The big challenge - Olympic Games of 2004

Alfred van der Meer, Chief Executive Officer, Athens International Airport S.A.

Athens International Airport pledges to contribute to the success of the world’s top athletic event offering first class services and state-of-the-art infrastructure.

Athens International Airport “Eleftherios Venizelos” has been serving Greece’s capital since the opening date of March 28th 2001, successfully accommodating passenger and cargo traffic from day one.

A 2.2 billion Euro investment, the new airport was built in a record time of 51 months, replacing the congested and outdated Hellinikon Airport, and offering to all airlines and passengers a modern, spacious and state-of-the-art environment. Athens International Airport (AIA) has already managed to earn international recognition, becoming the world leader in Overall Passenger Satisfaction in the category of airports up to 15m passengers per year, according to IATA’s latest “Global Airport Monitor” for 2002.

Every aspect of Athens International Airport’s operation and infrastructure was designed from the outset for the demands of modern aviation. The airport offers state-of-the-art infrastructure, highest standards in safety and security offering 100% hold baggage screening, access to 24-hour operation using two independent runways allowing parallel take-offs and landings, and efficient transfers to offer a seamless and pleasant experience. Athens International Airport has an annual capacity up to 16 million passengers and 275,000 tons of cargo, whereas aircraft movements can reach the number of 65 per hour. The Main Terminal and Satellite buildings cover a total space of 180,000 m², servicing airlines with 24 passenger-boarding bridges and 48 bus gates.

The next major challenge ahead of Athens International Airport is certainly the unique endeavour of the forthcoming Olympic & Paralympic Games to be hosted in Athens in summer 2004. Being the Olympic venue that will offer the first impression of Greece for the vast majority of visitors, Athens International Airport is preparing itself to ensure an efficient operation and outstanding passenger services.

The existing airport capacity and facilities are sufficient to meet the upcoming challenge of the Olympic & Paralympic Games. However, the special requirements arising from such a huge operation, most certainly dictate some modifications and enhancements to the existing facilities to better accommodate the specific detailed needs of the Olympic and Paralympic family, as well as those of the additional traffic.

The airport will service all commercial flights during the Olympic Games period, whereas local rules (available in our web site www.aia.gr) will apply for the arrival or departure of aircraft, a procedure which was successfully implemented in Sydney during the 2002 Olympics. According to the latest estimates, August 2004 traffic will increase by approximately 30%. However, our planning is mainly focused on the capability of the airport’s services to accommodate the expected demand during peak periods per hour. The peak days in terms of number of flights and passenger volumes are the day preceding the Opening Ceremony (August 12th), and the day following the Games’ Closing Ceremony (August 30th). The highest peak will occur on August 30th, with 900 flights and 78,000 passengers expected. During that period, approximately 60 landings/take-offs per hour will take place, which is the declared maximum capacity for the summer 2004 scheduling period.

We have, therefore, examined areas, facilities, procedures, and systems that might need enhancement and/or adjustments to ensure the operational readiness of the airport. After detailed examination of all
requirements, and following a cluster of test events since summer 2003, only a few projects were necessary, such as:

**Terminal facilities projects**

In view of the projected increased passenger volumes, the undertaken projects aim at speeding the check-in process, providing dynamic and enriched information and creating new spaces within the terminal, thus further upgrading the services to passengers.

For check-in facilitation, we have designated an additional off-terminal location to conduct special charter and group flights in order to decongest the terminal and thus provide better services to all airport users. Furthermore, as of the beginning of the summer period, AIA will be amongst the first airports to offer a Common Use Self Service kiosk service for multiple airlines that will provide extra flexibility and reduction of queuing time at check-in.

We are installing additional Flight Information Display Monitors, using new Flat LCD technology. The new monitors will provide real-time flight information, guidance and dynamic signage, facilitating passengers during their stay at our airport.

To cover information and other needs of various organisations and public entities during the Games’ period, extra hospitality desks will also be available within the Main Terminal Building.

In cooperation with the Olympic Games Athens 2004 Organising Committee and, upon their request, we are modifying certain areas throughout the airport premises, to accommodate the Olympic family accreditation needs, create a vehicle holding and staging area, and provide additional tour bus parking. The creation of four additional bus gates is also under way.

**Airside Projects**

Following aeronautical studies, particularly in regards to ILS interference, up to 70 additional aircraft parking positions will be made available on currently under-utilised taxiways, and will be used for longer-term parking of aircraft types ranging from large business jets to medium airliners. The availability of additional longer-term parking positions will allow the optimum use of the airport’s ample apron capacity during scheduled traffic peaks.

**General Aviation**

Services to our general aviation clients will be further upgraded with the development of a dedicated general aviation terminal. This new independent 400m² terminal is close to the GA apron, and will allow general aviation visitors privacy and security with a separate passport control and customs clearance entry point, a dedicated security screening point, an executive passengers lounge, and its own access to the motorway. The dedicated general aviation terminal will allow flight crews to obtain convenient access to all services necessary for this special portion of the airport’s traffic.

**Paralympics**

Special care is paid to the airport’s preparation for the Paralympic Games. Certain adjustments will be needed at the airport, such as small ramps to facilitate the users. Nevertheless, the major issue in relation to the Paralympics is the training of airline staff. It is furthermore pointed out that the entire airport staff will go through special training for the accommodation of the needs of the Paralympic family.

**Security**
For the Olympic and Paralympic Games period, the airport security planning is part of the overall operational security plan, which has been drawn up by the Olympic Games Security Division.

Under the Hellenic Police overall responsibility, the airport company supports the state authority by ensuring a high security level in perimeter patrolling, access control, as well as baggage, passenger and hand-luggage screening. In addition to its fully automated Baggage Handling System, AIA already operates a 100% hold baggage state-of-the-art screening system, which screens all baggage up to three different security levels.

Specifically for the Olympic Games, we have increased the capacity of our security services through the installation of additional x-ray machines, CCTV cameras, and two extra tomographs (four in total). During the period of the Olympic Games, AIA’s security personnel – currently 750 trained staff – will be increased, to man the additional security screening units that will be created to optimise the flow of the increased passenger traffic and safeguard the current high levels of passenger satisfaction.

**State-of-the-art technology**

In the era of the digital society, new modern airports, such as AIA, are not only transportation hubs but also information hubs. The provision of combined multi-linked information via advanced networks is feasible utilising our digital infrastructure.

AIA was one of the first international airports to offer to its passengers Wireless Internet Access and is expanding the coverage area, allowing laptop or palm top access to the internet from anywhere in the terminals. Additionally, passengers can access the internet at various internet kiosks, whereas a fully equipped Business Centre offers a “virtual office” arrangement, with all necessary services of a private internet office.

In February, Athens International Airport expanded its "Smart Bus-Stop" service to the airport parking areas. This airport service is the first smart bus stop application implemented in Greece, and one of the first in Europe, using the TETRA system. By this service, passengers waiting for a bus will be informed, via a screen located at the bus stop, of the estimated awaiting time for the next arriving bus.

**Cargo**

At Athens International Airport, four independent cargo handlers operate out of four dedicated on-airport cargo terminals (a total of 30,000 m²), with an annual capacity of 275,000 tons of cargo. During the Olympic & Paralympic Games, a significant increase in cargo traffic is also expected, mainly athletic, technical, media and medical equipment of the Olympic family. Special focus is placed on the handling of the Olympic horses that will be transported to and from Athens.

**Access to AIA’s terminal railway station**

The completion of the construction of a new six-lane motorway last September has considerably eased traffic between the airport and Athens centre. Furthermore, access to the airport will be further facilitated once a suburban rail link system and a metro runs between the Port of Piraeus, Athens city centre and the airport. Athens International Airport S.A. has carried out the design and construction, and will operate the airport’s terminal railway station. Within the 2,000 m² main area of the terminal station, food and beverage and press stores will be available. The station is connected to the Main Terminal Building by a passenger bridge with moving walkways.

**New retail facilities**

Currently, our commercial centre in the Main Terminal Building covers a 7,300 m² area including more than 80 outlets, (retail, services, restaurants and bars). The airport’s shopping mall will be further enriched with five additional food and beverage units (215 additional seats / 320 m²), three additional
retail units of approximately 215 m², and 18 temporary food and beverage and retail units in various parts of the terminal.

Furthermore, in April, a 26,000 m² IKEA household product store – the first in Athens - will be opened, along with a 5,000 m² consumer electronics store.

**Airport Museum: A very special area in our airport**

As part of our efforts for the preservation and presentation of the Greek cultural heritage, in June 2003, we inaugurated our permanent Exhibition of Archaeological Findings from the Airport Area “The Museum,” located at the Main Terminal Building. This area, which is open to passengers and visitors from 06:00-23:00, displays various important exhibits including coins and jewellery, an ancient grave, tools, sculptures, vases, etc., found in the excavations that took place in the area during the airport’s construction period. The airport’s exhibition of archaeological findings dating from the Neolithic and Early Helladic through the Post-Byzantine period, offers travellers and visitors a different journey through time.

**Our team: the driving force**

Our people have always been the driving force behind our advancement and achievements. In view of the Olympic Games major challenge, a large portion of the airport company administrative team will be seconded within the passenger terminal facilities, to contribute in our effort to offer exemplary services to our visitors and share this unique lifetime Olympic experience in airport operations.

Committed to safety, operational and service excellence, Athens International Airport is ready to facilitate the increased traffic and offer its first class services to the Olympic family and all visitors that will come to Athens this summer and be part of this gigantic event coming back to Greece, birthplace of the Olympic Games and the Olympic spirit.

**Athens International Airport’s competitive advantages:**

- Unrestricted access to 24-hour operations from two independent runways
- (no slot constraints)
- State-of-the-art technology and equipment
- Highest standards in safety and security, offering 100% hold baggage screening
- Efficient transfers offering a seamless and pleasant experience
- Advanced cargo facilities: four independent cargo handlers operating on a 24-hour basis at dedicated, bonded terminals with a combined capacity of 275,000 tons per year
- Opportunities for new routes and extra frequencies available
Athens International Airport

- Airport’s total land area: 17.5 km²
- Two independent parallel runways of approximately 4 km each
- Main Terminal and Satellite Buildings spread over an area of 180,000 m²
- 89 aircraft parking stands
- 24 passenger boarding bridges
- 48 gates
- 144 check-in counters
- 11 luggage-claim conveyor belts (hourly capacity 7,000 items)
- Commercial area: 7,300 m²

Capacity

- 16 million passengers and 275,000 tons of cargo per annum
- 600 aircraft movements a day
- 65 landings - take-offs per hour

Expansion potential at the final stage of development: up to 50 million passengers

AIA Traffic in 2003

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<tbody>
<tr>
<td>Total passenger traffic</td>
<td>12.3 million</td>
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<tr>
<td>Total air traffic movements</td>
<td>170,000</td>
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<tr>
<td>Total cargo uplifted (freight &amp; mail in tons)</td>
<td>110,000 tons</td>
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Key Olympic Games dates

<table>
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<tr>
<th>Event</th>
<th>Date</th>
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<tr>
<td>Olympic Village opening</td>
<td>30th Jul 2004</td>
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<tr>
<td>Olympic Opening Ceremony</td>
<td>13th Aug 2004</td>
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<tr>
<td>Olympic Closing Ceremony</td>
<td>29th Aug 2004</td>
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<tr>
<td>Paralympic Opening Ceremony</td>
<td>17th Sep 2004</td>
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<tr>
<td>Paralympic Closing Ceremony</td>
<td>28th Sep 2004</td>
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Athens International Airport S.A. is the company responsible for the operation, management and development of the airport for a 30-year concession period initiated in 1996. Athens International Airport S.A. is a privately managed company, with the Greek State holding 55% of shares, while the private shareholders collectively hold 45% (Hochtief AirPort GmbH holds 39.875% of the shares).

Mr. Alfred van der Meer has been Chief Executive Officer of Athens International Airport S.A. since October 2002. His previous position was Managing Director of Schiphol International BV. Other previous positions held by Mr. van der Meer include: Project Director in Schiphol International BV, CEO of Sociedad Aeroportuaria de la Costa, Colombia; Vice President in PT Angkasa Pura Schiphol, Indonesia, responsible for Schiphol Management Services and Airports Project Director in British Aerospace Consultancy Services Ltd, England.

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