

CHALLENGES IN THE IMPLEMENTATION OF AIRPORT SECURITY AND FACILITATION IN THE NEW NORMAL

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“The best way to predict your future, is to create it. To create your future you have to look ahead. Plan your tomorrow now.”

By: Abraham Lincoln.

Aviation Security in the new normal



Artificial Intelligence, Virtual Technology and Occupational Health screening:

Artificial intelligence

- Facial Recognition Technology;
- Queue management monitoring system.

Passenger Experience

- Touchless or No-Touch Technology for faster processing e.g. Full body scanners, remote x-ray screening, self boarding and usage of K-9 (Covid-19).

Occupational Health screening

- Temperature screening by using thermal cameras to detect contagious diseases;
- Detecting non-compliance using intelligence cameras with regards to social distancing.

SA COVID-19 GOVERNANCE STRUCTURES

National Covid-19 Command Council (NCCC).- chaired by SA President



National Joint Operational and Intelligence Structure (NATJOINTS)



Provincial Joint Operational and Intelligence Structure (PROVJOINTS)



National Aviation Security Committee



Local Aviation Airport Security Committee

RISK ADJUSTED STRATEGY

ADJUSTED LEVELS	TRANSPORT RESTRICTIONS	MOVEMENT RESTRICTIONS
<p>Level 5: High virus spread, and/or low health system readiness</p>	<p>Bus services, taxi services, e-hailing and private motor vehicles may operate at restricted times, with limitations on vehicle capacity</p>	<p>No inter-provincial movement of people, except for transportation of goods and exceptional circumstances</p>
<p>Level 4: Moderate to high virus spread, with moderate readiness</p>	<p>Bus services, taxi services, e-hailing and private motor vehicles may operate, with limitations on vehicle capacity</p>	<p>No inter-provincial movement of people, except for transportation of goods and exceptional circumstances</p>
<p>Level 3: Moderate virus spread, with moderate readiness</p>	<p>Limited passenger rail restored. Limited domestic air travel, with a restriction on the number of flights per day and authorisation based on the reason for travel</p>	<p>No inter-provincial movement of people, except for transportation of goods and exceptional circumstances (e.g. funerals)</p>
<p>Level 2: Moderate virus spread, with high readiness</p>	<p>Domestic air travel restored Car rental services restored</p>	<p>Movement between provinces at Level 1 and 2 restrictions</p>
<p>Level 1: Low virus spread, high health system readiness</p>	<p>All modes of transport, with stringent hygiene conditions in place</p>	<p>Interprovincial movement allowed, with restrictions on international travel</p>

- ❑ Airport revenue generation is directly linked to traffic levels.
- ❑ The flight bans and cancellations have led to fewer flights, resulting in less aeronautical and non-aeronautical revenue.
- ❑ ACSA used to derive as much as 54% of its aeronautical revenue and 46% of its non-aeronautical revenue.
- ❑ The drop in passengers numbers has significantly impacted on ACSA's bottom line, its commercial partners and concessioners.
- ❑ The impact of Covid-19 so far has drastically reduced domestic passenger numbers by 99% (for the period April 2020 – June 2020 compared to April 2019 – June 2019) in the ACSA network.
- ❑ ACSA had to cancel and postpone capital projects, resulting in reduction in Capex Programs.
- ❑ ACSA has had further significant reductions in Capex and Operational Expenditure.

KEY COVID-19 SECURITY SCREENING AND FACILITATION PROCESSES

Metro Police Verification check-point

Drop-off zone / Designated parking area

Temperature Checks

Enforcement in terms of wearing of Masks

Verification of Travel Business Letter

Control of access to terminal (no meeters and greeters)

Check-in process

Security check-point

Airline boarding gates

Automated vehicle parking gate and pay station

Automatic sanitizer dispenser capability

Automated parking tickets

Sanitized luggage trolleys

Sanitized wet wipes for CUSS kiosks

Protective screens at check-in

Sanitized wet wipes for self-bag-drop

Passenger self boarding 2D bar code

KEY COVID-19 PASSENGER TOUCHPOINT MEASURES



KEY COVID-19 SECURITY SCREENING MEASURES

Passenger social distancing within the security queuing system

Passenger self boarding 2D bar code

Passenger self divestment of all personal items into cabin baggage

Passenger self baggage loading

Use of handheld metal detector

Usage of explosive trace detection for both passenger and baggage

Random use of K-9

Staff rostering and shift deployment

KEY SOCIAL DISTANCING AND HEALTH MEASURES CONSIDERATIONS

Where possible 1.5m adequate spacing at queueing

Rearrange queue management

Restrict access of meeters and greeters

Increased equipment cleaning and disinfection

Strengthened air ventilation according to SA government standards

Increased hand-sanitizing stations

Provision of mandatory Preventative and Protective Equipment (PPE)

IMPACT OF COVID-19 ON SECURITY OPERATIONS

Covid-19 operational plans / New normal implementation

Resources deployment plan

Reduction of security officers at R120m within the ACSA network

Union negotiation in terms of job redeployment

Contractor negotiations (Service Level Agreements)

Closing of terminals / Security screening points

Decommission of x-ray machines

Mothballing of car parks and landside public spaces

Usage of CCTV surveillance

KEY COVID-19 ACCESS CONTROL MEASURES

Airport permit office social distancing implemented

Implementation of protective clothing and screens

Schedule appointments to issue permits

Extension of the use of expired permits during hard lockdown

Fingerprint (Bio-metric) access control was deactivated

Implementation of the card badge access system

Reduced the number of access points within the terminal and points to airside

KEY AVIATION SECURITY TRAINING CHALLENGES DUE TO COVID-19

SACAA issued training directives to suspend all training during hard lockdown

Re-current training that had expired was validated on the resumption of operations

Online refresher training was implemented

Certification Validity was extended

On-Job Training was discontinued until full operations

Medical certificates were validated in accordance to annual plan

KEY HR CONSIDERATIONS

Implement Work from Home Policy

Set up shift pattern of employees

Allow flexible working hours

Minimize face-to-face meetings

Recruitment has been halted due to the impact of Covid-19

Multi-skilling of employees

Alternative transportation for staff

Infected / affected employees quarantined on full paid leave

IMPACT ON FACILITATION

Outer vehicle checkpoint to terminal

Long queues outside terminal building

Temporary suspension of terminals and equipment in terminal building

Reduced handling capacity of check-in

Reduction of handling capacity / throughput per checkpoint

Reduction of holding capacity at departure lounges and holding rooms

Closing of retail areas and VIP lounges

Higher load on seating areas in departure gate and holding room

COMMUNICATION STRATEGY

Conduct public announcements on social media platforms

Constant and effective communication with ACSA staff members

Timeous communication with key airport stakeholders

Ongoing communication on awareness through display of posters and leaflets

#ProtectUProtectUs

To you our valued partner,

let's unite against the spread of the Coronavirus by educating our staff and encouraging them to practise the preventative measures.

Prevent the spread of Coronavirus COVID-19

Most at Risk

Anyone who has been to an affected region in the last 14 days AND is experiencing symptoms
Anyone who has been in close contact with a confirmed or probable case of COVID-19 (Coronavirus) in the last 14 days AND is experiencing symptoms.

Prevention



Wash your hands well and often

Cover your mouth and nose with a tissue or sleeve when coughing or sneezing and throw away used tissue

Avoid touching eyes, nose, or mouth with unclean hands

Disinfect objects and surfaces

Symptoms



Fever

Cough

Shortness of breath

What to do if you are at risk

If you have been to an affected region in the last 14 days or have been in close contact with a confirmed or probable case of COVID-19 (Coronavirus) in the last 14 days, stay away from other people and phone your GP without delay.

PROTECTING YOU, PROTECTING US

PROCESS FLOW FOR INITIAL SCREENING Contact With Confirmed Case & Symptomatic Travel History



PROTECTING YOU, PROTECTING US

PROCESS FLOW FOR INITIAL SCREENING Normal Non-Symptomatic Cases



SMART SECURITY TRIAL

Departures 14:37

Flight	Destination	Time	Gate	Status	New Time
HM060	Seychelles	13:58	A11	Closed	
SA028	Harare	14:55	A01	Final Call	
SA060	Las Vegas	15:00	A01	Boarding Gate	
SA0062	Naserey	15:00	A09	Closed	
BP206	Gaborone	15:00	A09	Closed	
SA1775	Gaborone	15:00	A09	Closed	
FH0336	Harare	15:50	A21		
SA0086	Manzini - King Msw	16:05	A29		
SA0156	Ndola	16:05	A27		
SA0164	Lusaka	16:20	A19		
SA0102	Harare	16:20	A27		
DT578	Luanda	16:35	A08		
SA286	Hong Kong	17:00	A09		
SA0458	Gaborone	17:00	A09		
KQ763	Nairobi	17:30	A16		
TK043	Istanbul	18:10	A05		

THANK YOU

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