



ACI Africa Webinar

Wednesday 1 July 2020 at 10h00 UTC

ACI Africa
in collaboration with **SITA**

Smart Technology for a healthy restart of travel

**Please switch off your
microphone and camera
Thank You**





ACI Africa Webinar

ACI Africa
in collaboration with **SITA**

**Smart Technology
for a healthy restart of travel**

A warm welcome to all of you





ACI Africa Webinar

Smart Technology for a healthy restart of travel



M. Romesh Bhoyroo

Director Strategy & Business Development

ACI Africa

Moderator

ACI Africa Webinar

Smart Technology for a healthy restart of travel

Online Rules

- **Please ensure that the microphone and camera on your devices are switched off.**



- During the discussions, you can use the 'Chat or conversation' icon to send your questions to the moderator.





ACI Africa Webinar

Smart Technology for a healthy restart of travel



ACI Africa Webinar

Smart Technology for a healthy restart of travel



Airport A

Traditional Passenger Processes

Airport B

Introduced some technological solutions in the passenger processing



Airport C

Deployed smart technology and automation at various passenger processing nodes



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Smart Technology for a healthy restart of travel

SPEAKERS



Mr. Ali TOUNSI
Secretary General
Airports Council
International Africa
ACI AFRICA



Mr. Mthoko MNCWABE
Executive Chief Information
Officer
Airports Company South Africa
SOUTH AFRICA



Mr. Adonis SUCCAR
Director Business Development
Airports
Africa & Middle East
SITA





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Technology will change the future of passenger experience



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Smart Technology for a healthy restart of travel



Mr. Mthoko MNCWABE
Executive Chief Information Officer
Airports Company South Africa
SOUTH AFRICA



AIRPORTS COMPANY
SOUTH AFRICA

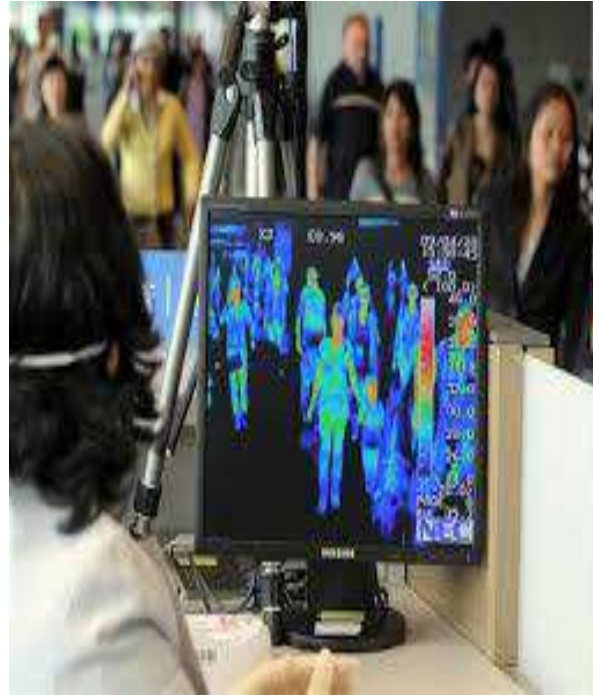
SMART TECHNOLOGY FOR A HEALTHY RESTART OF TRAVEL

By Mthoko Mncwabe – GCIO ACSA

1 July 2020



IS THIS PASSENGER TRAVEL STATE MOVING FORWARD?



That implies a halving of global RPKs in 2020

With lower yields that means a \$314 billion or 55% fall in passenger revenues

Region of airline registration	RPKs 2020 (vs 2019 year- on-year change)	Passenger revenue \$ billion 2020 vs. 2019 levels
Asia-Pacific	-50%	-113
North America	-36%	-64
Europe	-55%	-89
Middle East	-51%	-24
Africa	-51%	-6
Latin America	-49%	-18
Industry	-48%	-314

Note: This assumes, as in the previous impact assessment, that the domestic lock-down lasts 3 months, until the end of Q2. But international travel restrictions are assumed in this assessment to be reduced more slowly, with only 50% of pent-up international RPKs recovered by Q4 (after reduction due to recession impact).

Source: IATA Economics

HOW DO WE RECREATE THIS VALUE POST COVID-19?

AIRPORT ECONOMICS* AT A GLANCE

*in US\$

**GLOBAL
INDUSTRY
REVENUES**

\$ 172.2
billion



Aeronautical
55.8%



Non-aeronautical
39.9%



Non-operating
4.3%

GLOBAL RETURN on invested capital **7.4%**

**GLOBAL
AERONAUTICAL
REVENUES**
per passenger
\$ 9.95



**GLOBAL
NON-AERONAUTICAL
REVENUES**
per passenger
\$ 7.08



TOTAL COST
per passenger
\$ 13.69

CAPITAL EXPENDITURE
per passenger
\$ 5.79



DISTRIBUTION OF NON-AERONAUTICAL REVENUES by key source



Retail concessions
30.2%



Car parking
20.1%



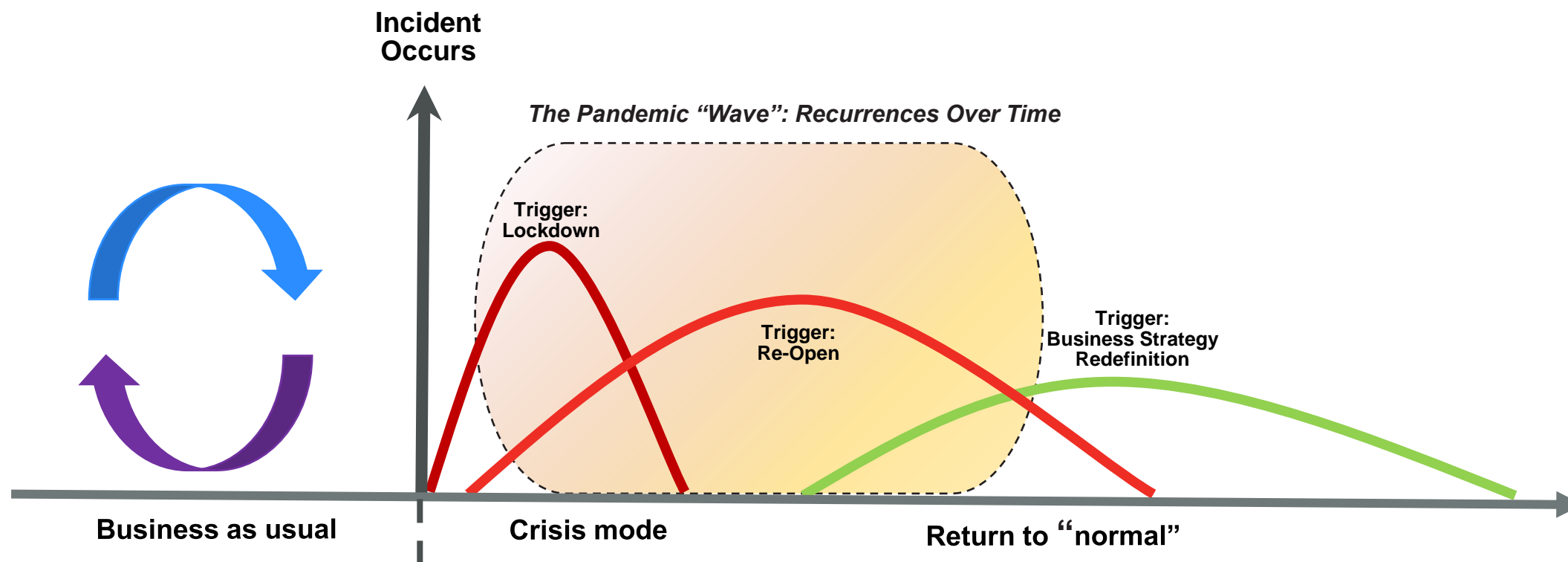
Property and real estate
15%



Others
34.7%

Others include car rental, food and beverage, advertising and more.

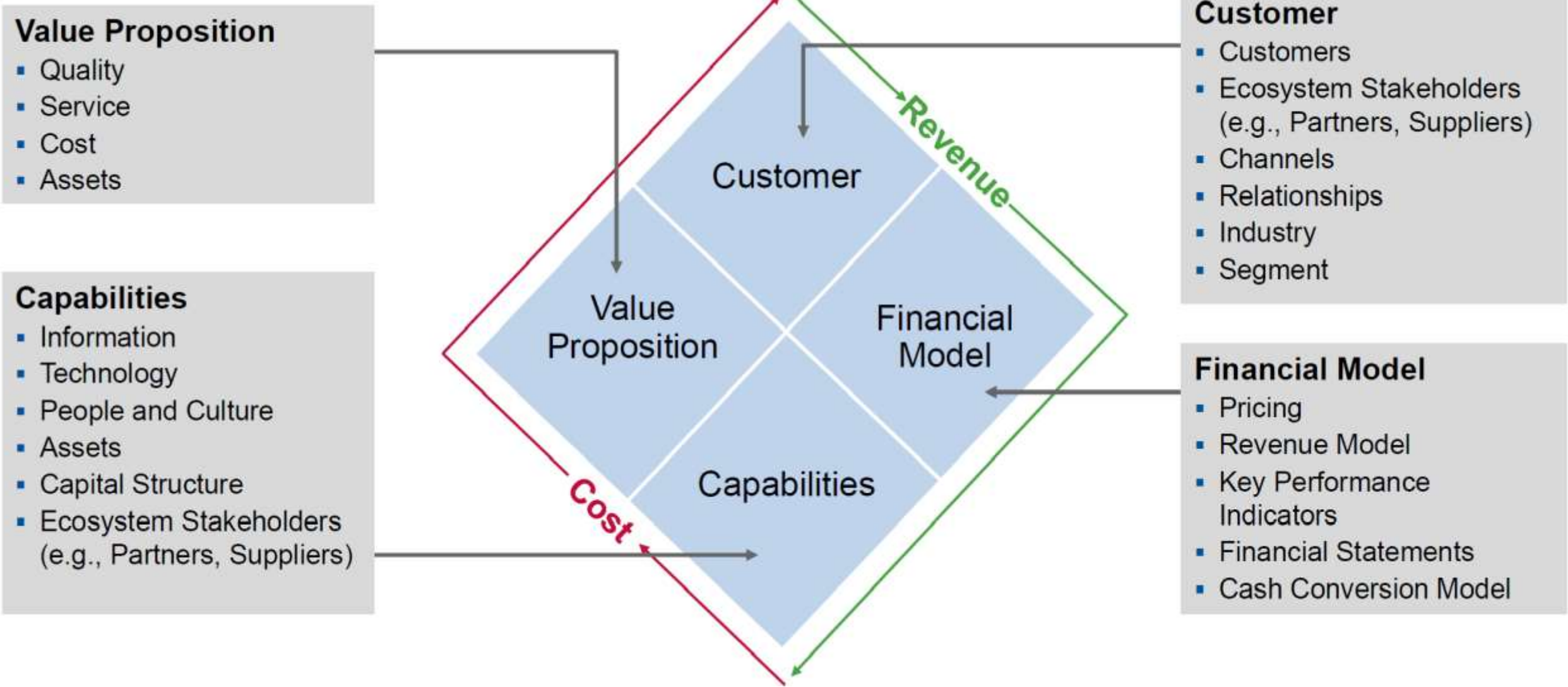
THE PANDEMIC JOURNEY: THE “RESET”



PREPARE	MITIGATE	RESPOND / ACTIVATE	RECOVER / RESTORE	REBUILD / RENEW
Planning activities to prepare via contingency planning, prioritizing business functions, and defining alternate work-area options	Activities to mitigate or eliminate potential risks and/or to reduce or minimize their impact	Immediate actions and activities to respond to event via situational awareness, monitoring, and/or plan activation	Activities to recover or restart critical business functions, reorient to working in the changed environment	Activities to rebuild or renew for the “new normal” environment



GARTNER BUSINESS MODEL CONFIGURATION FOR VALUE CREATION

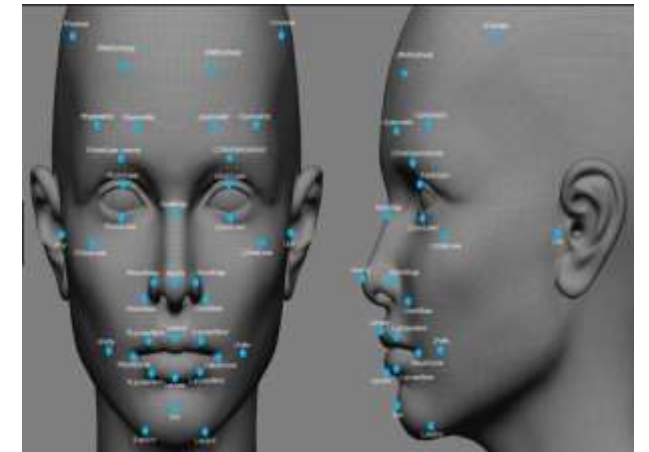


Airport Intelligent Sterilization Robots

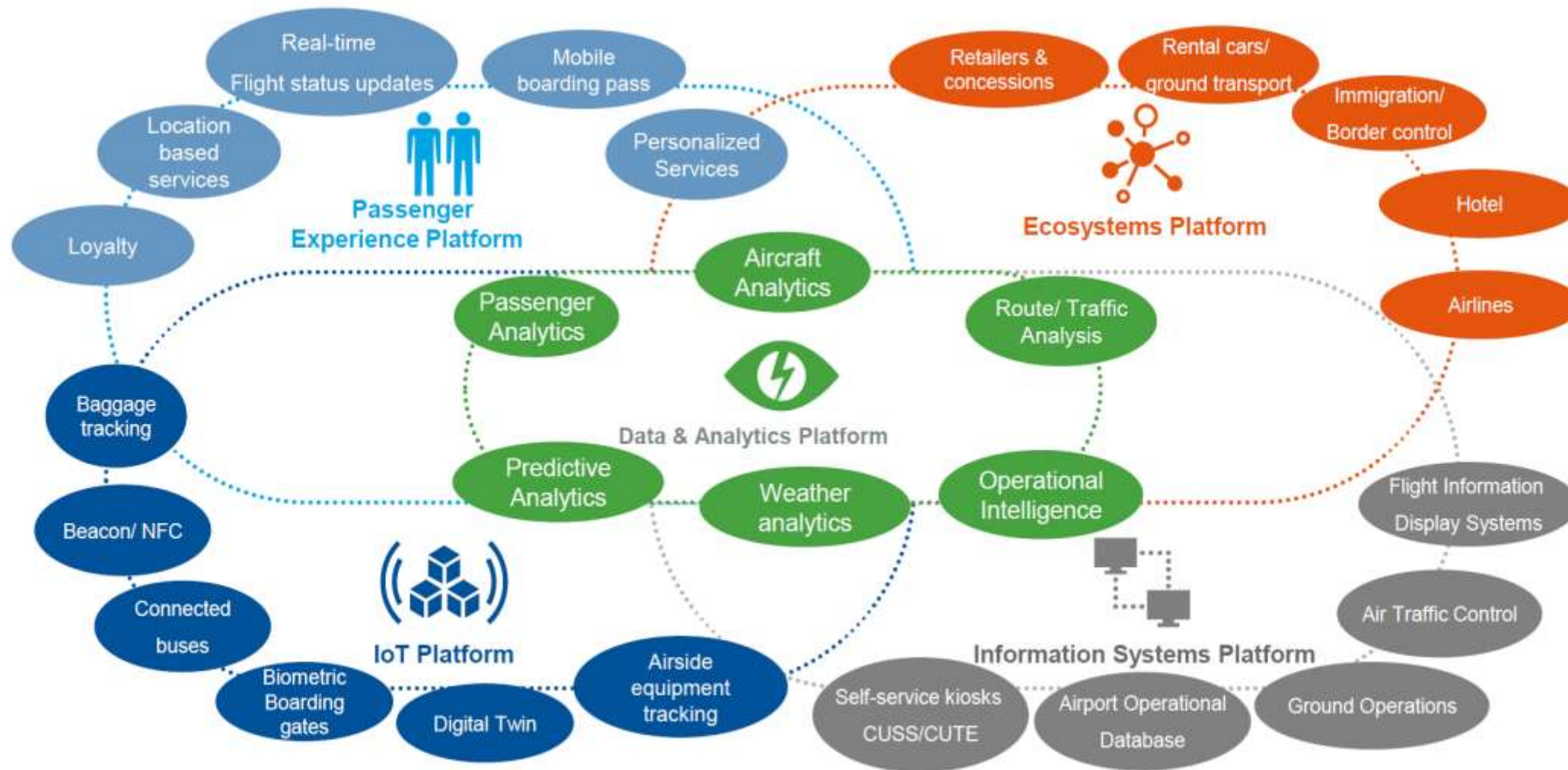


Touchless Interfaces

- Facial recognition for check in
- Borderless Security: No Passport Required
- Location tracking
- Mobile apps
- Acceleration of Biometric Boarding
- Immunity Passport or Health Certificate



THE DIGITAL BUSINESS TECHNOLOGY PLATFORM

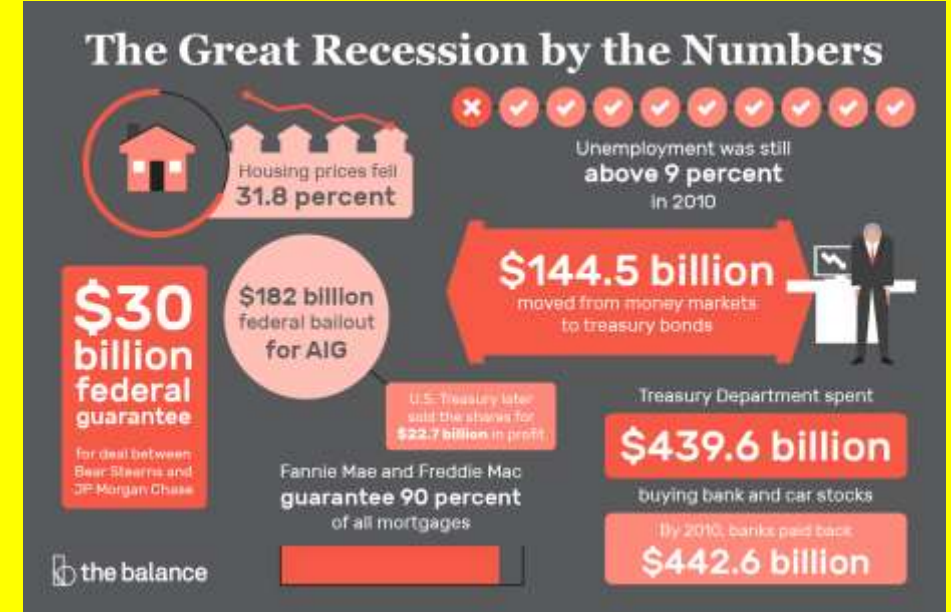


A person with a backpack is walking away from the camera on a moving walkway in an airport terminal. The walkway is flanked by glass railings and has a teal-colored strip along its edge. The terminal is brightly lit with overhead lights and features various advertisements and signs on the walls. The overall atmosphere is clean and modern.

Thank You.

QUESTION : THE GREAT LOCK DOWN

The Great lock down that has shutdown much of the world , it is said that it will deliver the worst recession since the Great Depression ,far worst than the global financial crisis



How has SITA seen these events affecting the Aviation industry and changing how we do our work ?



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Mr. Adonis SUCCAR

Director Business Development - Airports
Africa & Middle East

SITA

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ACI Africa – SITA Webinar

1st July 2020

The SITA logo is the word 'SITA' in a bold, white, sans-serif font, positioned in the bottom right corner of the slide.

What happened?



A human crisis!



All operations stopped



...Borders reopening



At the heart of the community

The changing face of Aviation post COVID19



Economic Pressure



Safety & Security



Sustainability



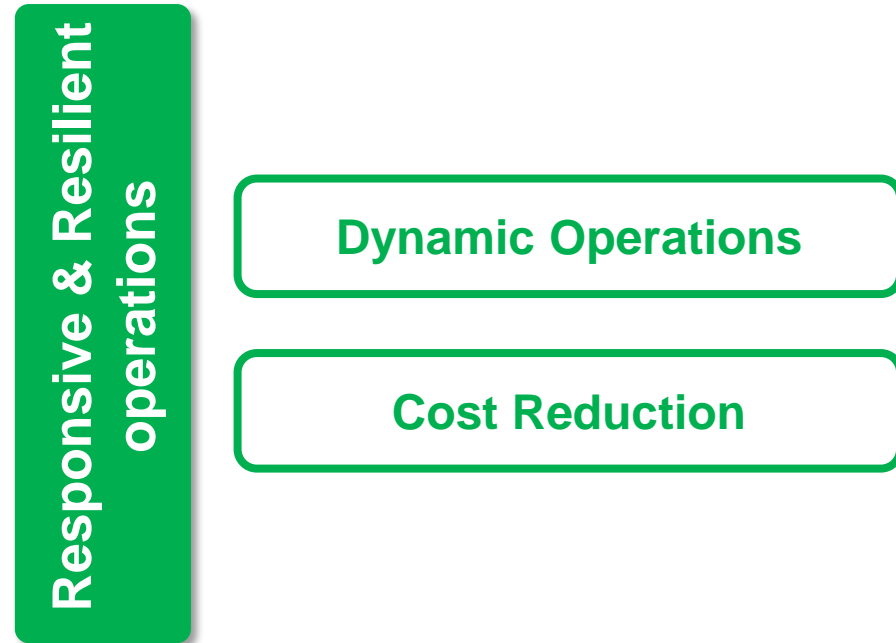
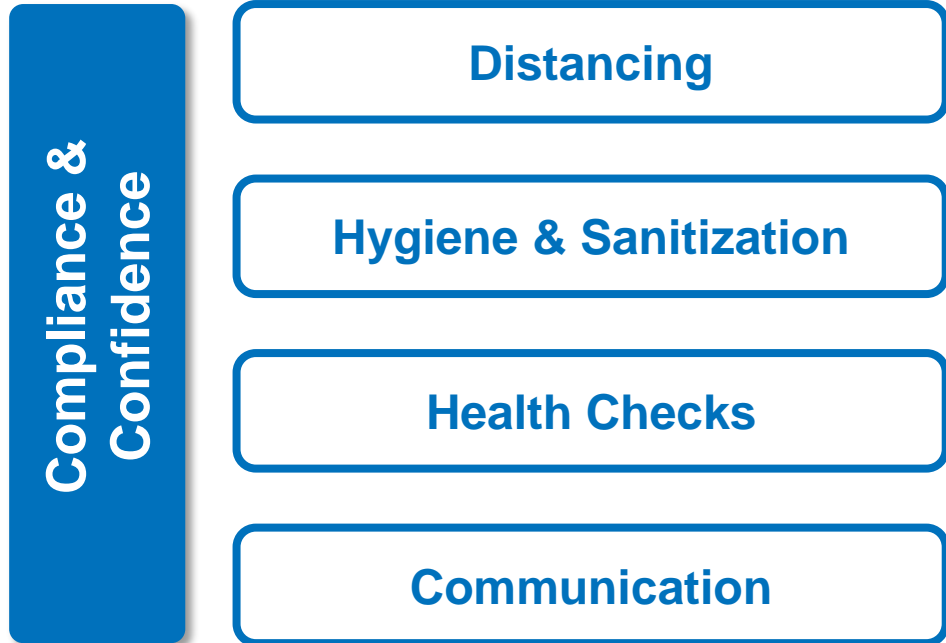
Two Focus Areas



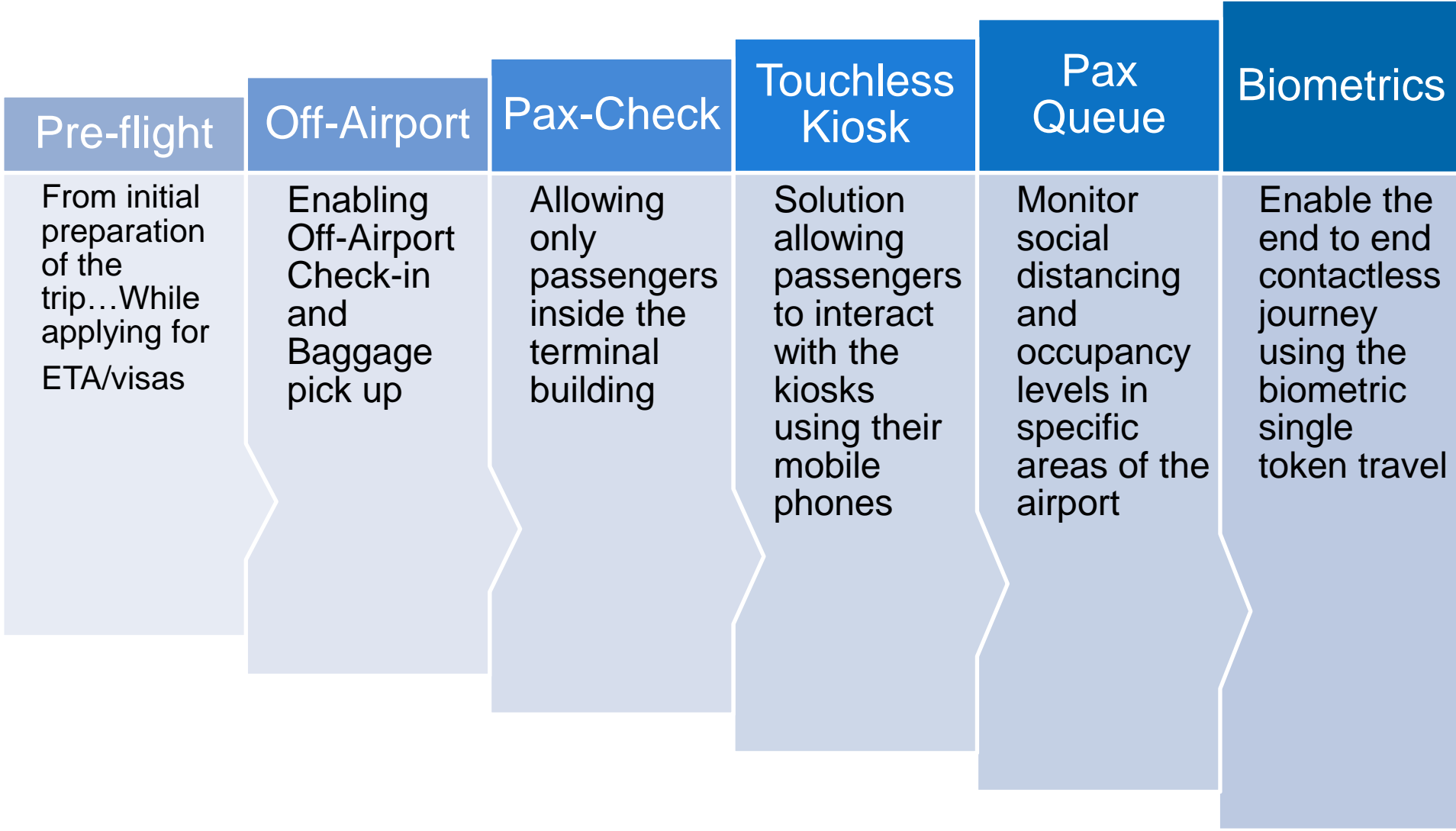
**Compliance &
Confidence**

**Responsive &
Resilient
Operations**

Market Drivers



Compliance & Confidence – Layered Approach



QUESTION : PASSENGER JOURNEY

The Passenger journey in today airport

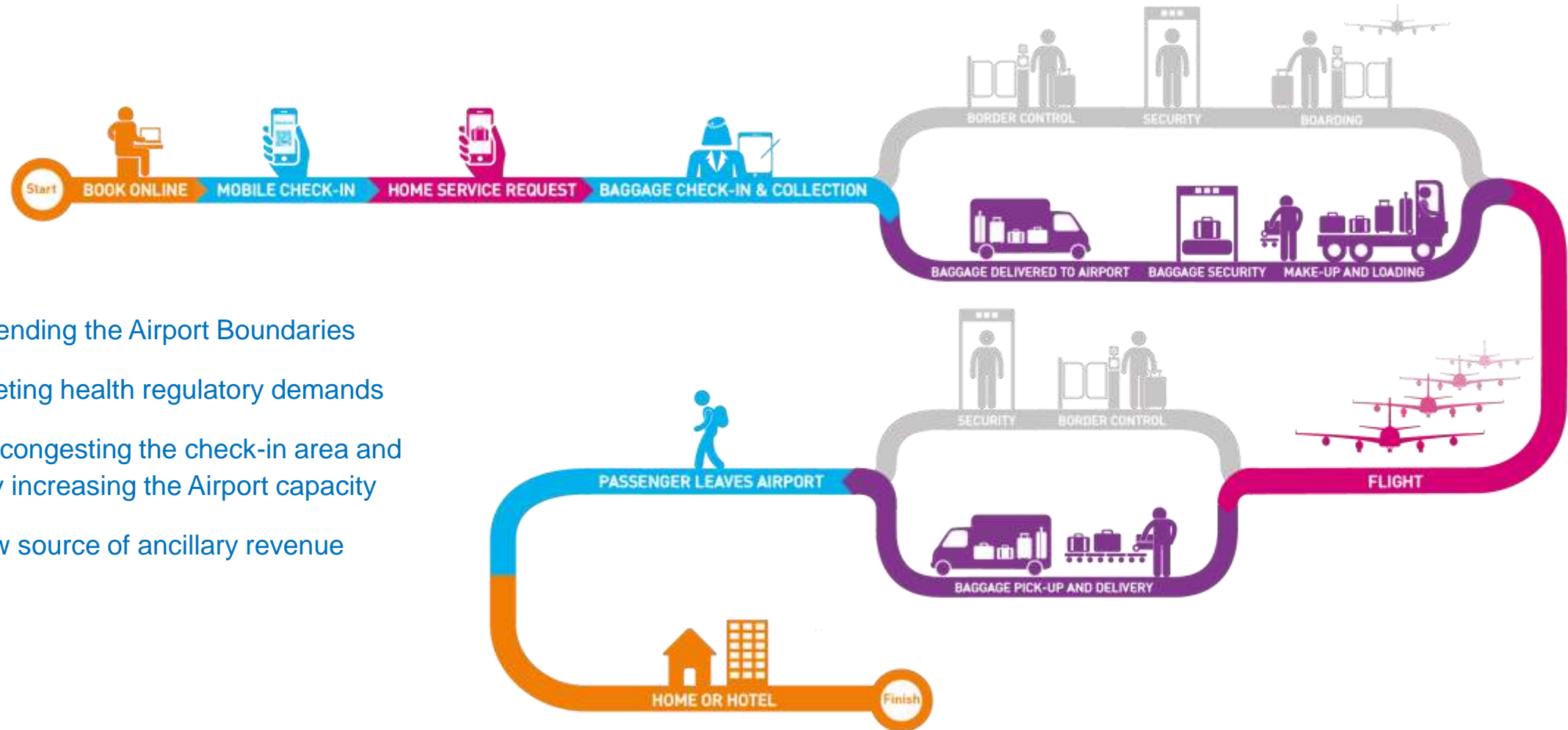


How is SITA gearing for these changes and technology platforms?

Off-Airport Check-in and Baggage pick up

Distancing

- Extending the Airport Boundaries
- Meeting health regulatory demands
- De-congesting the check-in area and virtually increasing the Airport capacity
- New source of ancillary revenue



- **Question : Social distancing**

Social distancing and Queue Management



How will technology address the impact on delays caused by social distancing to improve queue management?.

Reinforce & Monitor Social Distancing

Distancing



Pax Validation Checkpoint
Only the passengers are allowed inside the Terminal Building

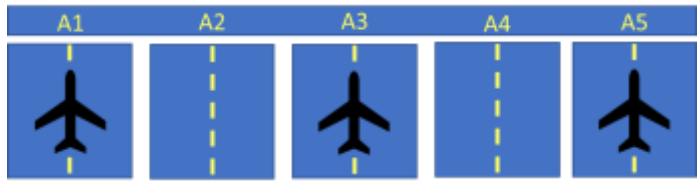
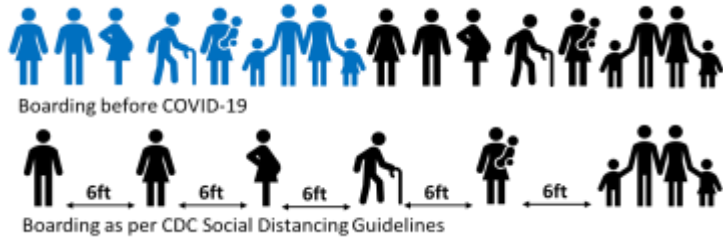


Queue Management and Distancing Monitoring

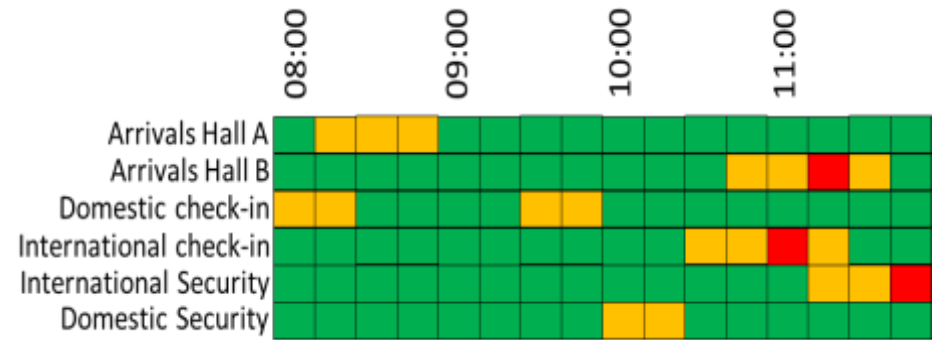
Airport Operations – Capacity Planning



Distancing



Effective Resource Planning to accommodate new Boarding Procedures



Airport Capacity Business Rules

Baggage Management

Distancing

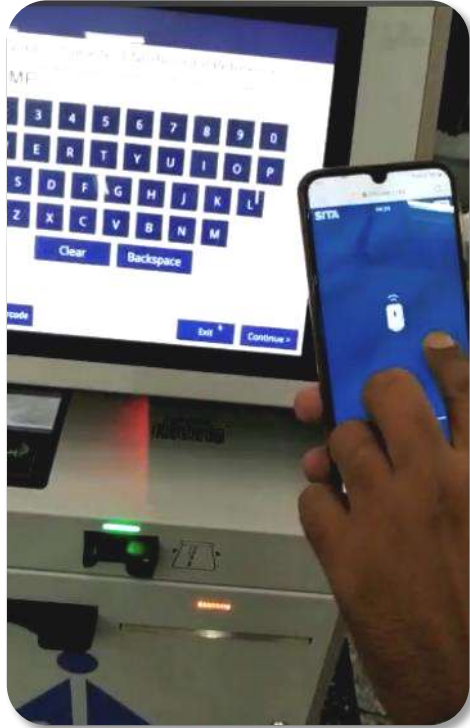


Passengers to know exactly when their bag is on the belt

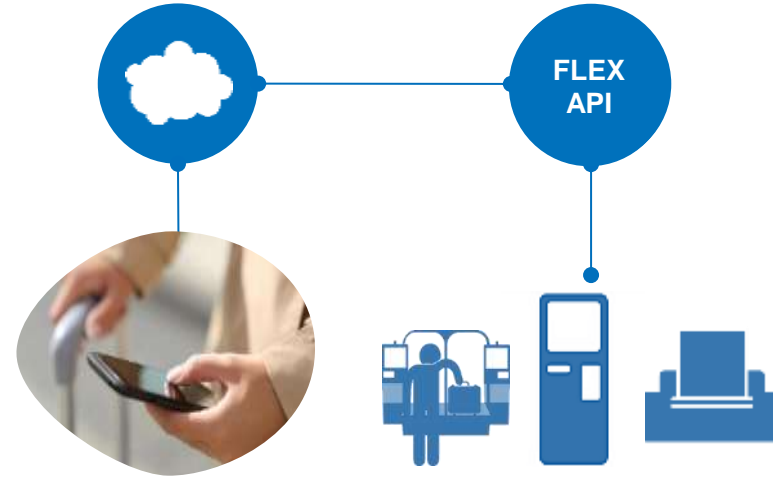


The Future is Mobile

Hygiene & Sanitation



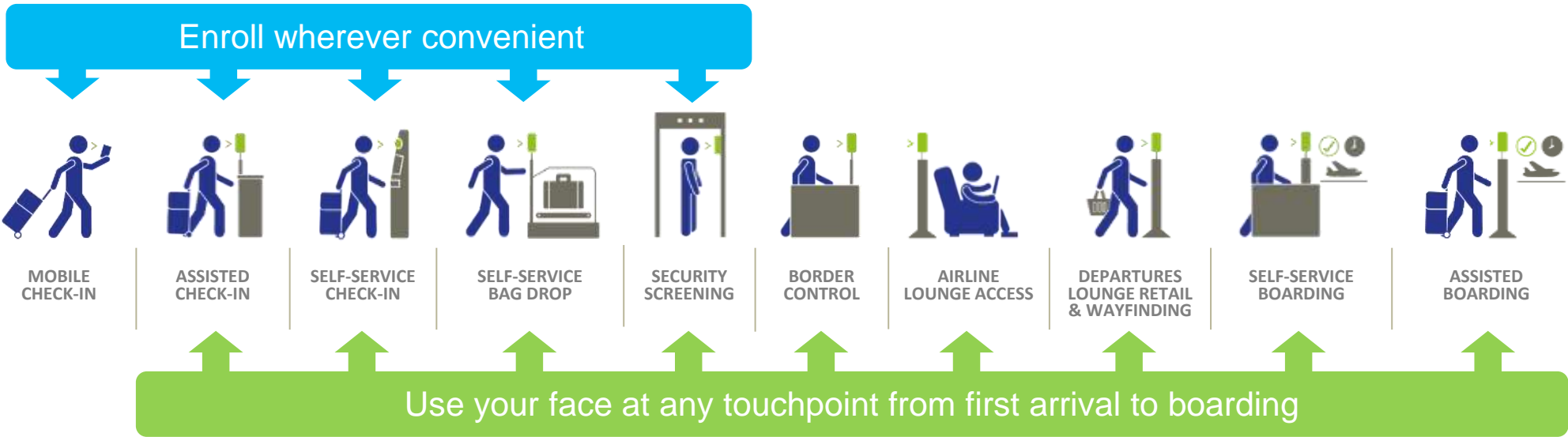
Interact with Kiosk
using Mobile



Mobile Contactless Self Service
Passengers to control with their
mobile all touch points in the
Airport

End to End Biometric Journey

Hygiene & Sanitation



Health Screening



Health Checks



**Manual Screening
Desk as Service**



Infrared Health
Screen sensor
camera

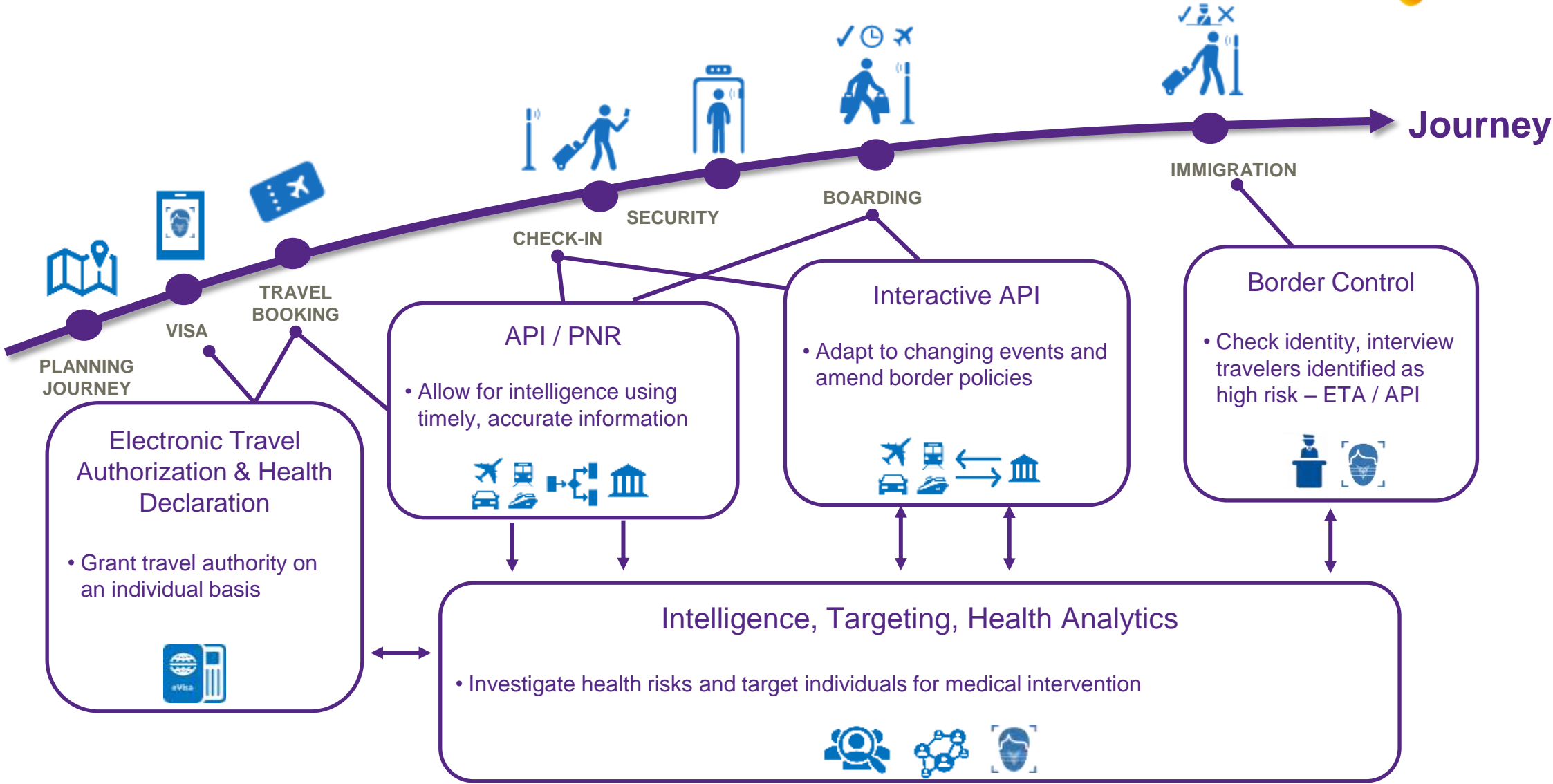
**Health Screen
Self-Service**

- **Question : Automation means less workforce**

Will technology and automation mean less requirement for labour and thus a decrease in workforces and eventually redundancies at airports?

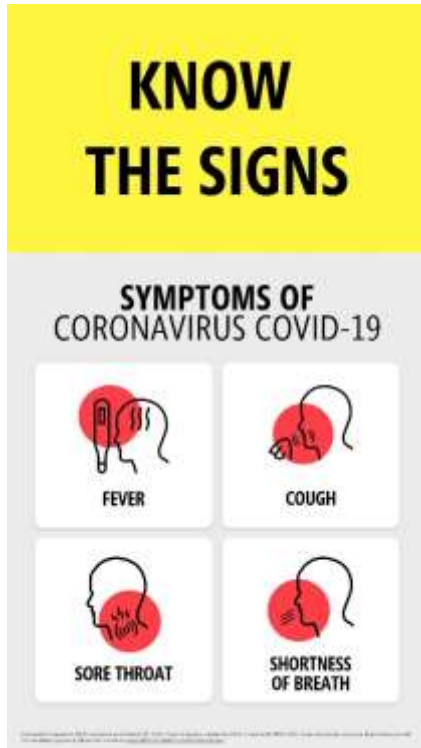
Border Management – Safe to Fly Verification

Health Checks



Passenger Communications

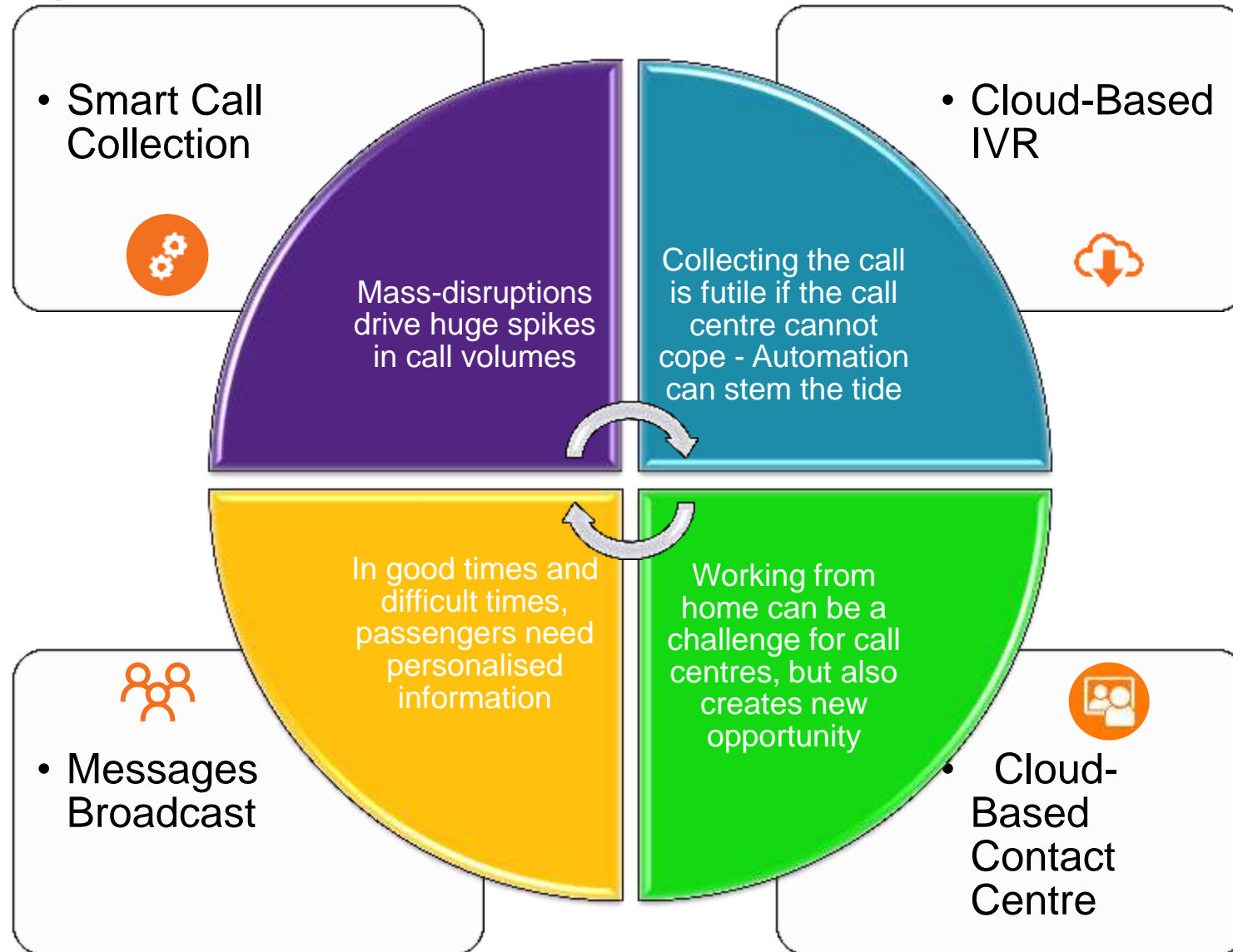
Communication



- Communicate Social Distancing Measures & Confidence Messages
- New Boarding Procedures
- Personalized FIDS to avoid crowding on screen banks

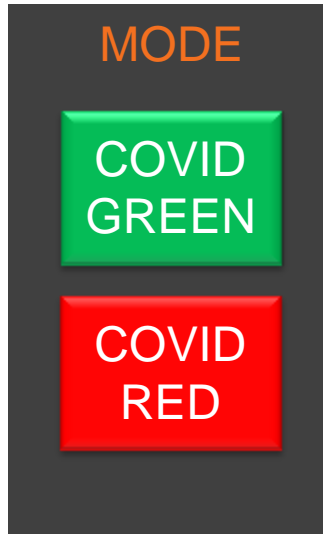
Passengers need Timely, Accurate Information - and to Know Your Organisation Cares

Dynamic Operations



Airport Operations Flexibility

Dynamic Operations



Changing the Mode of Operations



Applications and Platforms enabling seamless operations across terminals

ID	Dependencies	Service	Duration	Start	End
1		Touch/Down	0 mins	24May14 16:07	24May14 16:07
2	1	Taxi	10 mins	24May14 16:07	24May14 16:17
3	2	OnBoard	0 mins	24May14 16:17	24May14 16:17
4	3	Fuelling	15 mins	24May14 16:23	24May14 16:38
5	3	Cabin Door Open	0 mins	24May14 16:17	24May14 16:17
6	5	Deboarding	7 mins	24May14 16:19	24May14 16:26
7	6	Cleaning Departure	10 mins	24May14 16:26	24May14 16:36
8	6	Catering	10 mins	24May14 16:26	24May14 16:36
9	3	Lavatory Service Arrival	10 mins	24May14 16:17	24May14 16:27
10	3	Water Service	10 mins	24May14 16:38	24May14 16:48
11	3/5+2 mins	Cargo Door Open	0 mins	24May14 16:19	24May14 16:19
12	1,11/5+2 mins	Unloading	10 mins	24May14 16:21	24May14 16:31
13	2,6	Crew On Board	0 mins	24May14 16:26	24May14 16:26
14	7,8,13	Boarding	10 mins	24May14 16:36	24May14 16:46

New Ground handling activities



THANK YOU



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QUESTIONS



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About ACI-Africa

ACI Africa is the international association of African airports. It is the voice of African Airports and has as prime objective to advance the interests of airports and to promote professional excellence in airport management and operations on the African continent. ACI Africa is composed of 67 members from 52 African countries, managing 261 airports.

For any enquiry, please contact:

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ACI Africa Website

<https://www.aci-africa.aero/>



Thank You