

ASIA-PACIFIC & MIDDLE EAST AIRPORTS

THE OFFICIAL MAGAZINE OF ACI ASIA-PACIFIC & MIDDLE EAST



IN THE SPOTLIGHT: CUSTOMER SERVICE

Issue 1, 2025

- Airport Profile: Delhi
- Special Report: The Region's ASQ Champions
- Plus: Sustainability, Route Development & New Technology





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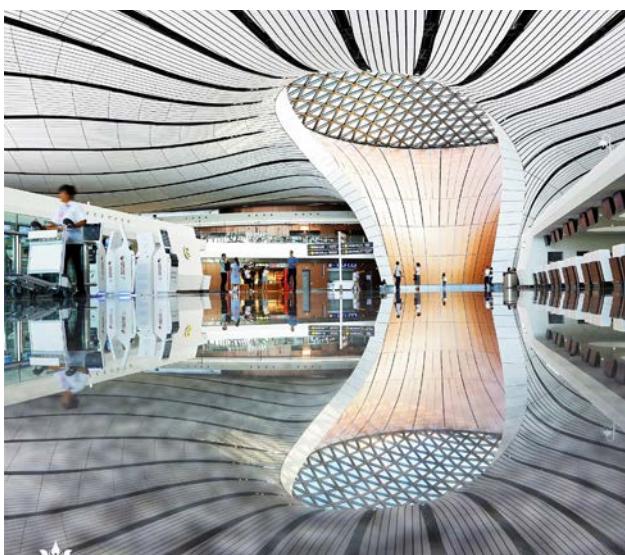
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ACI Asia-Pacific & Middle East (ACI APAC & MID) serves as the voice of 127 airport members, operating over 600 airports across 44 countries/territories in Asia-Pacific and Middle East. ACI Asia-Pacific & Middle East is head-quartered in Hong Kong and has a Middle East office in Riyadh (Kingdom of Saudi Arabia). ACI Asia-Pacific & Middle East represents the collective interests of airport members to promote professional excellence in airport management and operations. ACI Asia-Pacific & Middle East's mission is to advocate for policies and provide services that strengthen its members' ability to serve their passengers, employees and stakeholders.

ACI Asia-Pacific & Middle East key facts:

	127 AIRPORT MEMBERS		5 AFFILIATE AIRPORT MEMBERS
	604 OPERATED AIRPORTS		9 ASSOCIATE MEMBERS
	44 COUNTRIES/ TERRITORIES		104 BUSINESS PARTNERS

In 2023, ACI Asia-Pacific & Middle East airports handled 3.43 billion passengers and 51 million tonnes of cargo.



51
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VIEW FROM THE TOP

Director general, Stefano Baronci, reflects on a milestone year for aviation, a busy start to 2025, and looks forward to ACI Asia-Pacific & Middle East's Regional Assembly, Conference and Exhibition in Delhi.

The aviation industry marked a new milestone in 2024 with passenger traffic not only rebounding from the pandemic but exceeding pre-pandemic levels, signalling a new era of growth.

Asia-Pacific served an estimated 3.5 billion passengers in 2024, 3% more than in 2019, while the Middle East continued its upward trajectory, reaching an estimated 443 million passengers – a remarkable 9% growth over pre-pandemic levels.

Looking ahead, the momentum is set to continue. Between 2024 and 2043, global passenger traffic is expected to grow at a CAGR of 3.4%, reaching 17.7 billion passengers.

By 2053, this figure is projected to nearly double to 22.3 billion, reinforcing the need for long-term strategic planning. Asia-Pacific and the Middle East will remain at the forefront of this expansion, with passenger traffic in the region expected to surge from 3.5 billion in 2023 to an estimated 8.7 billion by 2042.

NEED FOR INFRASTRUCTURE DEVELOPMENT

Meeting this unprecedented demand requires substantial investment in airport infrastructure to ensure that they remain competitive in an evolving landscape.

To assess the region's readiness, we are conducting a survey on planned capital expenditure investments for the period 2025–2035. This initiative will provide a comprehensive overview of the investment scale required to support the aviation sector's growth over the next decade.

ENHANCING COMPETITIVENESS IN THE MIDDLE EAST

Recognising the Middle East's growing role in global aviation, we kick-started the year with a high-level workshop on the Competitiveness of Middle East Airports.

This gathering of airport CEOs and key industry leaders covered critical strategies to enhance airport competitiveness. With representatives accounting for over 90% of the region's air traffic, discussions focused on sustainability, technological innovation, and policy streamlining as key enablers of success.

A major takeaway from the workshop was the need to strengthen international tourism through a collaborative framework, ensuring equal engagement among all stakeholders, including airport operators.

As a follow-up, we represented our member airports at the Coordination Meeting of Airports CEOs in the Gulf, hosted by Riyadh Airports Company. The meeting saw participation from leading airports across the region and



addressed four key areas: Human Capital Development, ICT, Supply Chain, and Security & Safety.

LEADING THE WAY IN SUSTAINABILITY

Sustainability remains at the core of our industry's future. I am proud to state that we have made significant progress in our Net Zero Roadmap pilot programme.

King Khalid International Airport (KKIA) in Riyadh, operated by Riyadh Airports, became the first airport in the region to undergo an onsite assessment under this initiative.

The assessment was designed to thoroughly evaluate the airport's infrastructure, collect key data, engage stakeholders, and gain a comprehensive understanding of the airport's environmental landscape to guide strategic decision-making in the subsequent phases.

With the assessment complete, expert teams are now analysing data to develop a tailored Net Zero Roadmap for KKIA, offering a structured pathway to achieving net zero emissions.

This initiative complements the Airport Carbon Accreditation (ACA) programme, providing airports with practical, actionable solutions to reduce their carbon footprint.

ENHANCING SECURITY & KNOWLEDGE SHARING

Collaboration remains essential to strengthening airport operations. Together with ICAO, we co-hosted the Landside Security Webinar, bringing together key stakeholders to address critical security challenges.

The discussions focused on issues such as crowd management and infrastructure constraints, while also highlighting best practices in aviation safety.

LEADERSHIP TRANSITION

ACI APAC & MID is stepping into a new chapter under the leadership of SGK Kishore, the executive director and chief

innovation officer of GMR Hyderabad Airport, who has taken over as our president.

His leadership coincides with the upcoming Regional Assembly, Conference and Exhibition in New Delhi from April 15-17, 2025, and hosted by GMR Delhi Airport.

India, as a dynamic aviation market, presents a prime opportunity to bring global aviation leaders together to discuss the future of the industry.

Further strengthening capacity building efforts, we are organising a Workshop on Environmental Communications to equip airport communications teams with strategies to address sustainability concerns and enhance collaboration between departments for credible and transparent messaging.

EXPANDING AIR CONNECTIVITY

Our Air Connectivity programme continues to serve as a valuable benchmark for airports, helping them assess and improve their connectivity rankings.

To further expand the programme's scope, we are co-organising the Air Connectivity Conference in Shanghai on May 28, 2025, in partnership with the China Civil Airports Association, and hosted by Shanghai Airport Authority. This event will provide a platform for airports to explore strategies for enhancing air connectivity.

LOOKING AHEAD

The aviation industry is at the cusp of massive growth, and our role as an industry association is more critical than ever. We remain committed to driving sustainable growth, strengthening regional collaboration, and ensuring that our airports are well-prepared for the future.

Through capacity building and knowledge sharing, we can collectively make the aviation industry resilient, competitive, and primed for long-term success.

REGIONAL UPDATE

ACI Asia-Pacific & Middle East's manager for communications and brand marketing, Yuman Lau, provides the quarterly news round-up.

ADDRESSING DRONE INTRUSIONS AND LANDSIDE SECURITY CHALLENGES



ACI Asia-Pacific & Middle East (ACI APAC & MID) addressed airport security challenges, focusing on landside attacks and drone intrusions at the 9th Annual Technical and Operational Meeting (ATOM) of CASP-AP in Ulaanbaatar, Mongolia.

Hosted by the Civil Aviation Authority of Mongolia, ICAO-led CASP-AP supports aviation security compliance in the Asia-Pacific region.

The meeting attracted 40+ representatives to discuss training, capacity-building, and CASP-AP priorities.

ACI Asia-Pacific & Middle East's senior manager of security and facilitation, Gary Leung, emphasised the need for stronger collaboration between airport operators and regulators to enhance security frameworks.

Landside security remains a critical challenge for airports due to the complexities of managing large crowds, infrastructure design constraints, and the need for co-ordination between multiple stakeholders during emergencies.



HIGH-LEVEL MEETINGS IN NEW DELHI

ACI APAC & MID director general, Stefano Baronci, met with India's Civil Aviation Secretary, Vumlungmang Vualnam, alongside ACI APAC & MID president, SGK Kishore, earlier this year.

They discussed strengthening India's leadership in global aviation and its potential to set industry benchmarks.

Baronci also met with Vipin Kumar, chairman of the Airports Authority of India, to discuss environmental sustainability and industry advocacy. The day concluded with a strategic session between Stefano Baronci and SGK Kishore, reviewing the association's roadmap and planning the next steps to enhance airport competitiveness across the region.

NET ZERO ROADMAP LAUNCHED AT KING KHALID INTERNATIONAL AIRPORT

King Khalid International Airport (KKIA) in Riyadh, Saudi Arabia, operated by Riyadh Airports Company, is the first in the region to undergo an onsite assessment under ACI APAC & MID's Net Zero Roadmap pilot programme, advancing sustainability efforts.

Following an October 2024 agreement with Riyadh Airports Company, ACI APAC & MID conducted the assessment in January 2025, led by experts from

To70 and Ken Lau, ACI APAC & MID's head of sustainability. The review evaluated infrastructure, gathered data, and engaged stakeholders to guide decarbonisation strategies.

Next, the team will develop a tailored roadmap to help KKIA achieve net zero emissions by 2050, outlining carbon reduction pathways, governance frameworks, CAPEX planning, and implementation strategies.



DRIVING AIRPORT COMPETITIVENESS

Top airport leaders from across the Middle East, representing over 90% of the region's air traffic, gathered in Abu Dhabi to discuss strategies for enhancing airport competitiveness.

Hosted by Abu Dhabi Airports, the discussions centred on sustainability, technological innovation, and streamlined policies as key growth enablers.

Leaders also emphasised the importance of fostering international tourism through equal engagement among all stakeholders, including airport operators.

ACI Asia-Pacific & Middle East remains committed to supporting this vision through advocacy, resources, and a collaborative platform to drive meaningful progress.



ENGAGING GULF AIRPORT LEADERS

ACI APAC & MID was honoured to represent member airports at the Coordination Meeting of Airports CEOs in the Gulf, hosted by Riyadh Airports Company.

Ilia Lioutov, head of economics and Middle East Office, joined airport leaders from Riyadh, Oman, Doha, Jeddah, Sharjah, Cluster2, Dammam, NEOM, and Bahrain to discuss key priorities.

The meeting focused on four working groups established in Muscat: Human Capital Development, ICT, Supply Chain, and Security & Safety.

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* WGB member

**Regional Advisor on WGB

ACI'S GLOBAL LEADERS VISIT HONG KONG



ACI APAC & MID had the privilege of hosting ACI's global leaders in Hong Kong to align on key priorities and enhance strategies for supporting airport members and World Business Partners.

At the heart of our discussions was a shared commitment to ensure that ACI continues to deliver value, stronger industry influence, and meaningful support to the airport community across the globe.

WAITSC MEETING ADVANCES SMART AIRPORT TECHNOLOGIES

The 28th ACI World Airport IT Standing Committee (WAITSC) meeting, hosted by Airport Authority Hong Kong in late February, brought together airport IT leaders from key aviation markets.

Among the 30 members in attendance were representatives from key Asia-Pacific and Middle East airports such as Beijing, Changi, Hong Kong, Narita, Nagoya, Sharjah and Shenzhen.

Vivian Cheung, acting CEO of Airport Authority Hong Kong, opened the event, highlighting how post-pandemic trends have accelerated the adoption of digital technology.

Representing ACI APAC & MID, Ken Lau, our head of sustainability, provided a regional update and presented survey findings on unmanned aircraft systems. Discussions covered AI, cybersecurity, biometrics and IT training, reinforcing ACI's commitment to aviation technology and innovation.

ACI APEX ENVIRONMENTAL REVIEW IN SAUDI ARABIA



The region's first ACI Airport Excellence (APEX) environmental review was hosted by Jeddah Airports Company and conducted at King Abdulaziz International Airport, in Saudi Arabia, from February 16-20, 2025.

In collaboration with experts from Queen Alia, Athens and Helsinki airports, and ACI APAC & MID, the review assessed the airport's environmental impact, ensuring compliance with regulations while sharing best practices.

APEX in Environment helps airports identify risks, improve sustainability initiatives, and enhance infrastructure. The programme provides tailored recommendations to enhance existing initiatives and infrastructure, supporting airports in advancing their environmental sustainability.

LANDSIDE SECURITY WEBINAR FOR THE MIDDLE EAST

ACI APAC & MID and ICAO co-hosted a Landside Security Webinar in February that brought together 30+ representatives from regulators, airports and airlines to discuss security challenges and solutions.

Opening the session, ICAO Middle East's deputy regional director, Mohamed Smaoui, highlighted the growing threat of landside attacks and the urgent need for stronger protective measures. The three-hour webinar fostered knowledge exchange and explored innovative approaches to enhance airport landside security.

Gary Leung, ACI Asia-Pacific & Middle East's senior manager for security and facilitation, represented the association at the webinar.

His presentation highlighted some of the major safety and security challenges faced by airports across the region and, indeed the world. The ever evolving list of challenges, he noted, included the gathering of crowds inside the terminal building, limitations in infrastructure design, co-ordination with multiple stakeholders for emergency response, and insufficient blast mitigation measures.



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SMART THINKING!

Newly appointed president of ACI Asia-Pacific & Middle East, SGK Kishore, aims to position airports as key drivers of economic growth while prioritising resilience, efficiency, and seamless passenger experiences, writes Sunil Subbaiah.

CONGRATULATIONS ON YOUR APPOINTMENT AS PRESIDENT OF ACI ASIA-PACIFIC & MIDDLE EAST. HOW DO YOU ENVISAGE YOUR LEADERSHIP SHAPING THE REGION'S AIRPORT INDUSTRY?

I am honoured to serve as president of ACI Asia-Pacific & Middle East for the next two years. First of all, I want to acknowledge the outstanding leadership of my predecessor, Emmanuel Menanteau, who steered the association through unprecedented challenges and championed initiatives that have strengthened our airports and the wider aviation community.

Building on this strong foundation, my focus is on driving progress – enhancing air connectivity, innovation, and advocating for policies that support airport growth while ensuring resilience, sustainability, security, and safety.

Airports are more than infrastructure; they are engines of socio-economic development, connecting businesses, communities, and people. Technology and sustainability must be at the heart of this transformation. By embracing innovation, we can enhance the passenger experience and make air travel more seamless.

GIVEN THE DIVERSE CHALLENGES AND OPPORTUNITIES IN THIS REGION, WHAT ARE YOUR TOP THREE PRIORITIES AS ACI APAC & MID PRESIDENT?

The aviation sector will undergo tremendous transformation over the next 10 years, and airports must embrace innovation to stay ahead. Innovation is the key and disruptive advancements across all levels will be essential.

As airports in our region enter a new era of growth, our focus areas will be sustainability, smart connectivity, and infrastructure development.

Sustainability: Airports must integrate innovation-driven strategies to expand responsibly while safeguarding the environment. Through initiatives like the Airport Carbon Accreditation programme and the Net Zero Roadmap, we are committed to driving innovative solutions that help airports reduce emissions, transition to cleaner energy, and build long-term climate resilience.

Seamless and efficient smart connectivity: Seamless travel is equally critical as passengers expect fast and secure journeys. Technology and new processes are critical



*Delhi's Indira Gandhi International Airport.
Image courtesy of Zoshua Colah on Unsplash.*

enablers to boost connectivity. Wider use of biometrics, Artificial Intelligence and digital identity at airports and smarter procedures, such as the adoption of one-stop security or VISA-free policies can significantly benefit passengers. Cybersecurity will remain a key focus, ensuring airports are protected against digital threats.

New infrastructure: With air traffic in Asia-Pacific and Middle East set to triple by 2042, significant infrastructure investment is needed. Our goal is to work with governments and industry partners to ensure airports are equipped to meet future demand and sustain long-term growth.

WITH AIR TRAVEL DEMAND SET TO SURGE OVER THE NEXT TWO DECADES, HOW CAN AN AIRPORT CHARGES FRAMEWORK BE STRUCTURED TO DRIVE ESSENTIAL INFRASTRUCTURE INVESTMENT WHILE ENSURING LONG-TERM ECONOMIC SUSTAINABILITY FOR AIRPORTS?

Airports are infrastructure-intensive businesses with high fixed costs tied to maintaining and expanding essential facilities. Unlike airlines, which can adjust ticket prices based on demand, airports levy charges that are regulated at national level and rely on stable revenue streams to fund long-term projects.

With air travel demand set to surge over the next two decades, expansion and modernisation are more critical than ever. New terminals, extended runways, advanced technology, and sustainability initiatives require significant investment to keep pace with growth while ensuring efficiency and safety.

A financially viable airport charges model is key to meeting these demands without compromising service quality. It is also important to dispel a popular misconception – airport charges have minimal impact on airfares. They make up less than 5% of an airline's cost base, and ticket prices are determined by factors like fuel costs, market demand, and competition.

A fair and sustainable charging framework allows airports to invest in the future but also enable them to remain economically sustainable.

HOW WOULD YOU PRIORITISE SUSTAINABILITY IN ASIA-PACIFIC AND THE MIDDLE EAST REGIONS?

My priority is to accelerate the journey of airport decarbonisation across four key areas. First, we are scaling up Airport Carbon Accreditation, driving broader participation. With nearly 100 airports in our region joining the programme and 34 already committed to net zero before 2050 – some targeting 2030 – progress is well underway.

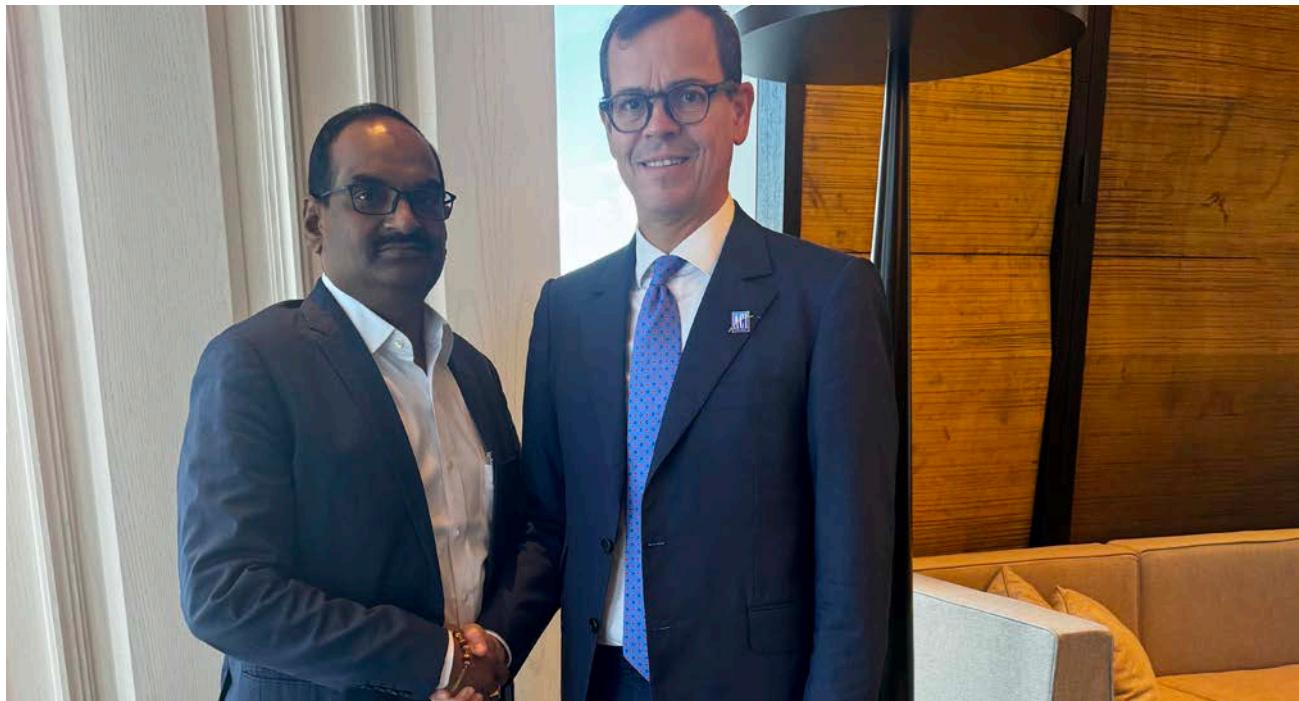
Second, we are championing the Net Zero Roadmap – an on demand programme – supporting airports with strategy to transition toward net zero.

Airports must also evolve into energy hubs, integrating renewable energy, SAF infrastructure, and hydrogen technology to support the industry's green transformation. Our upcoming Climate Adaptation Study will provide risk assessment tools and resilience strategies to help airports prepare for future challenges.

HOW DO YOU PLAN TO HELP AIRPORTS IN ASIA-PACIFIC & THE MIDDLE EAST BUILD RESILIENCE AND SUPPORT ECONOMIC RECOVERY IN THE POST-PANDEMIC WORLD?

As aviation rebounds, airports in Asia-Pacific & the Middle East must reinforce their role as economic and social engines. Strengthening resilience means embracing innovation, diversifying revenue streams, and driving sustainability.

Smart technology, automation, and AI will enhance efficiency and passenger experience, while new business models beyond aeronautical revenue will ensure financial stability. Collaboration across the industry is key to long-term growth, supported by a skilled and adaptable workforce ready for the future.



AIR CONNECTIVITY IS A KEY DRIVER OF ECONOMIC GROWTH. WHAT ROLE SHOULD ACI PLAY IN ENHANCING CONNECTIVITY ACROSS ASIA-PACIFIC AND THE MIDDLE EAST?

Air transport is a cornerstone of economic growth, supporting 46 million jobs and contributing \$1.18 trillion in GDP across Asia-Pacific and the Middle East, according to the latest assessment from ATAG related to 2023 (a year where the sector was in some countries still in a recovery mode).

We remain committed to advancing policies that foster a competitive and well-connected aviation ecosystem. A key priority is advocating for greater liberalisation of air transport, enabling airlines to expand networks, enhance competition, and offer more affordable travel options.

Equipping airports with the right tools is equally crucial.

Through knowledge-sharing initiatives, ACI empowers airports with best practices in route development and network planning, strengthening their role in regional and global connectivity. Seamless travel also requires efficient policies. Restrictive visas norms hinder connectivity, and ACI will advocate for streamlined processes to boost tourism, business and economic growth.

WITH EVOLVING PASSENGER EXPECTATIONS, WHAT INNOVATIONS DO YOU SEE SHAPING THE FUTURE OF AIRPORT EXPERIENCES IN ASIA-PACIFIC AND THE MIDDLE EAST?

As air travel evolves, airports must innovate to deliver seamless, efficient, and personalised experiences. AI, biometrics, and digital identity will transform travel, enabling hassle-free journeys.

AI-driven operations will optimise efficiency, while predictive analytics enhance passenger flow and baggage

handling. Meanwhile, advanced air mobility – through eVTOLs and air taxis – will redefine connectivity, requiring airports to adapt with new infrastructure and regulations. The future of travel is smart, integrated and sustainable.

WHAT DO YOU HOPE YOUR LEADERSHIP WILL ACHIEVE IN TERMS OF STRENGTHENING THE REGION'S POSITION ON THE GLOBAL AVIATION STAGE?

As president of ACI Asia-Pacific & Middle East, my vision is to strengthen our region's influence on the global aviation stage as drivers of socio-economic growth. A key priority is making our voice heard in regional and global policy discussions, particularly at ICAO forums, and national level to shape regulations that support our fast-growing markets.

In September 2025, the group of 193 States will meet at the ICAO Assembly in Montreal, a key event for international civil aviation. Ten States, including Australia, China, Japan, India, Saudi Arabia, Singapore, Malaysia, South Korea, Qatar, and the UAE play a critical role in the ICAO Council.

ACI APAC & MID is eager to co-operate with delegations of these countries to promote reforms in the priority areas of connectivity, slot allocation long-term reform, sustainability, resilience and inclusiveness.

At the same time, enhancing competitiveness and connectivity is essential. By expanding air connectivity, driving innovation, and streamlining regulations, we can attract investment and explore new opportunities for trade, tourism, and business.

Our airports must lead in cutting emissions and building resilience to climate challenges. My focus is on accelerating these efforts to achieve our environmental goals while maintaining operational excellence.



Plan Your Training for 2025

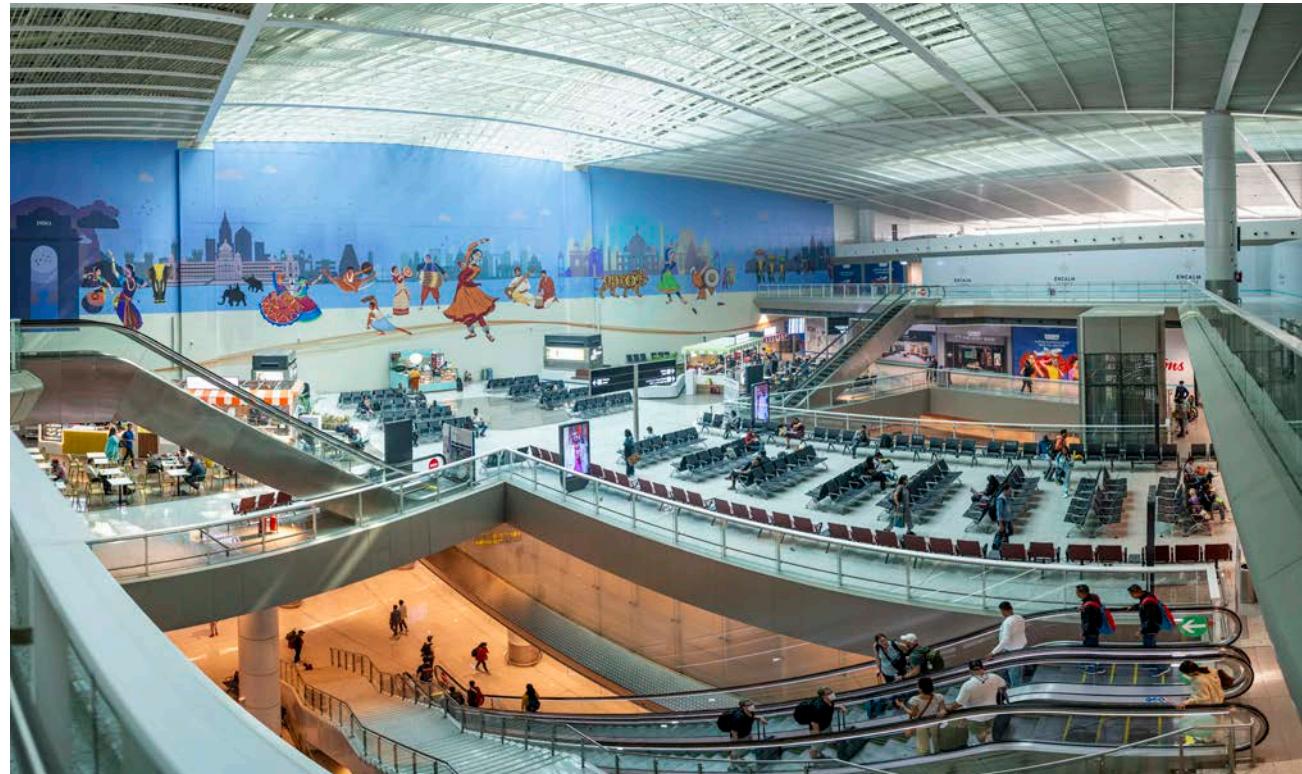
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GLOBAL TRAINING



BIGGER, BETTER, SMARTER!

We find out more about the current growth trajectory of Delhi's Indira Gandhi International Airport.

Delhi's Indira Gandhi International Airport (DEL) is India's busiest and best-connected gateway, handling close to 80 million passengers annually and non-stop services to 150 destinations across the globe.

Operated by GMR Airports Limited-led Delhi International Airport Limited (DIAL), last year's total of 77.8 million passengers represented an upturn of 7.8% over 2023 and a sizeable 14% increase over the 68.5 million accommodated in pre-COVID 2019.

International traffic increased by almost 15% in 2024, largely driven by extra services from Air India, IndiGo and Etihad Airways, and domestic passenger numbers by 5%.

DEL is also India's leading cargo hub – accommodating just over one million tonnes of freight in its FY2024 – and a sustainability and customer service pioneer based on its impressive sustainability record and annual performance in ACI's ASQ airport customer experience excellence awards – see pages 22-26 for this year's ASQ results.

It has certainly come a long way since Delhi International Airport Limited (DIAL) assumed control of the airport in 2006 as it inherited a facility with a modest terminal capacity of just 12 million passengers per annum.

Since then, DIAL's relentless focus on expansion and modernisation has propelled the airport to a remarkable milestone – a capacity of 100 million passengers per annum.

This transformation, culminating in the recent Phase 3A expansion, underscores Delhi's ascent as a leading aviation hub, aligning with the vision of creating a "bigger, better, smarter, and future-ready" gateway for India.

TERMINAL 1: A CORNERSTONE OF GROWTH

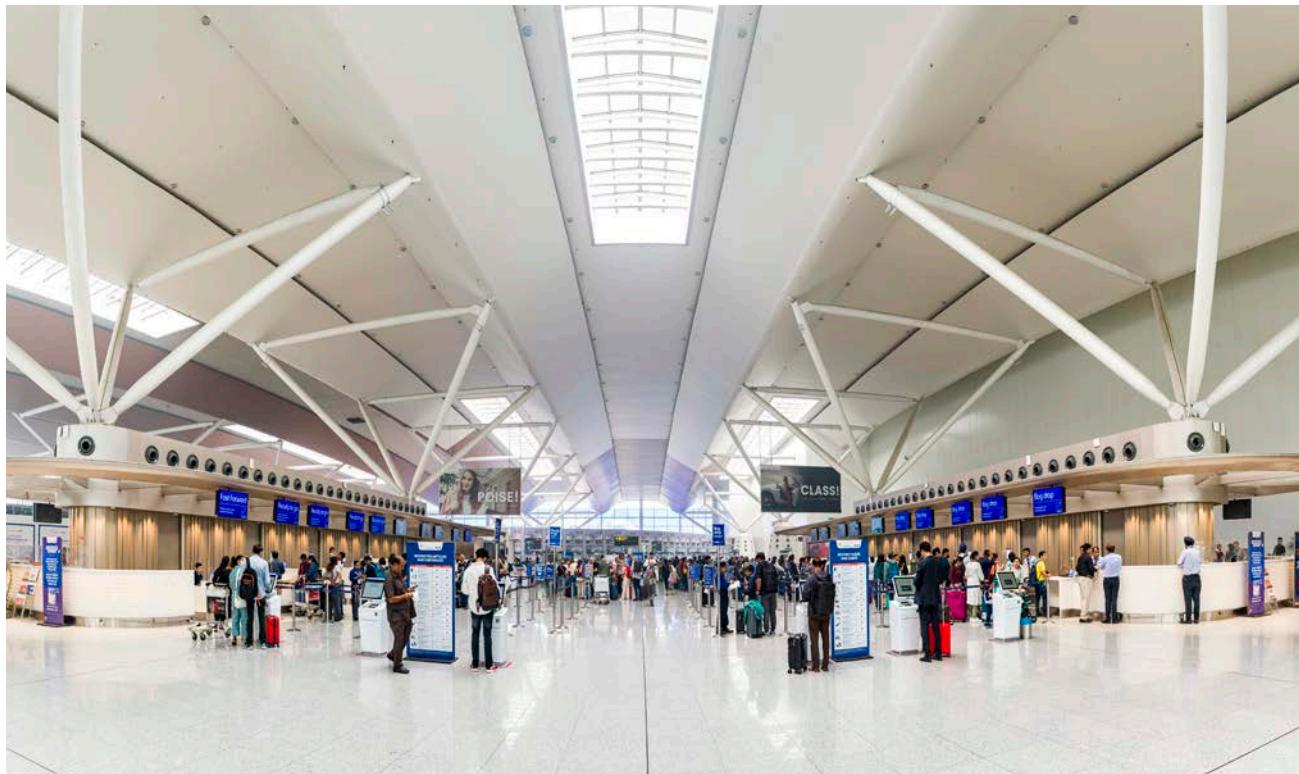
Central to this evolution is the newly developed Terminal 1, unveiled as part of the Phase 3A expansion.

Designed to handle 40 million passengers annually, airport CEO, Videh Kumar Jaipuriar, has no doubt that it exemplifies DIAL's commitment to capacity and quality.

Indeed, he believes that the terminal's upgrades "go beyond scale and have redefined the passenger experience".

For as well as raising DEL's capacity, the new-look Terminal 1 has eased pressure on Terminals 2 and 3 and, according to Jaipuriar, ensured a "smoother travel experience with improved amenities and advanced technology".

The upgrade has certainly delivered an enhanced boarding experience for passengers courtesy of 22



passenger boarding bridges (it previously had none) that have eliminated the inconvenience of bus transfers, offering direct aircraft access.

He notes that T1's new streamlined check-in facilities include 100 check-in counters, including 36 self-baggage-drop kiosks, alongside high-tech, self-check-in machines and queue-busting mobile check-in options that have ensured quicker and easier airport journeys for passengers.

Baggage efficiency in the terminal has also been significantly improved by the use of ten 70-metre baggage reclaim carousels that have raised the terminal's baggage handling capacity to 6,000 bags per hour. While advanced technology such as cutting-edge scanners and intuitive systems are designed to minimise wait times, making the journey from check-in to departure – or arrival to baggage claim – smooth and more efficient.

Jaipuriar enthused: "These enhancements transform T1 into a passenger-centric hub, setting a new benchmark for efficiency and comfort in Indian aviation."

EXPANDING BEYOND THE TERMINAL

DIAL's vision for the future, of course, extends beyond the airport's terminals to the airside infrastructure critical for a thriving hub.

The commissioning of a fourth runway, an eastern cross taxiway, and several rapid-exit taxiways have raised DEL's airside capacity to potentially support up to 140 million passengers annually.

"These upgrades will enable smoother aircraft movements, reduce delays, and accommodate future traffic growth,

positioning Delhi to compete with the world's leading airports," enthuses Jaipuriar.

"The Phase 3A expansion, with T1 as its centrepiece, is more than an infrastructure milestone – it's a stepping stone toward establishing Delhi as a global aviation powerhouse.

"By blending scale, technology, and passenger-focused design, DIAL is not only meeting today's demands but also paving the way for a future where India stands tall in the global aviation landscape."

REFURBISHMENT OF T2 TO ESTABLISH DEL AS AN INTERNATIONAL HUB

India's hub strategy is set to revolutionise its aviation landscape by transforming select airports into international transit points, reducing dependency on foreign hubs like Dubai, Singapore, and Frankfurt for Indian travellers.

This ambitious plan, driven by the Ministry of Civil Aviation's vision to make India a global aviation hub by 2047, hinges on three pillars: bolstering infrastructure; optimising connectivity; and fostering airline partnerships.

At the forefront of this transformation is Delhi's Indira Gandhi International Airport, which DIAL believes exemplifies how a hub model can elevate India's presence in global aviation.

And there's more to come from DEL as earlier this year DIAL announced that Terminal 2 will temporarily close for four to five months to allow for work to start on its upgrade.



As part of its revamp, the decades-old terminal will undergo significant enhancements aimed at elevating the passenger experience and increasing the airport's capacity to meet future growth demands.

"The refurbishment will modernise key areas of the terminal and surrounding infrastructure, ensuring that T2 remains a top-tier facility in the global aviation landscape, capable of accommodating the evolving needs of passengers and supporting the airport's continued growth," states the airport operator.

The refurbishment of Terminal 2 is part of DIAL's commitment to creating a world-class hub for travellers across India and Southeast Asia.

The terminal and its associated apron have been serving passengers for over four decades, and with the rapid increase in air traffic, major upgrades are essential.

Jaipuriar, says: "We, at DIAL, are committed to enhancing the overall passenger experience by upgrading key infrastructure, improving operational efficiency, and elevating passenger comfort."

Key highlights of the Refurbishment Plan for Terminal 2 include new passenger boarding bridges (PBB) upgrades; mechanical and electrical improvements; civil and infrastructure enhancements; new Flight Information Display Systems (FIDS) and signage; and airside and apron refurbishment.

When it comes to civil and infrastructure improvements, DIAL notes that the terminal's aesthetics will be upgraded with modern ceilings, 'smart' washrooms and advanced flooring, while outside it is hoped that better road connectivity will improve passenger convenience.

In addition, new canopies at the forecourt will offer better protection to visitors from the weather, especially during hot summers and the monsoon season.

OVERCOMING HISTORICAL CHALLENGES

Across the country, historically, Indian airlines have struggled to compete on the international stage.

Putting this into perspective, Indian carriers have traditionally only captured 36% of the market for passengers travelling to or from India and just 1% of transit passengers travelling between two foreign destinations.

The far from ideal situation has led to Indian carriers and airports getting sidelined for international traffic flows as global competitors dominated on the often lucrative transit routes.

India's hub strategy seeks to reverse this trend by consolidating domestic traffic from Tier-2 and Tier-3 cities and channelling it into international networks through key airports like Delhi.

Jaipuriar notes that this not only boosts airline yields but also positions Delhi as a seamless transit point for both India-bound and international-to-international [I-I] passengers.



DELHI AS THE FLAGSHIP HUB

Delhi's role as a hub goes beyond connecting India to the world – it's a catalyst for economic progress and a symbol of resilience and ambition.

By linking smaller Indian cities to global destinations, Delhi strengthens airline profitability and enhances passenger convenience.

Jaipuria reveals that efforts are underway with the airlines to capture I-I traffic flows, with the ultimate aim of strengthening DEL's hub status and leading "India's ascent as a global aviation powerhouse, driving connectivity and prosperity across the region".

SUSTAINABILITY CHAMPION

Indira Gandhi International Airport has long been a pioneer in the development and introduction of sustainable initiatives and solutions, effectively making it a green leader in Asia.

DEL, of course, became the first airport in Asia handling more than 40mpa to achieve Net Zero Carbon status for emissions under its own control (Scope 1&2) in ACI's Airport Carbon Accreditation programme (Level 5) in 2024.

It is now working with stakeholders to reduce Scope 3 emissions, which comprise aircraft emissions, passenger access, emissions through GSEs and others.

Some of the initiatives that have helped DEL achieve its lofty status in ACI's Airport Carbon Accreditation programme include the 100% use of renewable energy

that has eliminated 200,000 tonnes of CO2 annually; the use of taxibots to tow aircraft between gates and on the apron/airfield; and an all electric fleet of DIAL ground support vehicles.

DEL's elevated Eastern Cross Taxiway, commissioned as part of the recent Phase 3A expansion has reduced aircraft taxiing times, saving approximately 350kg of fuel per aircraft movement or 55,000 tons of CO2 annually.

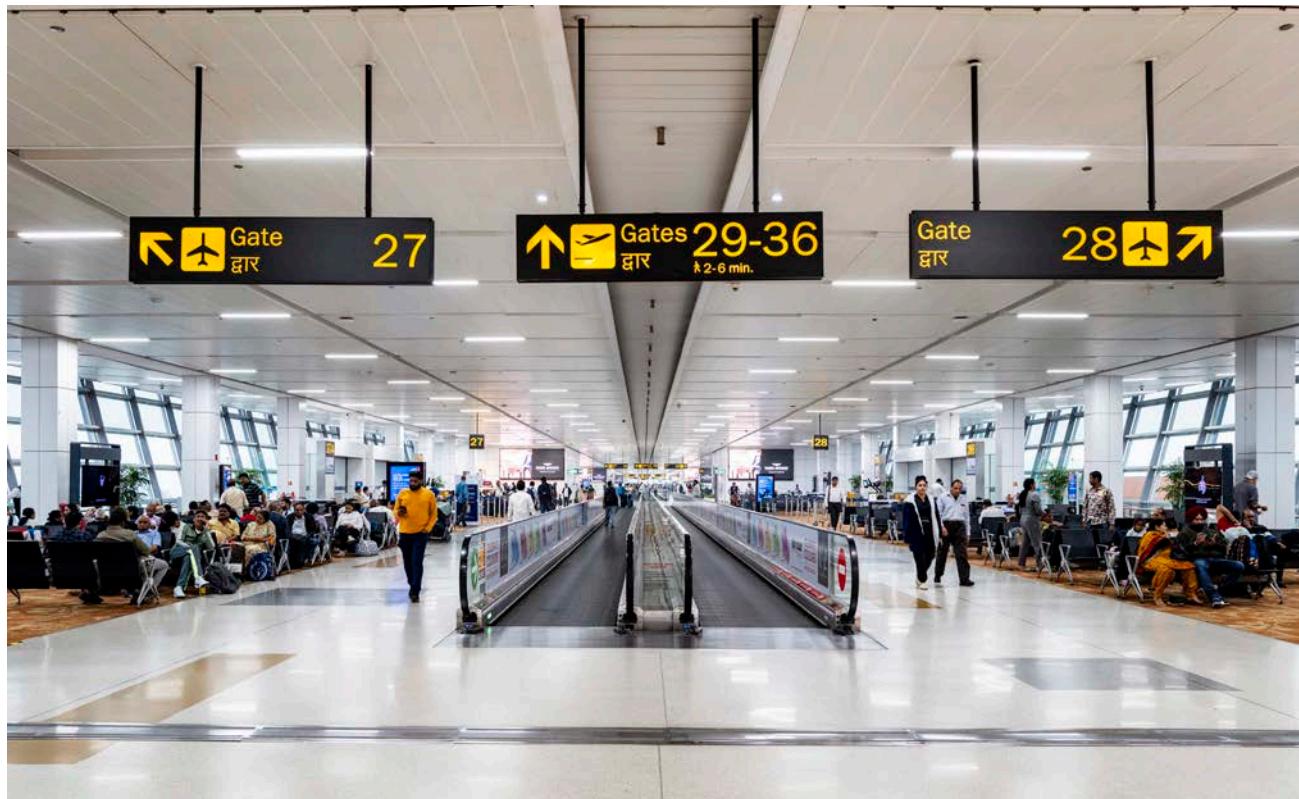
The airport achieved LEED Platinum certification for its new Terminal 1 for adopting green construction methods, while its waste management efforts include the use of 350 rainwater harvesting systems and a zero liquid discharge sewage treatment plant.

Also worthy of note is the fact that 20% of its passengers currently use public transport (Metro and Bus) to reach DEL. The airport wants to increase this figure to 50% by 2030, leveraging the addition of new metro lines and APMs, which once again will significantly reduce the CO2 emissions associated with the gateway.

USING SCIENCE AND TECHNOLOGY TO ENHANCE OPERATIONAL EFFICIENCY AND PASSENGER EXPERIENCE

As India's busiest airport, DEL has strategically adopted innovative solutions to address the challenges of rising traffic and evolving traveller expectations.

One key recent development is the implementation of AI-powered predictive analytics, which enhances resource allocation and operational planning.



The use of AI & ML at the airport operation centre (AOPC) for instance, allowed DIAL to reduce the security screening wait time for domestic passenger by up to 25%.

“On the terminal side, we have implemented AI-enabled, sensor-based passenger flow management software to visualise passenger flows and monitor queue length and wait times,” says Jaipuriar.

“In India, we were the first airport to implement facial recognition-based DigiYatra for efficient travel journeys. It enables contactless identity verification at entry and security points, cutting processing times and enhancing convenience.

“On the airside; DIAL has recently launched the UTAM (Unified Total Airside Management) platform which helps to monitor aircraft turnaround using computer vision to capture the movement of airside vehicles, and share automatic alerts to concerned teams for enhanced safety measures.”

THE OPENING OF NOIDA INTERNATIONAL AIRPORT

What impact will it have on aviation in the Delhi region and future traffic growth at DEL?

“The domestic Indian aviation market has grown at a compound annual growth rate [CAGR] of 8% to 9%,” answers Jaipuriar.

“In the future, the Indian market is likely to grow at a healthy rate of 8% to 10% over the next decade and become one of the top three markets in the world, so, in the long-term, the India market/National Capital Region [primary/secondary] catchment will be big enough for both airports to grow.

“The catchment area for Delhi and National Capital Region, where Noida is located, are also different – hence Jewar would be a complementary airport to DEL as initially it would predominantly cater to its specific catchment areas across western Uttar Pradesh.

“In comparison, Indira Gandhi International Airport will continue to cater to Delhi, Gurgaon, Noida, Ghaziabad, and other neighbouring areas.

“With growing demand for intra-state and regional connectivity, Jewar can provide for the necessary demand for that segment.”

SHOWCASING DELHI AND INDIAN AVIATION

Jaipuriar has no hesitation in stating that Delhi Airport will gain enhanced global visibility and credibility by hosting ACI APAC & MID's Regional Assembly.

He also believes that the event offers a platform to highlight India's aviation potential, with Delhi as its gateway, boosting DIAL's influence in shaping regional and international aviation policies.

“By immersing ourselves in discussions on various topics in this regional assembly on these transformative topics, we aim to emerge with actionable insights, stronger networks, and a reinforced commitment to turning our airport into a global powerhouse – all while contributing to the broader advancement of the aviation industry in Asia-Pacific and the Middle East,” says Jaipuriar.

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FANTASTIC JOURNEY!

The impressive performance of Asia-Pacific and Middle East airports in ACI's ASQ Airport Experience Awards demonstrates their commitment to customer service excellence, writes Joe Bates.

Airports big and small from across Asia-Pacific and the Middle East once again led the way in ACI's annual ASQ Airport Experience Awards, winning a total of 68 accolades across the different categories.

Indeed, ACI Asia-Pacific & Middle East airports accounted for 35 of the 95 award winning airports recognised by passengers for delivering the best customer experience on the planet.

Familiar names on the winner's podium included the big international hubs of Delhi-Indira Gandhi (DEL), Incheon (INC), Shanghai Pudong (PVG) and Singapore Changi (SIN).

But the awards, conducted in partnership with travel technology company Amadeus, also recognised excellence in airport customer experience at some of the smaller and less known airports in the world such as Pattimura (AMQ) and Supadio (PNK) in Indonesia, Kannur (CNN) in India, and Zhangjiakou (ZQZ) in China.

This year, 10 airports from Indonesia won awards across categories, while eight airports in China and seven from India were recognised for service excellence.

Other awards were assigned to airports in South Korea, Singapore, Malaysia and Philippines, while in the Middle

East, six airports were recognised, including two from Oman and one from Saudi Arabia, Jordan, Bahrain and Abu Dhabi.

The awards covered six different categories – Best Airports by Size and Region; Most Dedicated Staff; Easiest Airport Journey; Most Enjoyable Airport; Cleanest Airport; and Top Airports for Arrivals.

The top performers in the Best Airports by Size in Asia-Pacific for airports handling Over 40mppa in 2024 were Mumbai Chhatrapati Shivaji Maharaj (BOM), Guangzhou Baiyun (CAN), Incheon (ICN), Delhi-Indira Gandhi (DEL), Shanghai Pudong (PVG), Shenzhen Bao'an (SZX), Singapore Changi (SIN) and Jakarta Soekarno-Hatta (CGK).

Talking about DEL's achievement in winning an ASQ Award for the seventh successive year, CEO Videh Kumar Jaipuriar, said: "We are incredibly proud to receive this recognition.

"This award reflects our continuous efforts to elevate the travel experience at Delhi International Airport. From seamless processes to exceptional passenger service, all with a constant focus on sustainability, our dedicated team and stakeholders work relentlessly to ensure every passenger's journey is smooth and memorable.



"This award is further validation of our ongoing commitment to improving the passenger experience, enhancing operational excellence, and promoting Delhi International Airport as an aviation hub welcoming travellers from around the globe."

Almost all of the awards had multiple winners, the rare exception being the 25-40mppa category in Asia-Pacific, where China's Beijing Daxing (PKX) and Qingdao-Jiaodong (TAO) airports couldn't be separated.

In the global Top Airports for Arrivals category, Bengaluru-Kempegowda (BLR) won again, although this year it had to share the honour with Bahrain (BAH), Mangaluru (IXE) and Abu Dhabi's Zayed International Airport (AUH).

Commenting on BAH's success, Bahrain Airport Company's CEO, Mohamed Yousif Al-Binfalah, noted: "This ASQ Award is a testament to the dedication and hard work of the entire BAC team and our valued partners.

"We are proud to be recognised by ACI for our commitment to delivering a world-class arrival experience for our passengers. This achievement reflects our ongoing efforts to enhance every aspect of the passengers' journey, from the moment they step off the plane to the time they leave the airport."

The category for airports with the Most Dedicated Staff saw Oman's Muscat (MCT) and Salalah (SLL) triumph in the Middle East, while six airports shared the honour for the Asia-Pacific region – Beijing Daxing (PKX), Shenzhen Bao'an (SZX), Singapore Changi (SIN), Sultan Aji Muhammad Sulaiman (BPN), Sultan Hasanuddin (UPG) and Sultan Mahmud Badaruddin II (PLM).

MCT and SLL repeated their success in the Easiest Airport Journey in the Middle East category, although it was a slightly different tale in Asia-Pacific where PKX, SIN, BPN and UPG were joined by Juanda (SUB) and Shijiazhuang Zhengding (SJW) from Indonesia and China respectively.

The much coveted Most Enjoyable Airport saw Singapore Changi, Beijing Daxing and Indonesia's SUB, BPN, UPG and PLM recognised for their efforts, while Jordan's Queen Alia (AMM) and Salalah again tasted victory in the Middle East.

Airport International Group (AIG) CEO, Nicolas Deviller, enthused: "Receiving the 'Most Enjoyable Airport in the Middle East' title for the second time and renewing Level 3 of our Airport Customer Experience Accreditation are both testaments to our unwavering commitment to enhancing the passenger journey and creating an environment that is both welcoming and convenient.

"Since the inauguration of the Terminal Building 12 years ago, we have continuously adapted to the evolving needs of our passengers, ensuring that Queen Alia remains synonymous with comfort and enjoyment and a place where passengers feel at home from the moment they arrive.

"These achievements are a reflection of the dedication of our entire airport community, whose collective efforts have once again been recognised by those who matter most – our passengers. We sincerely thank them for their trust and recognition."



It was pretty much the same again for both regions for Cleanest Airport category, with Oman's MCT and SLL winning in the Middle East and the only new on the list for Asia-Pacific being Guangzhou Baiyun (CAN), which joined Beijing, Changi, Juanda, Shenzhen Bao'an, Shijiazhuang Zhengding, Sultan Aji Muhammad and Sultan Hasanuddin.

The awards reflect the dedication of airports to enhance customer experience through smart technology, service innovation, and passenger-centric design.

ACI Asia-Pacific & Middle East's director general, Stefano Baronci, said: "As air traffic in Asia-Pacific and Middle East combined is expected to triple from 3.9 billion to almost 11 billion passengers over the next two decades, ensuring a seamless and enjoyable journey is paramount."

"The fact that 36% of the total awards have been assigned to airports on our Region is testament that airports in Asia-Pacific and Middle East are turning challenges into opportunities by embracing digital transformation, investing in infrastructure, and prioritising service excellence. Congratulations to all the winning airports."

There is certainly no doubting that the awards highlight the region's commitment to delivering world-class airport experiences amid rapid passenger growth.

From a global perspective, the 2024 ASQ winners included Dakar Blaise Diagne, Casablanca Mohammed V Airport and Marrakech Menara Airport in Africa; Copenhagen, iGA Istanbul, Rome Fiumicino and Zurich in Europe; Guadalajara, Lynden Pindling, Monterrey and Quito in

ASIA-PACIFIC: BEST BY SIZE AND REGION

UNDER 2 MILLION PASSENGERS PER YEAR

Kannur International Airport (Kannur, India)
Pattimura International Airport (Ambon, Indonesia)
Zhangjiakou Ningyuan Airport (Zhangjiakou, China)

2 TO 5 MILLION PASSENGERS PER YEAR

Chandigarh Airport (Chandigarh, India)
Jenderal Ahmad Yani International Airport (Semarang, Indonesia)
Langkawi International Airport (Langkawi, Malaysia)
Sultan Mahmud Badaruddin II Airport (Palembang, Indonesia)
Supadio Airport (Pontianak, Indonesia)
Yogyakarta International Airport (Java, Indonesia)

5 TO 15 MILLION PASSENGERS PER YEAR

Juanda International Airport (Surabaya, Indonesia)
Mactan-Cebu International Airport (Lapu-Lapu, Philippines)
Shijiazhuang Zhengding International Airport (Shijiazhuang, China)
Sultan Aji Muhammad Sulaiman International Airport (Kalimantan, Indonesia)
Sultan Hasanuddin International Airport (Ujung, Indonesia)

15 TO 25 MILLION PASSENGERS PER YEAR

Haikou Meilan International Airport (Haikou, China)
I Gusti Ngurah Rai Airport (Bali, Indonesia)
Rajiv Gandhi International Airport (Hyderabad, India)



Latin-America-Caribbean; and Hartsfield-Jackson Atlanta, Dallas Fort Worth, LaGuardia and Toronto Pearson in North America.

Last year marked a milestone for the ASQ programme, with almost 700,000 surveys filled, and over half of the world's travellers passing through an ASQ-rated airport, underscoring the programme's pivotal role in shaping global service standards.

A record-breaking 181 ASQ Awards were presented to 95 airports across the globe, recognising their commitment to exceptional passenger experience.

The airports to win multiple awards across the different categories included Dakar Blaise Diagne International Airport in Africa; Beijing Daxing and Singapore Changi in Asia-Pacific; Milas-Bodrum and Rome Fiumicino in Europe; Chihuahua and Monterrey in Latin-America-Caribbean; Muscat and Salalah in the Middle East; and Gerald R Ford and Greenville-Spartanburg in North America.

While inductees to the ACI World Director General's Roll of Excellence – one of the highest honours in the airport industry, recognising airports that have consistently excelled in service over the past decade – included

Alicante-Elche Airport, Beijing Daxing, Copenhagen, Hartsfield-Jackson Atlanta International Airport and Shijiazhuang Zhengding International Airport.

ACI World's director general, Justin Erbacci, said: "In today's fast-evolving world, where passenger expectations are higher than ever, airports must continually push the boundaries of service to stay ahead."

"The 2024 ASQ Awards honour airports that create memorable, seamless experiences that transform the entire passenger journey and help shape the future of air travel."

The ASQ Awards are based on the aviation industry's most comprehensive and trusted global measurement programme for airport experience.

This unique programme gathers real-time feedback from travellers through live surveys at airports worldwide. Its rigorous methodology ensures accurate representation of a diverse range of passenger experiences, making it the only survey that enables fair airport comparisons.

The 2024 ASQ Awards Ceremony will take place at the ACI World Airport Experience Summit in Guangzhou, China, in September (8-11) 2025.



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RAISE AND REWARD

We report on some of the ways airports continue to raise the bar on customer service and reward staff who go the extra mile.

BENGALURU-KEMPEGOWDA OPENS INDIA'S FIRST SENSORY ROOM

In a step towards promoting inclusive air travel, Bengaluru's Kempegowda International Airport (BLR) has introduced a first of its kind sensory room at an airport in India.

Located near the 080 International Lounge at Level 4 in Terminal 2, the sensory room is a thoughtfully designed space tailored for neurodivergent passengers and individuals with sensory sensitivities.

Kempegowda operator BIAL acknowledges that airports can be overwhelming with bright lights, continuous announcements, security screenings, and crowded spaces — factors that can be particularly challenging for individuals with Autism Spectrum Disorder (ASD), Sensory Processing Disorder (SPD), anxiety disorders, Post-traumatic Stress Disorder (PTSD) and other sensory or mental health conditions.

BLR is confident that its new sensory room will help address these challenges by offering a calm, controlled space that allows passengers to feel more at ease before their journey.

Hari Marar, BIAL's managing director and CEO, said: "We are committed to building an inclusive and passenger-friendly airport. BLR has consistently aimed at offering the latest innovations, from our biophilic, sustainable Terminal 2 to digital solutions that enhance efficiency.

"The addition of the sensory room aligns with our mission to create a seamless and stress-free experience for every traveller, ensuring that inclusivity is not just a feature but a core value for us."

Research in sensory regulation and occupational therapy indicate that even brief periods (15–30 minutes) in a calming, sensory-friendly environment can significantly

alleviate feelings of being overwhelmed and enhance wellbeing, making travel smoother and more manageable.

DRESSED FOR SUCCESS IN DOHA

Doha's Hamad International Airport (DOH) has unveiled new uniforms for its army of customer service staff. The Qatari hub, which recently celebrated its 10th anniversary, believes that the uniforms reflect "a new approach towards its growth plans", which are said to include empowering its people and enhancing the DOH customer service experience.

Over 350 customer service personnel at Hamad International Airport now wear the new uniform.

Abdulaziz Abdulla Al-Mass, vice president of marketing and corporate communications at the airport, commented: "This milestone marks a significant evolution for Hamad International Airport's brand.

"Our customer service team, who are the face of our airport, are dedicated to meeting passengers' needs and enhancing their travel experience. The new uniform is designed to foster engagement and leave a lasting impression on our ever-growing customer base."

The multiple variations of the new uniform are seen as friendly, approachable and easily recognisable for passengers within the expansive Hamad International Airport terminal.

DOH's diverse team of customer service professionals, representing 40 countries and them speak more than 50 languages. Part of the customer service transformation includes the new uniform and an introduction of a standardised approach through training and development. Both these initiatives aim to foster stronger connections and create a welcoming environment for the airport's growing global audience.



NOSE FOR A GOOD AIRPORT

If you've travelled through Korea Airports Corporation (KAC) recently you will have noticed that it is not uncommon to be serenaded by harmonious passenger journeys.

The music comes from AI-curated playlists carefully tailored to spatial and seasonal characteristics.

And such has been the success of this strategy that it has now decided to offer an multi-sensory experience for passengers by introducing ambient scenting as they look to further enhance the passenger experience.

It will start with Spring-infused scents at Seoul Gimpo (GMP), Jeju (CJU), Cheongju (CJJ), Daegu (TAE) and Busan's Gimhae (PUS) airports.

It notes that Gimhae International Airport is now filled with the floral scent of cherry blossoms, which for many people are one of the first signs that spring is in the air.

Elsewhere, citrus aromas reminiscent of Jeju Island's famous Hallabong mandarins welcome travellers at Jeju International Airport, and passengers passing through Daegu Airport will smell magnolia fragrances, which KAC says offer a relaxing, spring-like ambiance.

The airport operator notes: "These thoughtfully designed scents and sounds help reduce stress, enhance comfort, and turn airports into more than just transit spaces – they become memorable, artistic experiences."

CHANGI'S NEW WELLNESS SPACE TO EASE TRAVEL FATIGUE

Singapore Changi Airport has launched a new vibrant and playful attraction called the Fit&Fun Zone, which seamlessly blends fitness and entertainment into an innovative wellness space for travellers.

A first of its kind in an airport, Changi's new Fit&Fun Zone is designed to combat travel lethargy and provide a quick energy boost for travellers of all ages.

Changi Airport Group (CAG) notes: "Whether travellers

are looking to stretch, move, have fun, or even those seeking to capture picture-worthy moments, the Fit&Fun Zone offers an invigorating experience before their next flight.

"This unique attraction, located at Terminal 2 (Transit) Level 3, just above Dreamscape, is open to all travellers to enjoy."

Spanning over 400 square metres, the attraction features five coloured zones. In each zone, travellers can participate in various activities to connect with their bodies, rejuvenate, and take a break from the rigors of travel.

They vary from serene setting of the Green Zone where travellers are invited to unwind to the slightly more active Yellow and Blue zones which boast their own trampoline pods and rope maze respectively.

CHANGI CELEBRATES EFFORTS OF FRONTLINE WORKERS

Changi Airport's Annual Airport Celebration awards ceremony honoured individuals and teams from the ONE Changi community for their commitment to enhancing the passenger experience.

The Singapore hub notes that by going the extra mile they exemplify the core values of the Changi Service DNA, contributing to positively surprising passenger experiences.

"It is Changi's DNA to always put our passengers' needs first," said Changi Airport Group CEO, Yam Kum Weng. "To do that, we must understand the evolving needs of passengers and keep our service ahead of expectations."

The airport honoured 20 individuals and teams at 2025's Annual Airport Celebration, describing the award winners as "individuals and teams that went the extra mile, going beyond their daily duties with initiative, compassion, and creativity in challenging situations to enhance the Changi Experience."



BUILD AND GROW

Airports across the region continue to upgrade their facilities to enhance their capacity and operational efficiency, writes Joe Bates.

HAMAD CONTINUES TO ENHANCE ITS FACILITIES

Hamad International Airport (DOH) has officially unveiled its new Concourses D and E as part of its latest terminal expansion programme.

According to the gateway, both new additions are “designed to further elevate the passenger journey” and represent the final phase of a transformational journey initiated in 2022 with the unveiling of the ORCHARD, a 6,000-square-metre indoor tropical garden.

They have also raised the airport’s capacity to handle up to 65 million passengers per annum.

The Qatar hub notes that the new concourses integrate seamlessly into the existing terminal, introducing cutting-edge technology and enhanced facilities to meet growing passenger demand.

Their addition means that DOH’s terminal now spans 842,000 square metres – a 14% increase – while the addition of 17 new aircraft contact gates increases the total to 62, nearly 40% more than before, ensuring greater connectivity, streamlined operations, and significantly reducing bus transfers.

DOH’s chief operating officer, Hamad Ali Al Khater, noted: “Our focus is to deliver operational excellence that supports both current demands and future growth.

“The opening of Concourses D and E marks a significant milestone in expanding our capacity and enhancing operational efficiency.

“This combined development streamlines passenger flow, optimises resource management, and strengthens airline connectivity, ensuring smoother and more efficient passenger services.”

While Qatar Airways Group CEO, Badr Mohammed Al-Meer, said: “Hamad International Airport is more than a gateway, it is a vital pillar of Qatar’s growth and global connectivity.

“While many global airport expansions have faced delays, we are proud to have delivered this major development ahead of schedule.”

RIYADH CELEBRATES OPENING OF ITS NEW-LOOK TERMINAL 1

The first phase of the Terminal 1 expansion at King Khalid International Airport in Riyadh was inaugurated in early 2025, the upgrade effectively raising the airport’s capacity from three million to seven million passengers per annum.

Saudi Arabia’s Minister of Transport and Logistics Services, Saleh Al-Jasser, who also serves as chairman of the General Authority of Civil Aviation, was present at the facility’s opening ceremony.

He said: “This expansion not only boosts the terminal’s operational capacity but also reinforces Riyadh’s role as a global hub for international travel and trade, supporting mobility and economic and tourism growth.



"It also improves the passenger experience, and develops performance as part of achieving the goals of the National Strategy for Transport and Logistics in accordance with the Kingdom's Vision 2030."

The newly expanded Terminal 1 features a host of modern amenities, including 38 check-in desks, 10 self-service kiosks, 66 Immigration counters, and 21 E-gates.

In addition, the terminal offers 24 boarding gates and 40 passport control counters in the arrivals area, complemented by 11 self-service gates designed to streamline passenger flow.

When combined with the upcoming enhancements to Terminal 2, the total capacity of both terminals is expected to reach 14 million passengers annually.

BECHTEL TO SUPPORT PERTH AIRPORT'S EXPANSION PROGRAMME

Bechtel has been chosen to support and advise Perth Airport in the delivery of its multi-billion-dollar expansion and upgrade programme that will strengthen its role as Australia's western gateway.

The programme of major projects will increase the size of the terminal facilities, introduce a new parallel runway, and add the airport's first hotel, along with two multi-story car parks.

"Bechtel is proud to help shape the next chapter of aviation in Western Australia," noted Darren Mort, president of Bechtel's Infrastructure business.

"This significant expansion of Perth Airport will enhance passenger experience, create jobs, strengthen the economy, and benefit local communities."



Passenger numbers are anticipated to grow from 16 million to 20 million annually by 2030. Construction at Perth Airport is already underway, with the new runway set for completion in 2028, followed by the delivery of the new terminal in 2031.

"Perth Airport is a barometer for growth in the Western Australian economy," said airport CEO, Jason Waters. "When we're growing, the State's economy is growing and prospering."

NEWCASTLE COMMENCES AIRFIELD RECONFIGURATION

Elsewhere in Australia, in a boost of confidence for the region, Stage One of the airfield reconfiguration work is now underway at Newcastle Airport ahead of the opening of its international terminal on the August 1 this year.

Newcastle Airport's interim CEO, Andrew Warrender, said the airfield reconfiguration was an important step in the airport's journey to become a world-class international gateway.

"It really is the last piece of the puzzle with the staged works creating space for Code E widebody aircraft and expanding our ground handler storage capabilities," he enthused.

"With work on the new terminal building progressing rapidly, the first phase of the airfield programme of works will see the installation of a new storage area for aircraft servicing equipment".

Newcastle Airport's new international terminal is the centrepiece of its ambitious \$250 million expansion project, addressing the growing demand for easy and convenient travel between Newcastle, the Greater Hunter and international destinations.



NEXT IN LINE?

Smiths Detection's Hans Joachim Schöpe considers what might come next for security checkpoints at airports.

The evolution of airport security checkpoints reflects the growing complexities of global travel and the continuous effort to balance passenger safety with operational efficiency.

Computed tomography (CT) scanners are already in use all over the world and are well placed to stay ahead of threats with superior material analysis and smart learning algorithms, which aid automatic detection.

As the volume of air travel continues to increase, the integration of biometric technology into checkpoint systems looks to further enhance efficiency and security. These advancements will collectively redefine the landscape of security screening, ensuring a safer and more streamlined experience for travellers.

HASSLE-FREE TRAVEL: LEAVING LIQUIDS AND LAPTOPS IN THE BAG

In the airport passenger journey, the security screening process is often seen as one of the most congested stages, although this will improve with the widespread adoption of CT technology that no longer requires to remove electronics and liquids from their bags at security checkpoints.

Next-generation CT screening systems combine advanced detection capabilities with AI-powered automatic detection of explosives and object recognition, ensuring the ability to combat current and evolving threats.

DIFFRACTION: SHAPING THE FUTURE OF THREAT DETECTION

X-ray Diffraction (XRD) is poised to revolutionise security screening due to its non-invasive detection capabilities and superior level of material analysis and substance identification.

One of the primary advantages of XRD lies in its ability to automatically identify crystalline materials, making it particularly effective in detecting a broad range of narcotics, explosives, and other dangerous substances.

Its ability to identify new compounds, including those mixed with other materials, addresses one of the core challenges in modern security, ensures it is future-proofed against emerging threats, and brings false alarm rates down even further.

XRD, when integrated with CT scanning, would offer a highly advanced and efficient solution. CT focuses on detecting suspicious items based on their density and XRD leverages electromagnetic wave interference, creating a "diffraction fingerprint" to distinguish between materials, even those with similar densities.

MULTIPLEXING: REVOLUTIONISING REAL-TIME SECURITY MONITORING

To further advance X-ray technology, multiplexing images offers the potential to significantly improve efficiency.

By delivering images from all security lanes to the first available analyst, located centrally and away from the checkpoint, this approach provides a range of operational advantages. It allows for greater flexibility in adjusting the ratio of operators to lanes and reallocating staff to accommodate fluctuations in demand.

Teams can be redeployed to different locations, airports, or even internationally, as needed.

A key benefit of centralised image evaluation is the ability to multiplex images. Multiplexing enables a flexible operator-to-lane ratio, optimising resources to meet changing demand patterns and specific operational requirements.

X-ray images taken from across the airport are sent to analysts based away from the checkpoints, where they are reviewed by the first available person.

Multiple images can be analysed simultaneously by different analysts, eliminating the need to pause conveyors during inspections and ensuring maximum equipment utilisation.

ARTIFICIAL INTELLIGENCE: ALREADY TAKING OFF

Artificial intelligence (AI) is already demonstrating its ability to provide more efficient, adaptable, and reliable systems.

AI, through its advanced algorithms and machine learning, will play an increasingly crucial role in enhancing threat detection at checkpoints by improving the accuracy and reliability of X-ray screening systems.

Our object recognition software, iCMORE, uses AI and advanced detection algorithms to reduce the burden on operators – and potential errors – by automating the detection process for suspicious items.

Advances in AI based algorithms have enabled the real-time, automatic identification of a fast-growing list of prohibited items ranging from weapons and ammunition to lithium batteries. By framing any suspect items, image analysts can make faster, more accurate decisions which increases both security levels and efficiency.

AI algorithms are trained on thousands of real and synthetic images, allowing them to recognise patterns and detect threats more effectively than traditional human-operated systems.

The integration of AI into checkpoint security has multiple benefits, including reduced human error, lower false alarm rates, and a faster screening process.

Automated prohibited item detection systems (APIDS) and Explosive Detection Systems (EDS) demonstrate how AI is being used to enhance safety by detecting a wide range of threats from X-ray images. These systems not only enhance security but also streamline operations by supporting image analysts, reducing their workload, and minimising the decision-making burden on operators.

In the short-term these algorithms will be used to assist operators by drawing a frame around detected items, increasing efficiency and security levels. These intelligent algorithms are also central to the ongoing move towards further automation and alarm-only viewing at the passenger checkpoint.

COLLABORATIVE TECH: ENHANCING SECURITY THROUGH OPEN ARCHITECTURE

Open architecture in essence, refers to a design approach that promotes interoperability, flexibility, and collaboration among different components or systems and it is gathering momentum across industries.

A key advantage of open architecture is the ease with which components and technologies may be added, upgraded, and swapped within a system.

Naturally, complex structures such as this, which incorporate technology from diverse suppliers, require a level of standardisation. This is why it is crucial to develop common data formats and lucid oversight mechanisms. Not only do these improve the ease-of-use of open architecture-based systems, but they provide assurance on aspects such as technical standards, certification, and liability.

Open architecture therefore adds another layer to the future of checkpoint security by creating a framework where hardware, software, and algorithms from various suppliers can work together seamlessly.

BIOMETRICS: FAST-TRACK SECURITY WITH A SINGLE LOOK

Biometric systems, which include fingerprint, iris, and facial recognition technologies, offer a high level of accuracy in identity verification, essential for maintaining safety in an increasingly interconnected world.

Hundreds of airports globally already have biometric identification of some sort in place and adoption is increasing as passenger numbers rise and the need for even more efficient security grows.

We believe that we are leading the way by integrating biometric technology into checkpoint solutions at airports, allowing for risk-based screening practices that streamline the passenger journey. This integration not only enhances security but also improves operational efficiency, as real-time risk assessments can be conducted, reducing wait times and increasing passenger satisfaction.

For instance, matching passengers with their trays at security checkpoints can facilitate seamless transitions through border control while sharing screening results with transit or arrival airports.

As more airports implement biometric systems, the confidence in these technologies is expected to rise, paving the way for a future where biometric identification not only enhances security but also revolutionise the travel experience, making it more convenient and efficient.

SHAPING SAFER SKIES: THE FUTURE OF AIRPORT SECURITY INNOVATION

As airports embrace technological advancements, security processes will become faster, more accurate, and less intrusive.

The growing shift towards contactless, automated solutions – driven by the need for efficiency – will continue to reshape airport security. As new threats emerge, security technologies and protocols will adapt, ensuring airports become safer, smarter, and better equipped to meet the demands of modern air travel.



TRANSFORMATIVE TECH

Holger Mattig, Amadeus' SVP for product management, airport and airline operations, considers how new transformational technology could change the operational landscape of airports and airlines and redefine the way we travel.

The aviation industry is undergoing some of the most transformational changes it has seen in many years.

The opportunity at stake is enormous, from a major overhaul in airline technology standards that makes the airport and journey experience far more traveller-centric, to increased use of shared technology for better service recovery.

The future airport experience promises to be far simpler and more personalised. As a frequent flyer it's a future I welcome, but the benefits will be experienced by all travellers.

Here are four changes we at Amadeus see shaping airport and airline operations in 2025 and beyond.

CUSTOMERS WILL ARRIVE AT THE AIRPORT 'READY TO FLY'

Airlines will be able to drastically improve the customer experience and operational efficiency as travellers will be 'ready-to-fly' when they arrive at the airport. Traditional check-in and travel document checks at the terminal will no longer be needed, meaning passengers can drop their bag and move smoothly to security. This change will improve passenger processing speed, free space at the terminal and help to reduce costs for airlines.

In many parts of the world airlines will be able to retire traditional check-in if they choose. This can be achieved using a mix of continual engagement to understand the traveller's intention to fly and new abilities to track the passenger's location.

With no need to check-in, there will be far greater flexibility for airlines to design the airport experience they choose. For example, fixed desks could be phased out with roaming agents serving travellers from a tablet, empowered with access to each passenger's unique context and entitlements.

Alternatively, an airline may choose to prioritise self-service at the airport, or a mix between agent-led and self-service.

New technology means airlines will also be able to anticipate any visas required by the traveller in advance, ensuring they are prompted to organise the required documents before travel and that the passenger information is updated.

Passengers can complete documentation digitally in advance, further simplifying the airport experience.

All of this is becoming possible thanks to underlying changes to airline technology and standards coming from the industry transformation to Order, Offer, Settle, Delivery (OOSD).

This major overhaul of how airlines manage information provides greater flexibility by housing all information related to the passenger's purchases in a single order, opening the door to improved and personalised service delivery at the airport.

AIRPORTS WILL BECOME RETAIL HOTSPOTS

The move to an OOSD model based on modern standards, similar to those used by online retailers like



Amazon, also supports personalised retailing at the terminal. This has huge implications for airports, the airport experience and ultimately travellers.

The approach means that airlines will have greater context for traveller journeys, preferences and history, enabling the provision of personalised offers throughout each stage of the journey, including at the terminal.

Imagine arriving early for a flight and immediately being offered a discounted upgrade to business on an earlier flight through a push notification to your mobile. This type of personalised and responsive retailing is becoming possible thanks to the OOSD transformation.

For the first time, an airline will be able to fully harness its understanding of its passengers to better serve them at the airport and across the journey. While technical work to enable this future is already underway, it is being unlocked gradually.

For modern retailing to take flight, common obstacles from technology to organisational data and mindset must be overcome. Many airlines are in the early stages or have yet to embark on this journey.

AIRPORT OPERATIONS WILL BE MANAGED COLLABORATIVELY BASED ON DATA

Today's airports face an increasingly complex set of operational challenges. Interdependencies between ground transport and handling, terminal and airside operations, air traffic control and cargo operations create a unique set of intricacies that can stand in the way of smooth operations.

All of this is complicated further still by the workforce reduction many have experienced in recent years, as well as unexpected events such as bad weather or delayed aircraft, making the case for simplification and automation impossible to ignore.

Enter the virtual Airports Operations Centre (APOC); an entirely new approach to managing airport operations collaboratively using common channels and shared data (without the need to relocate all service suppliers into an investment heavy common facility). This means better informed decisions, improved responsiveness and positive operational outcomes.

At a time when aviation operations teams are stretched and disruption is more common, we see the industry coming together around shared technology and automation.

A RISK-BASED APPROACH TO BORDER CHECKS WILL HAPPEN SOONER IN THE PASSENGER JOURNEY

Widespread use of biometric technology in air travel has long been at a tipping point. It promises to transform long-held airport rituals such as bag drop, security screening and boarding. When travellers opt to link their travel profile to verifiable digital credentials such as facial biometrics, they'll no longer need to fumble around for documents or wait in slow moving queues.

We see this technology being supercharged by closer collaboration between the aviation-industry and government border forces. By providing crucial travel and passenger information sooner, workloads at the border will be greatly reduced.

Passengers that opt-in will be able to complete their visa applications or even the border check itself in advance, allowing a new screening process whereby passengers approach a kiosk and have their photo taken (which is then matched to a photo from the government database) before continuing their travel journey seconds later.

Better connecting the border check to the air travel experience is one of the most effective ways to remove friction for all stakeholders.

Increasing passenger volumes, complex operational challenges and ever-increasing passenger expectations are driving the aviation technology sector to build, enhance, and innovate.

At Amadeus, we are actively building the technology foundations that can help to deliver a stress-free, data-driven, connected, and personalised future airport experience.

I look forward to embarking on that airport journey. Let's work together to unlock it.



WELCOME ABOARD!

We shine the spotlight on the route development success of Sydney Airport, a milestone for Emirates and a number of new services launching across the region in 2025.

HONG KONG AND ISTANBUL SUCCESS FOR SYDNEY AIRPORT

Sydney Airport's route network is being boosted by a second Hong Kong carrier and the news that Turkish Airlines plans ramping up services on its new Sydney-Istanbul route throughout 2025, ultimately moving to daily services early next year.

Hong Kong Airlines will become SYD's second Hong Kong carrier when it inaugurates daily services to Sydney on June 20, 2025, raising the number of daily flights between the two cities from five to six and increasing seat capacity on the route by nearly 20%.

Its addition follows the recent expansion of bilateral air traffic rights between Hong Kong and Australia, the first in nearly two decades.

Sydney Airport CEO, Scott Charlton, noted: "The support of the NSW government and Destination NSW was critical in securing this new service, and it's a great example of how our strong and productive partnership is delivering for Sydney and NSW.

"I would also like to thank and recognise the Albanese government for their recent work in delivering the expansion of bilateral air traffic rights between Hong Kong and Australia. The new services are a direct consequence of these efforts and will boost trade, economic growth, and job creation."

Hong Kong is a priority international market for Sydney, with incoming travellers contributing A\$290 million to the NSW visitor economy over the last year.

And the good news doesn't stop there, as despite only launching its SYD-IST route in November 2024, Turkish Airlines is upping the current four-weekly services to five-weekly from mid-June, and six-weekly from the end of October.

The route will be flown using the Airbus A350-900 via Kuala Lumpur, with the plan to provide non-stop service from January 12, 2026, subject to aircraft deliveries.

In the first year alone, the route will deliver an additional 68,620 inbound seats to Sydney Airport, support more than 290 jobs and generate an estimated A\$53 million for the NSW visitor economy.

Greg Botham, Sydney Airport's group executive for aviation growth and group strategy, said: "Turkish Airlines' decision to ramp up to daily services so soon after launching in Sydney is a tremendous vote of confidence in the strength of the market.

"This expansion will provide even greater connectivity between Australia and Turkey, benefiting both business and leisure travellers.

"It confirms Sydney Airport as Turkish Airlines' leading gateway in Australia, reinforcing our position as the country's premier international hub.

"We're also excited by the prospect of a future non-stop service to Istanbul, which will make travel between our two countries even more seamless."



SCOOTING ALONG NICELY

Following the launch of flights to Padang (Indonesia) and Shantou (China) in January 2025, Singapore Changi based Scoot has announced that it will launch twice-weekly services to Iloilo City (the Philippines) from April 14 and introduce three weekly direct services to Vienna (Austria) on June 3 using a Boeing 787-8 Dreamliner.

Leslie Thng, CEO of the low-cost subsidiary of Singapore Airlines (SIA), said: "We remain committed to expanding our network and connecting travellers to new destinations around the world at a great value.

"As the only airline offering direct flights between Singapore and Vienna, we are thrilled to introduce this new service from June, just in time for the holidays. With the launch of direct flights to Iloilo City, we also hope to inspire our customers to explore more cities within South East Asia and embark on new travel experiences."

Parent company SIA notes that it will ramp up services to Brisbane (Australia), Colombo (Sri Lanka), and Johannesburg (South Africa) during the Northern Summer 2025 operating season (March 30, 2025 to October 25, 2025).

BUSY TIMES IN SAUDI ARABIA

Saudia, the national flag carrier of Saudi Arabia, has announced a significant expansion of its global flight network, adding more than ten new destinations for 2025.

The new destinations across Europe, the Middle East, and Asia include Venice (Italy), Larnaca (Cyprus), Athens (Greece), Bali (Indonesia), Antalya (Turkey), El Alamein (Egypt) and Salalah (Oman).

His Excellency Ibrahim Al-Omar, director general of Saudia Group, said: "Following last year's operational success, we've implemented a strategic plan for 2025 to ensure continued excellence and meet rising international travel demand.

"Our destination selection is based on comprehensive feasibility studies and guest preferences. We are committed to providing our international guests with exceptional travel experiences that combine comfort, efficiency, and authentic Saudi hospitality."

Operating more than 530 flights a day, the airline notes that its ongoing international expansion plans – primarily from its main Jeddah and Riyadh hubs – aim to increase its global market share and strengthen connectivity between the Kingdom and the world.

In other news from the Kingdom, the General Authority of Civil Aviation (GACA) of Saudi Arabia has announced that it is opening the domestic private aviation market to international operators, removing cabotage restrictions for foreign on-demand charter flights within the Kingdom.

The new policy, effective May 1, 2025, will allow foreign charter operators to apply for permission to operate domestic flights, following specific requirements set by GACA.

"GACA is unlocking new opportunities for the global aviation industry, by removing restrictions on charter flight businesses to operate domestically in the Kingdom," said GACA's general manager for general aviation, Imtiyaz Manzary.

GACA's General Aviation Roadmap involves a comprehensive transformation programme to develop the general aviation sector into a \$2 billion industry by 2030, supporting 35,000 jobs.

The roadmap aligns infrastructure planning and regulations across the sector, delivering six dedicated business aviation airports and a further nine dedicated business aviation terminals.



NEW GUANGZHOU SERVICE FOR TRANSNUSA

Indonesian carrier TransNusa's new service between Bali and Guangzhou in China is expected to boost traffic between Australia and China.

For the service commencing on April 13 will enable passengers travelling from Guangzhou Baiyun to Bali's Denpasar International Airport to connect to a new flight to Perth commencing on March 20.

Bali-Perth flights will initially operate three times per week before rising to daily from June 1. The service will become TransNusa's only Australian route.

TransNusa Group's CEO and aviation veteran, Datuk Bernard Francis, said: "We are always looking at developing new routes to benefit our passengers.

"While traditional routes such as Bali to Perth and Bali to Guangzhou are important, we also strive to go the extra mile to provide fast as well as seamless connectivity to our passengers.

"With the launch of our new Bali-Guangzhou route, our passengers can now enjoy one of the fastest scheduled connecting flights to either Guangzhou or Perth via Bali, with a transit duration of either one hour and 30 minutes or two hours and 35 minutes, depending on the day and time of the scheduled flights."

EMIRATES CELEBRATES BAHRAIN MILESTONE

Dubai-based Emirates is celebrating 25 years of service to Bahrain International Airport in the Kingdom of Bahrain.

More than 7.86 million passengers have travelled on close to 49,000 flights operated on the route over the last 25 years. Freight volumes are also rising, with 146,000 tonnes of cargo handled in the bellyhold of its aircraft in the last five years alone.

Emirates' executive vice president for passenger sales and country management, Nabil Sultan, said: "As we celebrate 25 years of flying to Bahrain, we thank our partners and customers for their ongoing support. Bahrain is a key destination in our network, and we look forward to continuing our collaboration to support trade and tourism."

FLIGHTS SET TO RESUME BETWEEN INDIA AND CHINA

Direct commercial flights between India and mainland China are set to resume for the first time in five years following a warming of the relationship between the government's of the world's most populated countries.

Both countries have agreed in principal to a reintroduction of services originally halted by the COVID pandemic, with flights between Beijing and New Delhi expected to be the first to return.

At the moment, people wishing to travel between the two capitals are required to transit at destinations such as Hong Kong, Bangkok, and Kuala Lumpur.

According to Indian media outlet MoneyControl, about 500 direct flights a month operated between China and India before the pandemic, with China Southern and China Eastern being the market leaders. Air India was the dominant Indian carrier operating between the two countries, although IndiGo was gaining popularity prior to the suspension of flights.

INDONESIA AIRASIA RETURNS TO DARWIN

Indonesia AirAsia is set to reconnect the Northern Territory with Asia, resuming three direct flights per week between Darwin and Bali from March 22, 2025.

The new services will bring over 1,000 visitor seats weekly through Darwin International Airport (DRW) and Bali's Ngurah Rai International Airport, providing a significant boost to tourism and the local economy.

According to the airline, these flights also open seamless and affordable connectivity to and from Darwin via Bali, making travel to other Asian destinations more accessible than ever.

Sandra de Kock, executive general manager of people, culture and community at DRW operator, Airport Development Group, said: "Territorians have been calling for more options to fly to Bali, so we're excited to deliver with the return of AirAsia.



"Bali has long been the number one holiday destination for Darwin residents and these flights will undoubtedly see a surge of travellers embarking on their Indonesian adventures."

Indonesia AirAsia CEO, Veranita Yosephine, notes: "Bali is now our largest hub in terms of flight capacity, driven by strong demand. These direct flights will cater to the enduring popularity of Bali as a destination for Australians and offer great low fare connections to over 130 destinations across the AirAsia Group network."

"We thank Airport Development Group and the Northern Territory Government for their support in making these services a reality."

ANA ADDS ISTANBUL AND STOCKHOLM TO ITS NETWORK

Japanese carrier All Nippon Airways (ANA) has launched non-stop scheduled services to Swedish capital, Stockholm, and Istanbul in Turkey from Tokyo's Haneda Airport (HND).

Speaking after the inaugural flight, Swedavia president and CEO, Jonas Abrahamsson (pictured above), said: "ANA's investment strengthens Sweden's connectivity and further improves our range of destinations at the airport for those travelling for business or to visit friends and family."

"The relationship between Japan and Sweden has a long-standing history and we have a mutual interest in the connectivity between our countries being excellent."

The new service to IGA Istanbul Airport (IST) is operated three weekly by widebody Boeing 787-800s, which also offer around 60 tons of cargo uplift a week, with shipments expected to largely be made up of fish and other seafood products, a significant volume of automotive parts, and general cargo.

GULF AIR LAUNCHES LONDON GATWICK SERVICE

Gulf Air, the national carrier of the Kingdom of Bahrain, is to launch direct flights to London Gatwick Airport, strengthening its presence in the UK market.

Starting March 30, 2025, the airline will offer three weekly flights on Wednesday, Friday, and Sunday, using its flagship Boeing 789 Dreamliner aircraft.

It says that the new service reflects the growing demand for travel between the Kingdom of Bahrain and the United Kingdom, and will provide passengers with greater choice and convenience on the route.

A Gulf Air spokesperson stated: "This new route to London Gatwick is a significant step in Gulf Air's wider vision to expand the carrier's network and further strengthen the vital links between the Kingdom of Bahrain and the United Kingdom."

"We are confident this service will not only provide greater travel options for Gulf Air's passengers but also boost trade and tourism opportunities between the two countries."

NEW TRIPOLI SERVICE FOR AMMAN AIRPORT

On Wednesday February 26, Amman's Queen Alia International Airport (AMM) welcomed the inaugural flight of Libyan Wings' new twice weekly from Tripoli's Mitiga International Airport.

The inaugural flight was greeted with the customary water arch salute, attended by representatives from Libyan Wings, Airport International Group and the Jordan Tourism Board.

Airport International Group (AIG), which operates Queen International Airport, believes that the addition of Libyan Wings to AMM's airline network underscores its commitment to enhancing Jordan's connectivity and providing passengers with diversified non-stop travel options.

"This is a positive start to 2025" enthused AIG CEO, Nicolas Deviller. "We are steadfast in further expanding our airline network this year to meet the evolving demands of our passengers while continuing to shape a welcoming experience that feels like home at the Kingdom's prime gateway to the world".



RAISING THE GREEN BAR

Joe Bates highlights some of the latest sustainability success stories and new initiatives underway at airports across Asia-Pacific and the Middle East.

NEW AIRPORT CARBON ACCREDITATION HIGH FOR NARITA

In another step towards net zero, Tokyo's Narita International Airport has successfully upgraded to Level 4 'Transformation' status in ACI's Airport Carbon Accreditation programme.

Level 4 Transformation requires the creation of a long-term carbon management strategy oriented towards absolute emissions reduction. Narita operator, NAA, has set comprehensive decarbonisation targets for both itself and the wider airport community through its 'Sustainable NRT 2050' strategy.

One of the cornerstones of its strategy is the Narita International Airport Decarbonisation Promotion Plan, making it the first airport in Japan to set forth numerical targets on CO2 reduction for the entire airport.

As a result, the NAA Group has committed to converting 20% of its purchased electricity to renewable energy by 2030, with the aim of transitioning entirely to renewable energy by 2050.

All lighting within terminal buildings, aeronautical systems, and other facilities will be replaced with energy-efficient LEDs by 2030 – amounting to over 200,000 individual lights.

By 2030, its overall CO2 emission will be 50% less than in 2015. The NAA group aim to achieve net zero emissions by 2050.

Narita International Airport has also established Green Energy Frontier Co Ltd in order to contribute to its decarbonisation efforts by supplying electricity and thermal energy.

In addition, it has installed a 2MW solar power generation system on the roof of a new cargo shed as part of the first phase of its mega solar project.

Narita International Airport is further addressing operational emissions by halving GPU usage time from 30 minutes to 15 minutes before departure and conducting trials with renewable diesel fuel for specialised vehicles, such as fire engines.

The forward looking airport has also implemented measures to support Sustainable Aviation Fuels.

NEWCASTLE AIRPORT COMMITTED TO BECOMING GREEN GATEWAY TO NSW

Newcastle Airport has set a new benchmark in Australian aviation sustainability by becoming the first airport in the country to achieve Level 4+ 'Transition' status in ACI's Airport Carbon Accreditation (ACA) programme, placing it among the top 12% of airports worldwide.

The airport's interim CEO, Andrew Warrender, said achieving Level 4+ Transition accreditation supported the Australian government's 'Future Made in Australia' plan to achieve net zero emissions by 2050, and highlighted the success of the gateway's long-term, strategic approach to reducing the airport's carbon footprint.



"It takes a long-term, sustained commitment from the entire businesses to be able to achieve an ACA Level of 4+ which focuses on long-term emissions reductions and alignment with global climate goals," enthused Warrender.

"Level 4+ recognises that we are truly transitioning away from carbon reliance and embedding sustainability into our long-term future.

"Newcastle Airport is leading the way globally; it's important that airports can also contribute to Net Zero targets in the aviation industry through our provision of green infrastructure, whilst airlines focus on Sustainable Aviation Fuel and Hydrogen jet technology.

"We are committed to being the Green Gateway to NSW, and contributing to our region's efforts in renewable innovation and move towards transforming the Hunter Region into a leading hub for clean energy production, storage, and export via the Hydrogen Hub in Newcastle and the Port of Newcastle's Clean Energy Precinct."

To achieve Level 4+ Transition, the airport established an absolute emissions reduction target that covers all Scope 1 and 2 emissions, aligning with the objectives of the Paris Agreement to limit global warming to less than 2°C. Additionally, it commits to offsetting any remaining Scope 1 and 2 emissions using internationally recognised carbon credits.

With decarbonisation deeply embedded in its operations and infrastructure development, Newcastle Airport achieved net zero Scope 1 and 2 emissions in 2024, six years ahead of its original 2030 target.

This accomplishment was made possible through a commitment to renewable energy sources in partnership with an Australian renewable energy retailer and an

offset programme with Tasman Environmental Markets, investing in native bushland regeneration projects in New South Wales.

Beyond its own emissions, Newcastle Airport has also taken significant steps to address Scope 3 emissions, including those from aircraft, passenger and staff transport, and third-party operators.

A key milestone was achieving a 5-Star Green Star 'Designed' assessment for its international terminal build in September 2024, along with initiatives such as offsetting staff travel emissions and supporting electric vehicle adoption through infrastructure improvements. The airport has also made strategic investments, including the conversion of loan funding to a Green Sustainability Linked Loan of A\$235 million with CommBank and the integration of sustainability principles in the Astra Aerolab development, targeting high-efficiency building certifications.

Additionally, the construction of a new premium covered car park with integrated solar panels, now supplying over 30% of the airport's future energy needs, marks another significant step in reducing carbon reliance.

DOUBLE CAUSE FOR CELEBRATION FOR KING KHALED INTERNATIONAL AIRPORT

King Khalid International Airport in Saudi Arabia has successfully upgraded to Level 4 'Transformation' status in ACI's Airport Carbon Accreditation programme and become the first airport in the region to undergo an onsite assessment under ACI Asia-Pacific & Middle East's Net Zero Roadmap pilot programme.

Operator, Riyadh Airports Company, believes that both achievements showcase the airport's leadership in environmental responsibility and reinforce its commitment to achieving net zero emissions by 2050.



As part of its long-term sustainability strategy, King Khalid International Airport (RUH) aims to reduce more than 27,000 metric tonnes of carbon dioxide by 2050 – an impact equivalent to the carbon absorption of over 446,000 seedlings growing for ten years or recycling more than 9,500 tonnes of waste.

The airport's transition to Level 4 Transformation underscores its commitment to reducing emissions through operational improvements, energy efficiency initiatives, and collaboration with key stakeholders. By implementing innovative solutions and actively engaging in climate action, RUH is setting a new standard for sustainability within the region.

NEW ZEALAND'S FIRST ELECTRIC FIRE TRUCK LANDS IN CHRISTCHURCH

Christchurch Airport has taken another significant step in its commitment to operational excellence and sustainability, taking possession of New Zealand's first electric fire truck.

The Rosenbauer RT (Revolutionary Technology) is also the first electric fire truck at any airport in the Southern Hemisphere, reinforcing the airport's leadership in sustainable airport practices.

The arrival of the new vehicle is part of the airport's broader fleet transition programme. With the corporate fleet already 100% electric, the airport is now transitioning its emergency response vehicles as part of its commitment to a zero-emission fleet by 2035.

Airport chief executive, Justin Watson, says the addition of the Rosenbauer RT reflects the airport's ongoing investment in world-class safety and sustainability solutions.

"Safety is at the heart of everything we do, and this new truck ensures our emergency response teams have cutting-edge equipment to keep the airport community safe.

He notes: "At the same time, this is another step towards our zero-emissions goal. Innovation and responsibility go hand in hand. By investing in world-class emergency response technology, we're ensuring our airport remains at the forefront of both safety and environmental leadership."



The RT fire truck will serve as the airport's primary first-response vehicle, replacing the existing diesel truck that handles most emergency call outs across the airport campus.

BRISBANE'S RENEWABLE ENERGY STRATEGY

Brisbane Airport (BNE) has become Australia's first airport to achieve Net Zero emissions for Scope 1 and 2 emissions, meaning that all passengers travelling through its facilities will do so using 100% renewable backed electricity generation.

It ensures nearly 25 million passengers can travel with the confidence that Brisbane Airport is dedicated to minimising its environmental footprint.

"We are proud to have achieved this milestone because as a sustainability leader, we take our role in reducing our impact on the environment very seriously," enthused BNE's CEO, Gert-Jan de Graaff.

"But there is far more work to be done. We know the most significant source of emissions comes from aviation fuel used by our airline partners. It's why we continue to represent all airports on the Australian Jet Zero Council, and support research undertaken at Brisbane Airport by Stralis which is developing a hydrogen-electric aircraft, with a test-flight planned for this year."

Brisbane Airport Corporation has reduced its scope 1 and 2 emissions by 97% through:

- Purchasing 100% renewable electricity generation from Stanwell for Queensland based wind farm and solar energy
- Expanding onsite solar to 10MW
- Replacing 24 traditional internal combustion engine fleet vehicles with electric powered vehicles

The remaining 3% of emissions have been offset through native bush regeneration projects in southwest Queensland via Tasman Environmental Markets.

"Our renewable power purchase agreement provides up to 185GWh of renewable backed wind and solar energy per year from regional Queensland. This is a milestone moment," says de Graaff.



"It means renewable backed power will operate everything from the systems you use at check-in, baggage conveyors, air conditioning, departure screens, escalators, electric ground services equipment, right through to the runway lights that guide your aircraft safely into the sky."

SHARJAH CONTINUES TO SHINE FOR SUSTAINABILITY EFFORTS

Sharjah Airport has successfully renewed its Level 3+ (Neutrality) certification in ACI's Airport Carbon Accreditation programme.

The achievement solidifies Sharjah Airport's status as the only carbon-neutral airport in the GCC for the fourth consecutive year, further highlighting its commitment to sustainability and environmental responsibility.

Reflecting on the achievement, His Excellency, Ali Salim Al Midfa, chairman of Sharjah Airport Authority (SAA), emphasised that the accomplishment demonstrated the airport's determination to be one of aviation's sustainability leaders.

He stated that maintaining carbon neutrality for the fourth consecutive year aligns with the strategic vision of Sharjah and the UAE in promoting environmental sustainability.

And he further noted that the milestone is an integral part of the airport's comprehensive sustainability strategy, focusing on reducing carbon emissions, implementing green initiatives, and launching ambitious projects to offset and balance any remaining emissions.

In line with the UAE's Net Zero 2050 Strategy, Sharjah Airport continues to develop integrated sustainability strategies, including enhancing energy efficiency, adopting renewable energy sources, and implementing innovative policies that improve airport operations while maximising their positive environmental impact.

HONG KONG CARGO TERMINAL EMBRACES RENEWABLE DIESEL

Hong Kong Air Cargo Terminals Limited (Hactl) – Hong Kong's largest independent cargo handler – is entering into a new memorandum of understanding (MoU) with Shell Hong Kong Limited (Shell), covering the supply of renewable diesel fuel for its ramp equipment and road vehicles.

Shell is recognising Hactl as its first Strategic Collaborator on Renewable Diesel initiatives. The MoU also encompasses strategic collaboration on charging infrastructure for electric road vehicles and ground services equipment at SuperTerminal 1.

Hactl has been working with Shell in a one-year airport-wide programme led by Airport Authority Hong Kong since April 2024, involving some of its ramp tractors, to evaluate the use of hydrotreated vegetable oil (HVO). The pilot scheme's success has driven the extension and expansion of the cooperation, through this new dedicated Hactl/Shell agreement.

"Shell Renewable Diesel is a little more expensive than the B5/B7 biodiesel that Hactl has been using, but our research confirms it will achieve a dramatic reduction in lifecycle greenhouse gas emissions compared with traditional petroleum-based diesel fuel," stated Hactl chief executive Wilson Kwong: "This will be an important factor in achieving Hactl's overall sustainability targets: full adoption of renewable diesel will help us reduce our overall Scope 1 GHG emissions by 40%.

"HVO requires no modification to engines, and its use does not create any operational issues throughout the seasons and their varying climactic conditions."

Hactl plans to expand the use of HVO across more of its 190-strong ground service equipment fleet, which includes tractors, loaders, conveyor belts and passenger steps; this is an interim step to reduce emissions, while Hactl progressively tests and introduces electrically-powered alternatives.

The MoU with Shell also covers electric vehicle charging infrastructure, which will become increasingly important to Hactl as it pursues the switch to electrically-powered ground service equipment.

Anne Yu, managing director of Shell Hong Kong Limited, noted: "The signing of the MoU between Shell and Hactl is not only a strategic alliance between us, but also a shared commitment to social and environmental responsibility to advance the application of low-carbon energy to address the challenge of global climate change."

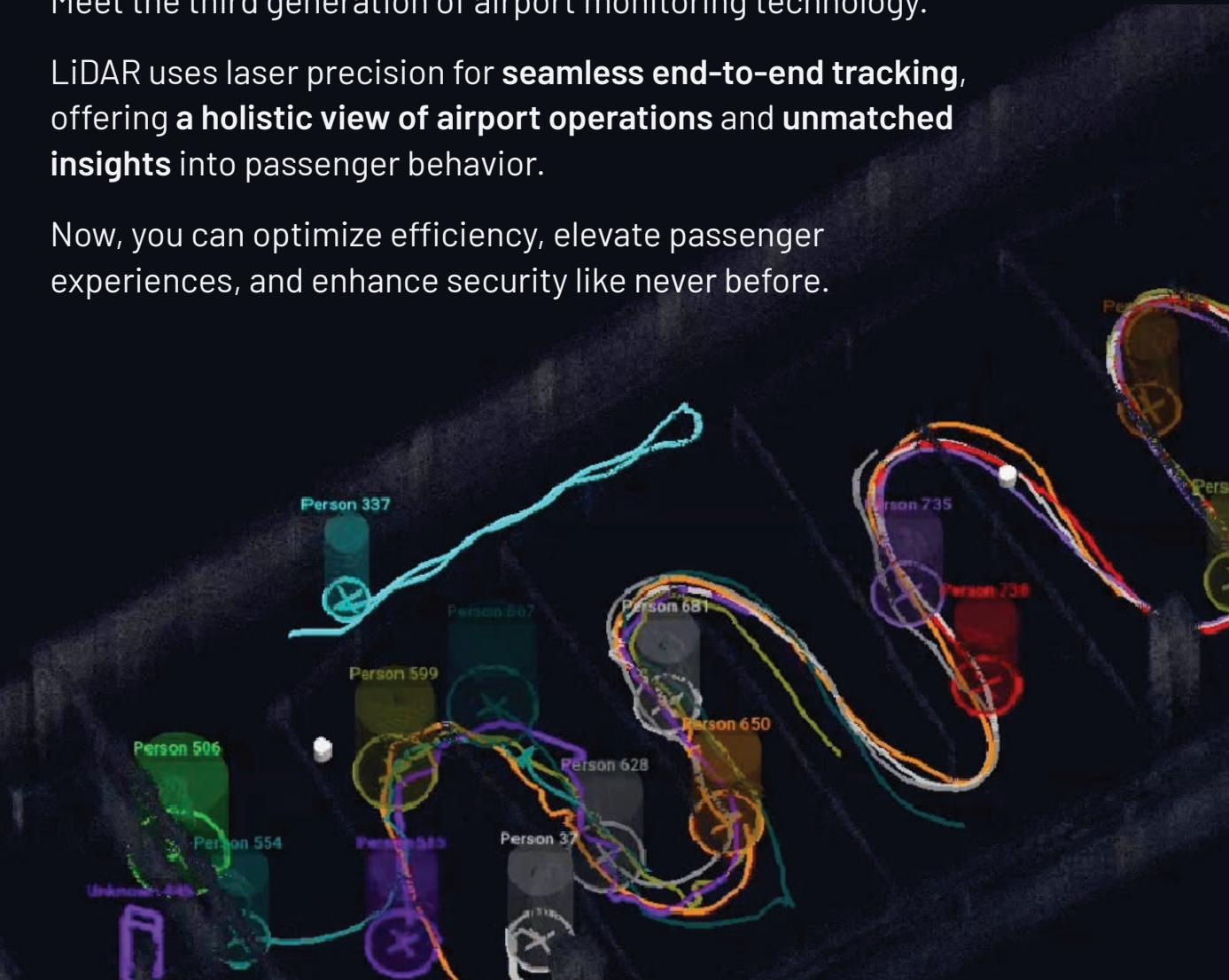
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PRODUCT PROFILE: VEOCI

Camryn Gaudett tells us more about how digitising the safety management system has helped transform risk management at San Francisco International Airport.

Veoci is a versatile platform for developing applications, from simple approval forms to complex continuity management programmes.

Designed for ease of use, Veoci ensures that your applications run smoothly, providing a robust, technology-driven solution for teams.

San Francisco International Airport (SFO) successfully digitised its Safety Management System (SMS) using Veoci, transforming how hazards are reported, tracked, and mitigated.

Traditional methods – emails, phone calls, and in-person reports – became insufficient as hazard reporting increased. With hundreds of requests to track, SFO needed a structured, scalable solution.

In 2017, the airport issued an RFP, ultimately selecting Veoci in 2018. Because safety was already a core value, the transition was seamless.

Veoci streamlined workflows, provided real-time hazard tracking, and ensured every report was properly documented and addressed. Its flexibility allowed SFO to align with FAA regulations while tailoring processes to its unique operational needs.

A key enhancement was the integration of a custom 4x4 risk matrix into the SMS workflow. Designed to align with leadership levels and clarify responsibilities, the matrix standardized risk assessments and mitigation efforts.

Since historical data was limited, SFO used qualitative descriptions to improve clarity. This structured methodology ensured consistency in hazard assessments.

We believe that Veoci revolutionised SFO's hazard reporting workflow by automating each step of the process. When a report is submitted, it undergoes an Initial Risk Assessment (IRA) using the matrix.

Leadership then reviews findings in the Interim Risk Assessment Acknowledgment step. If mitigation is needed, the case moves to Mitigation Implementation Review, followed by Final Review to confirm resolution.

If no mitigation is required, the report proceeds directly to Closeout Approval before final verification. Automation ensures efficient processing and comprehensive documentation.

Since nearly 90% of reported hazards required mitigation – many involving multiple corrective actions – progress tracking was crucial. Veoci integrated progress monitoring directly into the IRA process.

At the Mitigation Approval Step, leaders could approve, escalate, or reject reports, reinforcing accountability. Its flexibility allowed SFO to customise approval pathways, ensuring proper decision-making.

The Risk Register Dashboard was another major improvement, offering a real-time overview of all reported hazards. Stakeholders could quickly assess case status, review risk levels, and track mitigation progress.

Each hazard was assigned a Room, a dedicated space for documentation, collaboration, and co-ordination. Rooms supported file sharing, image uploads, and status updates, ensuring easy access to relevant information.

Additionally, Veoci introduced a mapping feature that visually represented hazards by risk level. Color-coded reports and geographic displays allowed teams to identify trends, pinpoint high-risk areas, and take proactive safety measures.

By leveraging Veoci, SFO transformed its SMS into a streamlined, data-driven system, enhancing hazard tracking, improving accountability, and ensuring compliance with FAA regulations. Veoci's flexible platform adapted to SFO's safety processes rather than imposing unnecessary changes, reinforcing its role as a powerful tool for operational excellence.

WBP NEWS

The latest news and views from World Business Partners across Asia-Pacific and the Middle East.



NEW APOC AT HYDERABAD INTERNATIONAL AIRPORT

Hyderabad-Rajiv Gandhi International Airport's new Digital Twin-Powered Integrated Airport Predictive Operations Centre (APOC) is enhancing efficiency by utilising artificial intelligence, big data analytics and the Internet of Things (IoT).

It is India's first end-to-end fully integrated digital twin-powered APOC that covers the terminal, airside and landside, integrating with over 40 modules and tracking more than 100 KPIs, capable of managing 40+ million passengers annually.

WAISL believes that its innovative APOC solution significantly benefit airports, reduce delays, and enhance passenger satisfaction.

By integrating advanced technologies, it says, airports can effectively manage large passenger volumes, optimise revenue streams, and lower operational costs, ensuring a seamless and efficient travel experience.

"At WAISL, we are setting a new benchmark for airports worldwide," enthuses president and CEO, Rishi Mehta.

"We don't just innovate, we transform the boundaries of what's possible. "In the digital age, transformative impact stems not from technology alone but from its bold, strategic application to complex operational challenges."

NEW FUKUOKA DEAL FOR SMITHS DETECTION

Smiths Detection has expanded its partnership with Fukuoka International Airport in Japan with a contract to supply seven HI-SCAN 6040 CTiX Model S X-ray scanners and seven automatic iLane A20 tray return systems.

The technology – a smaller footprint version of Smiths Detection's industry-leading Computed Tomography (CT) passenger checkpoint scanner – will be installed in the newly renovated international terminal in Q1 2025.

With regards to the iLane A20, Smiths Detection notes that empty tray verification (ETV) will be included to ensure that all trays are

devoid of any personal belongings, unauthorised objects, or restricted items before being returned to the tray return unit.

Matt Clark, vice president for commercial at Smiths Detection, said: "We are honoured to expand our partnership with Fukuoka International Airport.

"Our technology enhances security and improves passenger experience. We are revolutionising both domestic and international traveller experience throughout Japan, alongside delivering operational efficiency gains for our partners and bringing down energy costs through our industry-leading 3D X-ray solutions."

WBP PROFILES



ENVIROSUITE LIMITED

Location: Australia

Type of business: Equipment

W: www.envirosuite.com

Envirosuite is a global leader in environmental intelligence, using proprietary technology and real-time localised data to help industries and communities thrive. Through a unique combination of science and technology, Envirosuite delivers flexible solutions to address challenges of air and water quality, noise, and vibration, making the world a better place through improved environmental performance.

HONG KONG INTERNATIONAL AVIATION ACADEMY

Location: Hong Kong

Type of business: Training

W: www.hkiaacademy.com/en/

Established by the Airport Authority Hong Kong (AAHK) in 2016, the academy comprises five training centres offering academic programmes from Diploma level to Advanced Master in Airport Transport Management, as well as professional courses on airport management and air traffic control. Partnering with local and overseas education institutions, global organisations (including ICAO and ACI) and industry practitioners, its programmes are in compliance with international standards and best practices, while meeting the industry's training needs in Hong Kong, the Mainland and throughout the region.

SIGNPOST INDIA

Location: India

Type of Business: Retail & Commercial

W: www.signpostindia.com/

Signpost India (Signpost) is an independent Mumbai based media agency specialising in OOH media and digital innovations. The company designs, builds and operates one of the largest digital OOH (DOOH) network portfolios with experience in transit advertising across India.



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veoci®

Trusted by 180+ aerodromes globally



Paper reports and uncoordinated systems only hinder airport operations. Veoci solutions, developed by practitioners, save airports and their personnel meaningful time and funds every day. Digitizing critical processes puts inspection forms, reporting, escalations, and communications into the pockets of all airport personnel, and makes a measurable difference in all airfield, landside, safety, and administrative operations.

Veoci offers modern and user-friendly solutions for your daily operations.

- ✈ Integrated Solutions
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Learn about Veoci's authorized partner in the Middle East and Asia!


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