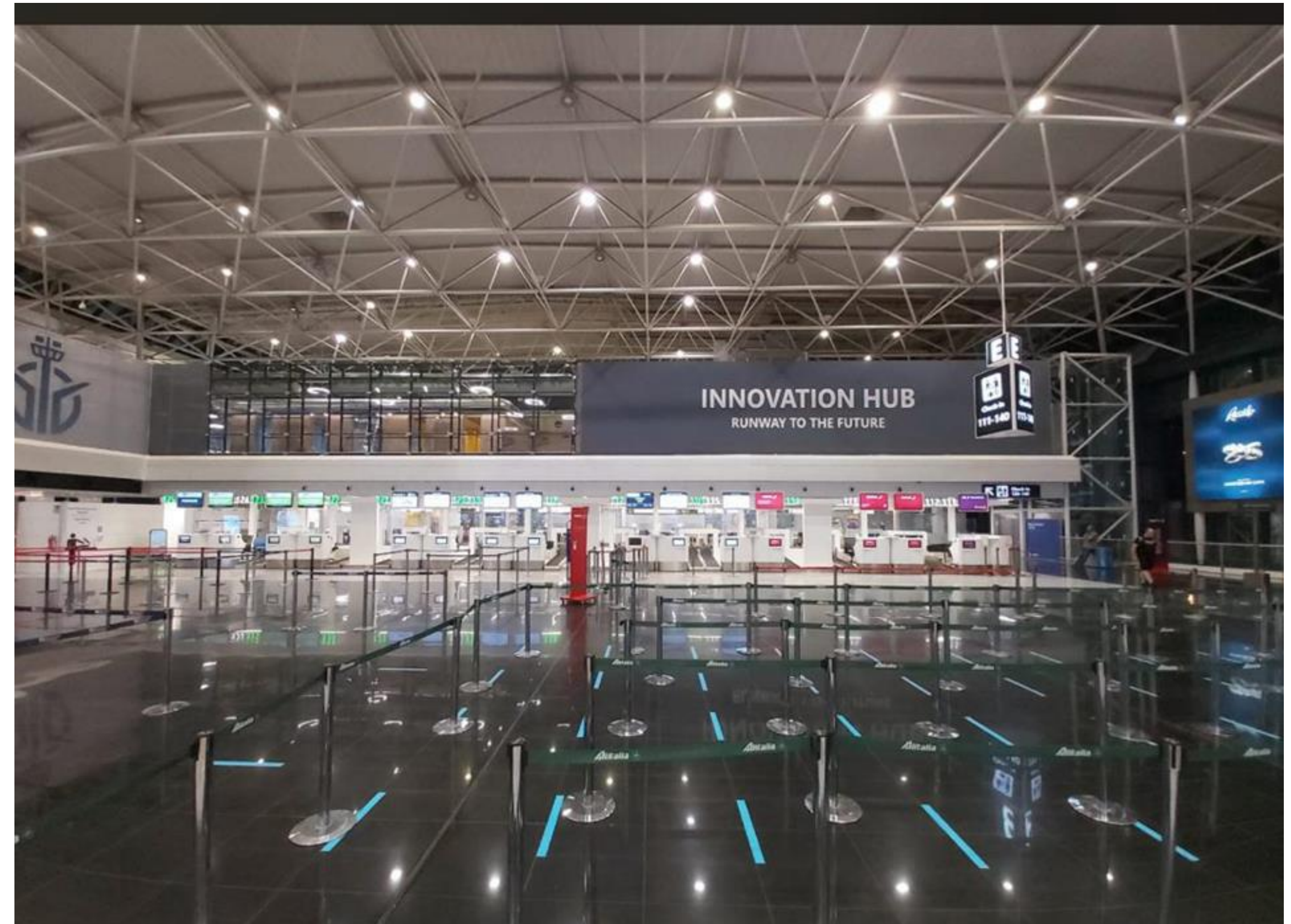
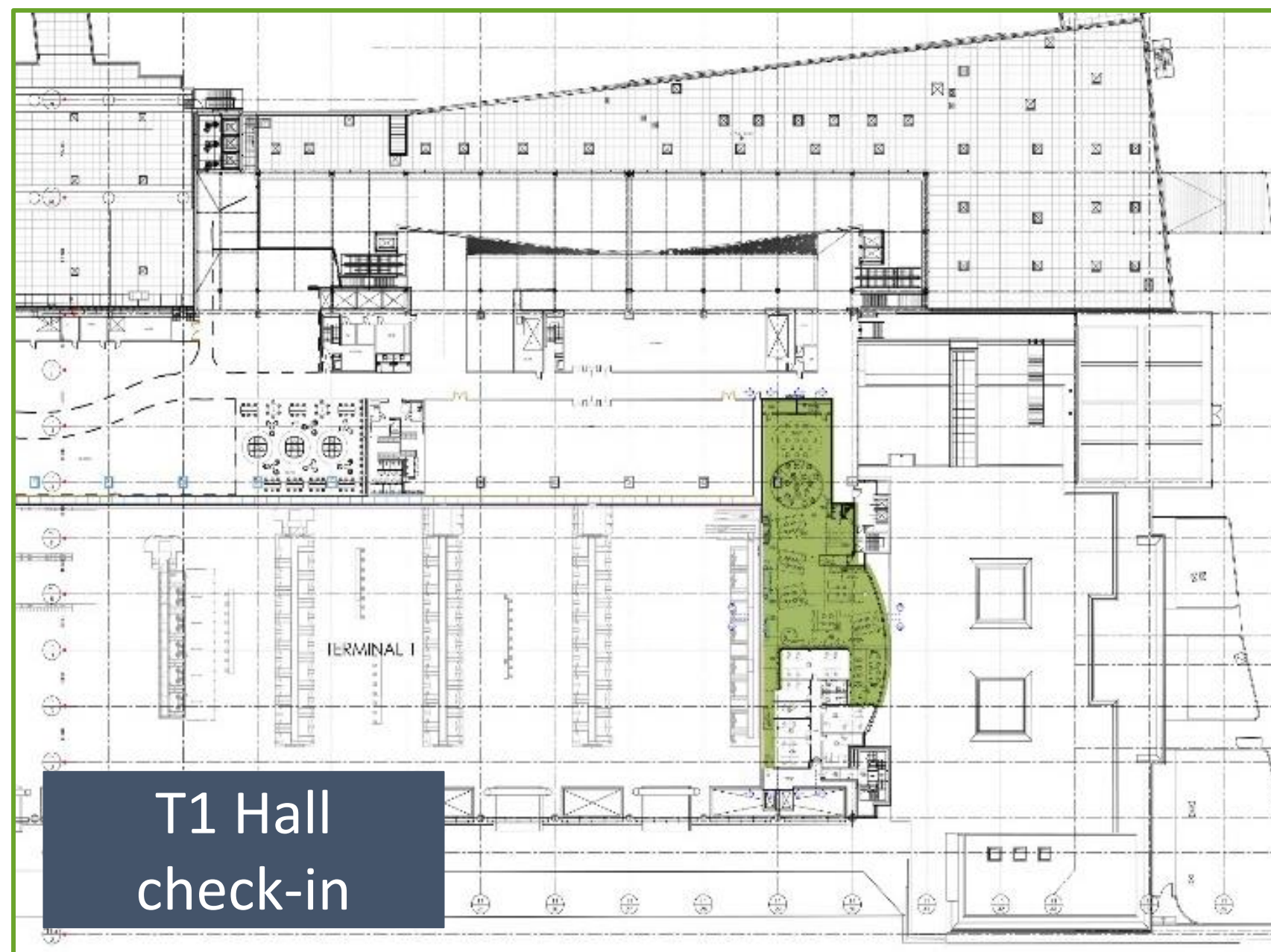


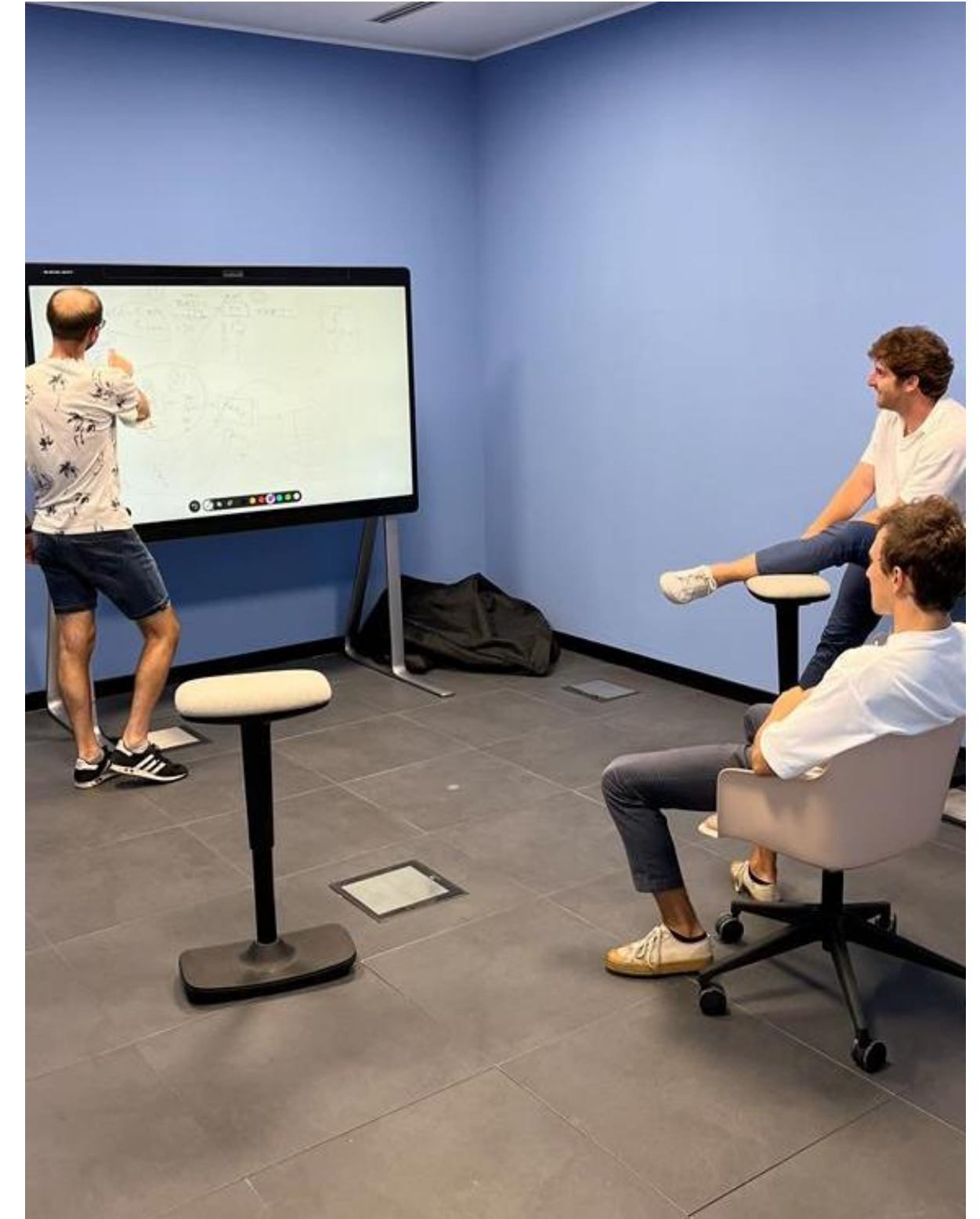
NEW OPPORTUNITIES

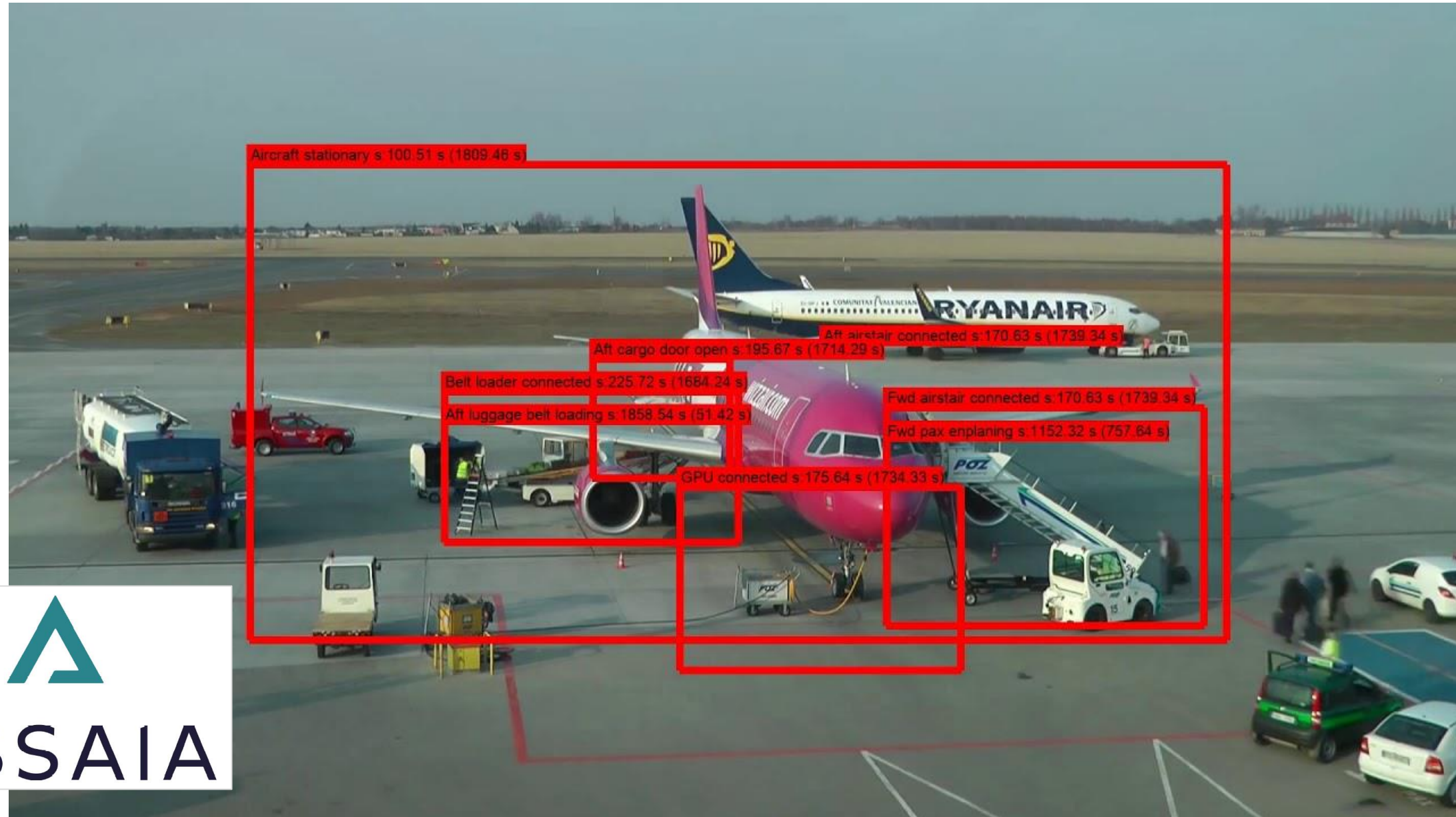
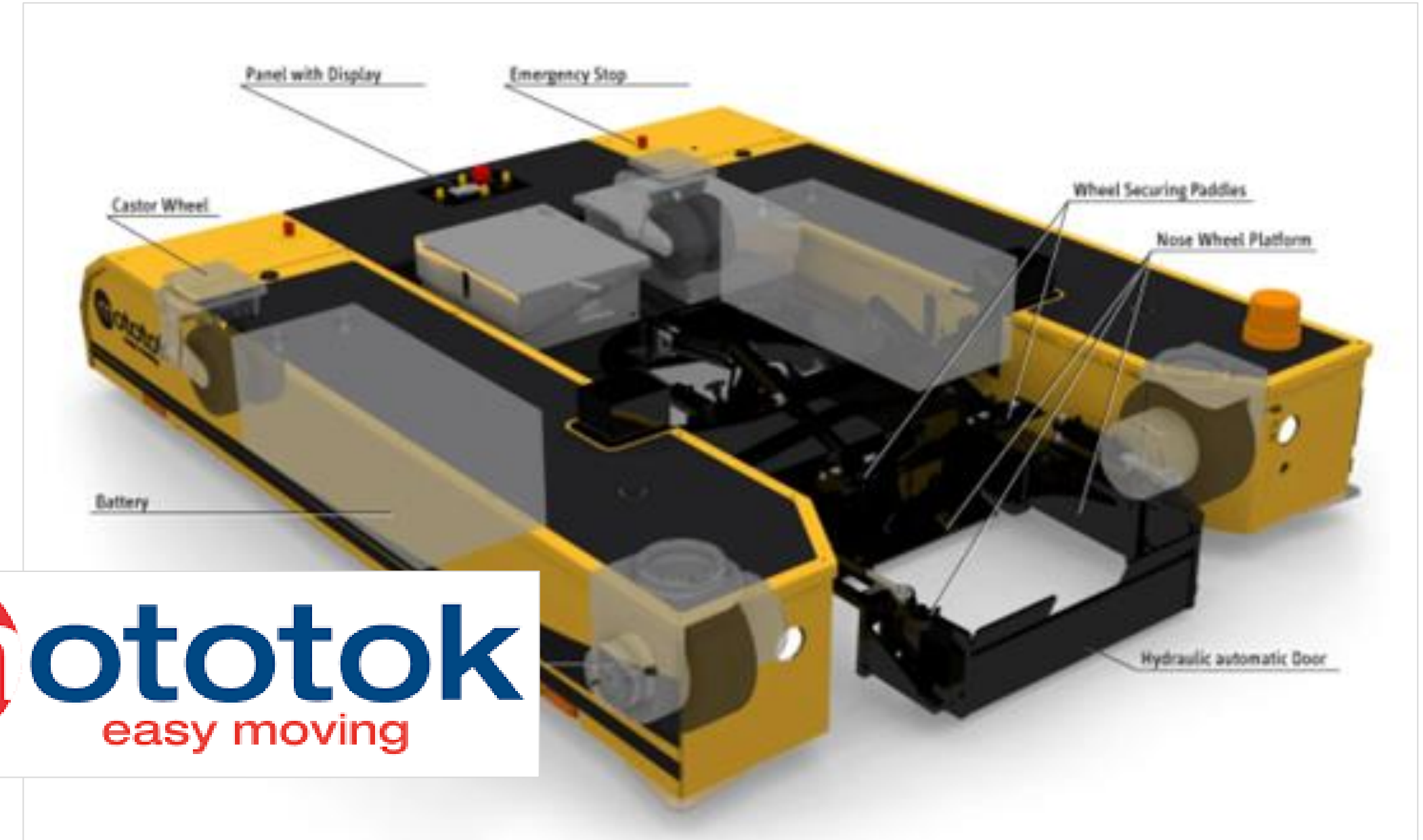
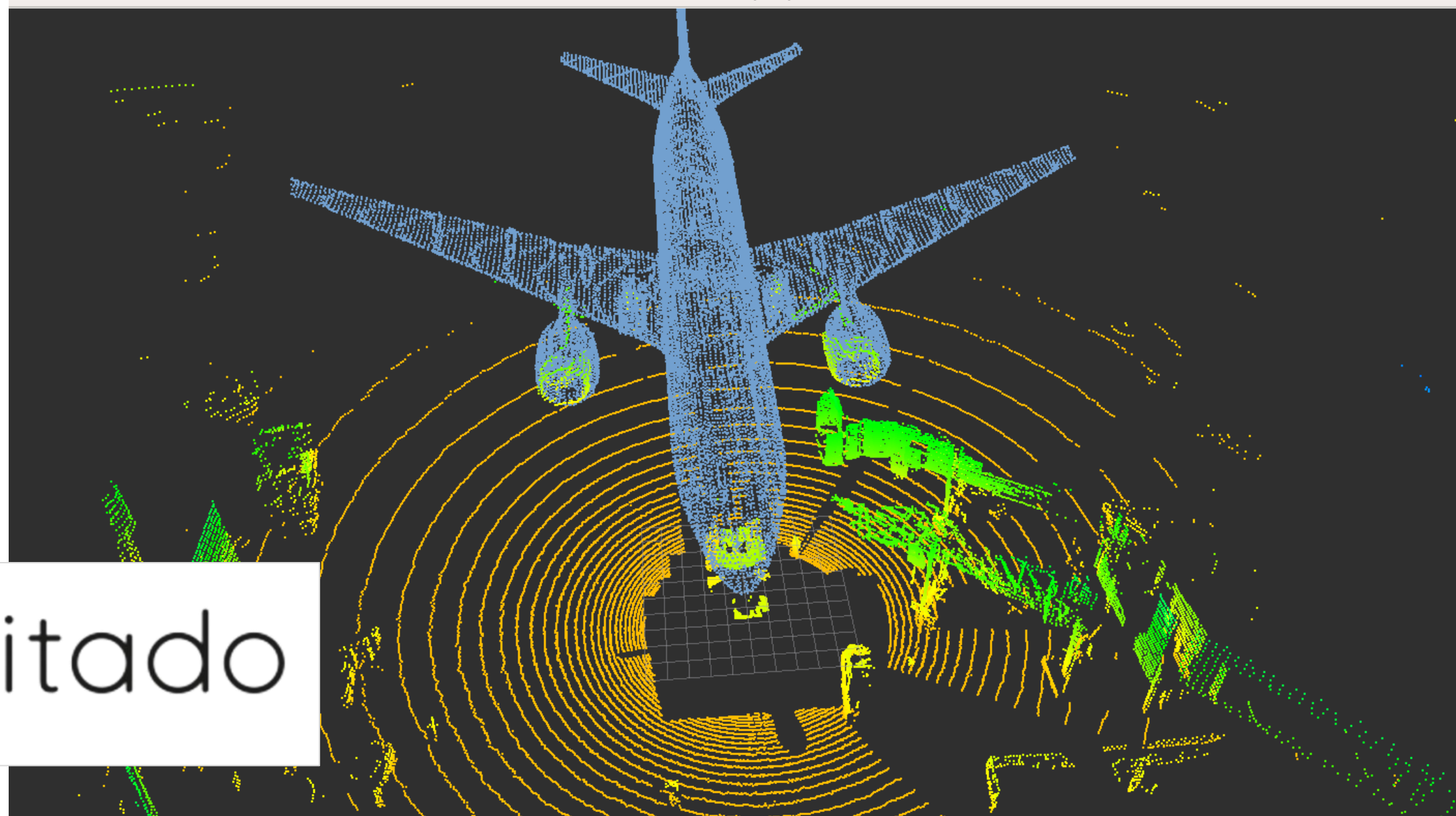
Identification of new opportunities for value creation and additional business



- 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**.







Aircraft stationary s 100.51 s (1809.46 s)

GPU connected s 175.64 s (1734.33 s)

AR cargo door open s 195.67 s (1714.29 s)

AR airstair connected s 170.63 s (1738.34 s)

Fwd airstair connected s 170.63 s (1738.34 s)

Fwd pax unloading s 1152.32 s (757.64 s)

AR luggage belt loading s 1858.54 s (91.42 s)

Belt loader connected s 225.72 s (1664.24 s)

