

European Federation of AOC Conference
18 March 2010
Geneva

MINUTES OF THE CONFERENCE HELD ON MARCH 18th 2010, AT THE GENEVA AIRPORT
IATA CONFERENCE CENTER

ATTENDANCE LIST

Participating AOC :

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| 1) AMS | Ankie PROKOS / Roel OUDEBOON |
| 2) ATH | Petros ZORZOS |
| 3) BRU | Patrick HERENG / Bertrand VANDEN BROECK |
| 4) CDG | Patrick CLOAREC / Jacques MALLET / Alain VIDAL |
| 5) FRA | Janis CAMERON-SCOTT / Thomas PEMBROKE |
| 6) GVA | Roland FIECHTER |
| 7) IST | Serdar Ali ERMIS / Tulin Anja KARAKAYA |
| 8) KIEV | Giancarlo LOMBARDINI |
| 9) LHR | Jim HUNTER |
| 10) LUX | Jeannot ERPELDING |
| 11) LYS | Stephane LAFAY / Marie France MEMETEAU / Christophe GALIANA |
| 12) NCE | Veronique PIRIOU |
| 13) SOFIA | Bisser POPOV |
| 14) ZRH | Philip READ |

IATA :

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| 15) Paul BEHAN | Head, Passenger Experience |
| 16) Magali COLLOT | Mgr Airport and ATC charges |
| 17) Hemant MISTRY | Ass. Dir. A&ATC Charges |
| 18) Colin SPEAR | Ass. Dir., Airport Development AFI, EUR & ME |
| 19) David STEWART | ACC Project Mgr. @ LHR |

European Commission DG TREN

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| 20) Simon BRAIN | Policy Officer, Air Transport, Infrastructure and Airports |
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BAR

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| 21) Michael CARRIVICK | BAR UK Chief Executive |
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Others

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| 22) Hans SMEETS | KLM & World Airports Group Chair |
| 23) Daniel MEYSMANS | Fedex – EASG member |

Total : 31 delegates from the above organizations.

APOLOGIES

BCN AOC	Rosa BANOS
BER AOC	Marcus MENSLIN
BHX AOC	Chris EDMOND
BUD AOC	Tamas LICHTENBERGER
CPH AOC	Paul BURGESS
CYPRUS AOC	Andreas PROTOPAPAS / Elena PAPOUI
DUB AOC	Dympna DWYER
DUS AOC	Reinhard EICHER
HEL AOC	Soile SALMI-VILLA
LEJ AOC	Arne KIRCHHOFF
LGW AOC	Ian REVELL / Martin SPIERS
LIS AOC	Rui MARTINS
MAD AOC	Ester ALFARO
MALTA AOC	Yosef DEGUARA
MAN AOC	Gary DENSON
MRS AOC	Pierre Jean LIOTTA
MXP AOC	Franco CRISTOFARO / Marcos MOURA
MUC AOC	Joachim SOBOTTKA
ORY AOC	Jose Luis CASADO
OSL AOC	Coemert ATAGUEL / Haris BHUTTA / Fred ANDERSEN
PRG AOC	Radek LATAL
ROM AOC	Alberto NANNI
STN AOC	Ian CLAYTON
STO AOC	Risto SJOHOLM
VIE AOC	Herbert METZLER
VLC AOC	Jesus RUIZ RUIZ
WAW AOC	Cesary CICHOWICZ

AGENDA

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|--|---|-------|
| 1. Welcome | | 11:00 |
| | ➤ Patrick CLOAREC / Chairman of the European Federation of AOCs | |
| 2. IATA/AOC – Background/Governance | | |
| | ➤ Colin SPEAR, Assistant Dir., Airport Development – AFI, EUR & ME
(AOC/IATA governance. Joint initiatives. Mutual support.) | |
| 3. Current Issues | | |
| | ➤ EU Directive on Airport Charges
Magali COLLOT - Mgr. Airport & ATC Charges / IATA | |
| | <ul style="list-style-type: none">• Background & economic regulation• Next steps• Airline representation, data sharing & pre-financing• Commercial profits, differential charging | |
| | ➤ Regulatory Environment
Simon BRAIN / EU DG TREN (Infrastructures & Airports) | |
| | ➤ CIP Engagement Process – Best Practice
Colin SPEAR – Ass. Dir. Airport Development / IATA | |
| | <ul style="list-style-type: none">• The importance of an airport master plan• Project review & prioritisation• Short to medium term development options• Capital Investment Programme v Charges | |
| | ➤ Amsterdam Airport
Hans SMEETS / KLM & World Airports Group Chair | |
| | <ul style="list-style-type: none">• Defining capacity demand & availability• 5 year projection of infrastructure development• Benefits for both airport & airlines• Further improvements in the process | |
| Lunch | | 12:30 |
| 4. Learning from Experience | | 13:30 |
| | ➤ London Heathrow
Jim HUNTER / AOC Executive | |
| | <ul style="list-style-type: none">• History – how we got here• Organisational Structure• Consultation Mechanisms• Committee / Working Group Structure | |
| | ➤ Paris CDG
Patrick CLOAREC | |
| | <ul style="list-style-type: none">• Relations with ADP• Users Committee at CDG• The opportunity of Directive 2009/12/EC | |
| | ➤ Board of Airline Representatives
Michael CARRIVICK / BAR UK | |
| | <ul style="list-style-type: none">• Brief history & role of the BAR• The natural inter-action with major AOCs @ LHR, LGW, STN & MAN• Clarity of role between AOCs & BARs to airport operators• What added benefit BARs can add to AOC/Airport dialogues• Specific examples eg pricing, Airport development programmes, rail connectivity, pricing regulation, environment etc.? | |
| 5. Future Cooperation / Initiatives | | |
| | ➤ European Charges / 2010 Campaign & Work Plan
Hemant MISTRY – Ass. Dir. A&ATC Charges / IATA | |
| | <ul style="list-style-type: none">• Interaction with AOCs | |
| | ➤ Simplifying the Business
Paul BEHAN, Head, Passenger Experience | |
| | <ul style="list-style-type: none">• 80% of pax. in mature markets use a form of self-service check-in today. With a shift to self-service for many other aspects of pax. processing, where does CUTE / CUPPS fit in the future?• Do airlines need to own or maintain airport systems in the future?• 95% of banking transactions no longer require any human contact, can the same be true of aviation in the future? | |
| | ➤ Service Level Agreements / PRM
Jim HUNTER – AOC Exec. LHR | |
| | ➤ IATA Support – CIP / Constructive Engagement
David STEWART – ACC Project Mgr. @ LHR / IATA | |
| | <ul style="list-style-type: none">• Examples of IATA support programmes (LHR)• How can IATA better support the needs of AOCs• Development Triggers | |
| 6. Any Other Business | | 16:45 |
| | ➤ Dates / location of Future Conferences - Asia (4Q10) / EUR (1Q11)? | |
| 7. Close | | 17:00 |

MINUTES

The conference was co-chaired by Patrick CLOAREC and Colin SPEAR.

1. Welcome address by Patrick Cloarec:
Document attached: efa 18 mar welcome.doc
2. IATA / AOC governance, joint initiative, mutual support, by Colin SPEAR:
Document attached: ahm 020 from proof.pdf
3. Current Issues:
 - Amsterdam Airport by Hans SMEETS:
Presentation attached:
KLM AOC presentation 18-3-2010.ppt
 - EU Directive on Airport Charges by Magali COLLOT:
Presentation attached:
Airport charges directive.ppt
 - CIP Engagement Process by Colin SPEAR:
Presentation attached:
CIP engagement process – best practice-issue 1.ppt
 - Regulatory Environment by Simon BRAIN:
Presentation attached.:
Airport charges efa geneva 18 mar 2010.ppt
4. Learning from Experience:
 - London Heathrow by Jim HUNTER:
Presentation attached: jim hunter – AOC conference.ppt
 - Board of Airline Representatives, by Michael CARRIVICK:
Presentation attached: BAR UK AOC GVA.ppt
 - Paris CDG by Patrick CLOAREC:
Document attached: paris CDG presentation.doc
5. Future Cooperation / Initiatives:
 - European Charges / 2010 Campaign and Work Plan by Hemant MISTRY:
Presentation attached: AOC conference Hemant Mistry march 2010.ppt
 - Simplifying the Business by Paul BEHAN:
Presentation to be forwarded later.
 - Service Level Agreements / PRM by Jim HUNTER:
Presentation to be forwarded later.
 - IATA Support CIP / Constructive Engagement by David Stewart:
Presentation attached: David Stewart-AOC conference.ppt
6. Any Other Business:

It was agreed to hold another joint IATA/AOC/EFA Conference in Geneva in March 2011.
The Asia Steering Group Conference is planned in November 2010 in Singapore and will tentatively include AOCs in the region – to be confirmed.

7. Close.

AOC FORUM – ongoing issues

- Even at sophisticated airports the interactive process between airlines and airports can be dysfunctional.
- AOC recognises their role in protecting the rights and objectives of the smaller and/or non-aligned airlines
- IATA strongly supports Single Till.
- AOC's request a copy of the letter IATA has sent to the CAAs regarding the European Union Directive
- AOCs are seeking IATA endorsement as a primary airport user organisation (interface between airports and airlines).
- IATA will continue to take the lead on the charges negotiations – representing all airlines fairly. Not always possible within an AOC dominated by a large base carrier.
- Heathrow AOC – wrap up the large base carriers within the AOC and make sure they are well represented and hold the chairmanship of major committees. Invite them to consider and to speak on behalf of the WHOLE airline community.
- EU directive terms “users” as the airlines - those who have to pay the charges.
- EU does NOT hear about the ongoing issues (ie: France - the way a member state sets who the consulting body should be).
- IATA backing for the Paris (CDG) AOC to improve liaison with ADP. Collective approach from ALL CDG agencies (BAR, AUC, including home base carrier and Alliances)
- CUPPS – IATA needs help with the Business Model from the airline community.
- AOCs ask endorsement from IATA for their airline members to support and participate in the AOCs
- IATA representation at AOC meetings.

COMMENTS

This first IATA/EFA/AOC conference proved very useful and highlighted a number of points. To summarize it was generally felt a lack of communication existed between IATA and the AOCs, with IATA sending letters and publishing documents and positions without consultation with the AOCs, the reverse holding true with lack of feedback from AOC to IATA.

At one time during the Conference, it was proposed by the EFA Chairman to endorse a statement saying that in line with the Directive 2009/12/CE, the AOCs are the association of airport users best qualified to hold the regular consultations with the airport managing bodies. This statement had been sent prior to the Conference to IATA (Colin SPEAR) for review. This triggered a lively discussion and the expression of IATA's position as a flat "no" to the statement. An immediate result to the Conference was a letter sent to the EFA Chairman by Jeff POOLE – IATA Director Industry Charges- explaining IATA's position, opening the door for discussions, and in the particular case of France with the CoCoEco, confirming IATA will support the French AOCs positions and take all necessary action involving the regulators to ensure AOCs can become full members of CoCoEco.

Before the closure of the conference a quick round the table allowed participant AOCs to express their views.

It was said that London LHR was an exception, that smaller airports should be given the opportunity for presentations, the Agenda had not been open to suggestions from base members, that mandatory adherence by airlines to their local AOCs was to be implemented, that the Conference was a nice opportunity to meet with colleagues, that there should be an IATA/AOC newsletter.

Closing the Conference, the EFA Chairman again expressed its gratitude to the AOC delegate who came to attend the Conference on top of their regular duties as Airline Station Managers and AOC Chairs at their respective airports. The large number of apologies shows the need for AOCs to organize in a professional manner. Also there was the BA Unite Cabin Crew strike costing us a number of delegates, those AOC chairs being BA Station Managers had to cancel their participation at last minute.

EFA members will be advised shortly of the next EFA meeting date and place.