

## AOC MEETING 02/2010

Held on March 16<sup>th</sup> 2010  
Meeting room AIGII, 4<sup>th</sup> floor

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Members present :

EY	Mr R. Fiechter	President
LX	Mr J. Dubuis	Vice-President
IB	Mr P. Rhoner	Treasurer
DNA	Mrs B. Füssler	Secretary
AF/KL	Mrs M. Gazagnes & Mrs. P. Mayer	
AT	Mr Tahri	
AZ	Mr C. Cambiati	
BA	Mr J.Y. Candolfo	
DNA	Mr P. Dessaux	
EZS	Mr A. Haerer	
F7	Mrs M-A. Jacquet	
LH	Mr H.U. Loosli & Mr. A. Catrina	
MK	Mr C. Moos	
MS	Mrs C. Morard	
PJS	Mr JP Devinenti	
QR	Mr R. Boukadaba	
SN	Mrs C. Cerutti	
SWP	Mr M. Glorieux	
TP	Mrs I. Semedo	

Members excused :

CO	Mrs M-J.Refford
ME	Mr J. Daccache
SK	Mrs T. Chevallier
RJ	Mrs Durosier
SV	Mr. W. Weyermann
TK	Mr M. Basaran
TU	Mrs. A. Leon
UA	Mr. F. Kipfelsberger

Members absent :

AH - IR – KU – LY - SU

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Guests:

No guests

Attachments:

Photos new signage arrival level

**Agenda :**

1	Approval of last minutes .....	2
2	CRIC.....	2
3	PRM - GVAssistance .....	2
4	AOC.....	2
5	Pending items.....	3
6	Various .....	4
7	Round the table .....	5

## 1 Approval of last minutes

Approved.




## 2 CRIC

Feedbacks concerning exercise to be organized with Mr Amiguet and Mr Froideveaux. Probably for next AOC meeting in May.

## 3 PRM - GVAssistance

Several delays and complaints.

Following discussion with Mr P. Crippa:

-  20% more PRM cases than planned causing planning problems and irregularities.
-  Staff has been increased over budgeted number
-  Meeting with SWP and DNA took place.  
DNA/DP: Points concerning GVAssistance are in discussion with AIG to improve the situation.

## 4 AOC

- ✦ Website:  
Good feedbacks.
- ✦ Logo:  
Proposition voted last meeting was held (cf header of the Minutes). All documents and website will be modified to insert AOC logo.
- ✦ Constitution GVA:  
Draft in progress. Accounting chapter to be completely review for better conditions.

## 5 Pending items

	Subject	Resp - Action	Follow up
<b>Material check-in and gate Accessibility</b>	Check-in and gate material is not stored securely and is accessible to everyone. This is a non conformity for airlines and FOCA (Letter joined to the minutes sept09)	<p>Check-in counters should be locked.</p> <p>Message sent to JL Portier the 5<sup>th</sup> of January. AIG should present to GHA a solution prior end of this winter season. In the meantime, still non-conformities during audits. FOCA audit end of April.</p> <p>↳ <b>Members: in case of non-conformities during audit due to access to specific material, advise B. Füssler</b></p> <p>↳ <b>President: Second letter to be sent for concrete action plan.</b></p>	<p><b>Open</b></p> <p><i>April</i></p>
<b>Baggage Reconciliation System</b>	Actual system is not completely appropriate to airlines.	<p>Follow up Dnata (P. Dessaux) with AIG</p> <p><b>Message sent to JL Portier the 5<sup>th</sup> of January.</b></p> <p><b>Info DP: AIG is working on a new strategy. Project manager is Mr T. Nossent.</b></p> <p>↳ <b>M. Gazagnes : Follow-up during FAL meetings</b></p>	<p><b>Open</b></p> <p><i>Next FAL meeting</i></p>
<b>De-icing infrastructure and procedures</b>	LX and EZS station managers have been volunteered to represent AOC committee during de-icing working group. Actually no invitations received.	<p>AIG project manager: Mr André Wyler.</p> <p><b>AIG created working group but AOC not contacted.</b></p> <p>↳ <b>President decided to wait for new AIG organization to contact them again. Nevertheless, in the meantime, project manager will be contacted to have some information.</b></p>	<p><b>Open</b></p>
<b>Hand baggage</b>	IATA standard size is: 56 x 45 x 25 cm. As all companies have different standards, it has been decided to ask to AIG/JL Portier the possibility to install gauges for IATA size at the entrance of the CSC.	<p>Discussion and mail with AIG JL Portier.</p> <p>Waiting for official response but JL Portier did not seem enthusiastic about AOC proposal.</p> <p>↳ <b>According his reply, further actions will be taken.</b></p> <p>BBO asked AOC to maintain pressure.</p>	<p><b>Open</b></p> <p><i>March</i></p>

	Subject	Resp - Action	Follow up
Fast Track	Question: FQTV passengers should they have access to this Fast Lane with First and Business?	This point has been closed during last meeting but according last events, point re-opened.  ➔ <b>President: Ad hoc meeting to organize with AIG to present their new concept.</b>	<b>Open</b> <i>April</i>
Gate readers	All members would like to be correctly informed by the airport about AIG planning for changing old gate readers.	★GP and bus gate: all gate readers are replaced and no more "douchettes".  ★At all other gates: one new and one "douchette" but both can read 2D barcode. For time being, there are no plans to replace the "douchette" on these gates.  LX: Keep the expression to change GR at other gates. Reading is actually too long.  ➔ <b>President: C. Borettaz to be contacted</b>	<b>Open</b> <i>April</i>
Signage arrival level	Signage for special baggage is not appropriate.	Changes performed by AIG end of February 2010 (cf photos). <b>Better but not 100% satisfaction. Logo with special bag should be rotating to be completely helpful</b>	<b>Closed</b>

## 6 Various

- ISA: Agent with bad French identified.  
Waiting for new location of the desk.
- Airport slots: Huge lack of staff at Skyguide during the peak season and specially Friday and Sunday evening causing large reduction of landing and heavy delay or irregularities.  
According LX information: roster with minimum staff at the end of the day and in case of sickness, no replacements.  
Problem to be followed-up during winter debriefing with AIG.
- Snow on Jetty: Following AIG information, front of the jetty with heating.  
To be discussed with GHA during winter debriefing

- C1: New plan received by all members  
No remarks
- SPOC: DTM dedicated to each airlines to contact according letter received.  
Could be a good point for a better communication with AIG.
- FAL: New date for next meeting: 1<sup>st</sup> of April
- New regulation: New regulation for liquids to/from Canada sent to all members and all parties correctly informed.
- EC300: 29<sup>th</sup> of April  
New security program is being modified. Certainly the boarding process will be simplified.

## **7 Round the table**

- IB: AOC fees for 2010 distributed to all members presents. Possibilities to pay with the BVR or by payment according details on mail sent by B. Füssler.
- LH: A. Catrina thanked AOC GVA and president for the welcome and will do his best to be present at the next AOC meetings.