Athens International Airport (AIA)
Cargo matters ...
✓ Cargo matters ...

- the department
- the cargo strategy
- the cargo environment
- the current situation
- the business approach
- the projects
  - the lean flows
  - operational excellence
  - the synergies – the development initiatives
Ground Handling & Cargo Development

- Ground Handling Rights
- Stakeholders’ facilitation
- Centralized infrastructure
- Ramp Management
- Catering Concession
- Baggage Handling
- Cargo Operations & Development
- Fueling
- PRM Assistance Services
The cargo strategy

- Facility development by AIA
- Award of multiple concession rights to the “experts”
- AIA as guarantor of quality, safety & security and competition to the benefit of the users
- Cargo Development team as orchestrator of the cargo community and developer and marketer of new cargo relevant projects
The cargo strategy
the cargo handling regime

✓ Based on EU and local legislation
✓ Restricted & open handling rights
✓ Restricted: EU tender every 7 years
✓ Current term: 2022-2029
  ➤ 2 Freight & Mail third-party handling rights
  ➤ 1 self-handling right
  ➤ 1 Distribution Center
The cargo strategy
the activity fields

✓ Contractual
  Monitoring of the Handlers’ performance duties & obligations
  quality standards

✓ Business Development
  Integrating the Airport Cargo Community
  Increasing volumes and attracting new cargo clients

✓ Operational
  Monitoring and streamlining of landside, airside and in-terminal cargo flows
  Evaluating and further developing the current operational concept

✓ Property Development
  Enhancing the current infrastructure
  Co-developing future cargo relevant facilities
Modern state-of-the-art cargo infrastructure

24h / 365-day service – no curfew

Functional environment

Attractive financial incentives

Strategic position to serve the Balkan countries → transit potential

Multimodal transport potential
The cargo environment
the infrastructure

✓ 3 Cargo Terminals - 1 Distribution Center
  × Bonded Status
  × Total footprint: 30,000m²
  × Total capacity: 275,000 t. annually
  × Handling of general and special cargo

✓ Airmail Centre - 4,800m²
✓ Border Inspection Post - 700m²
✓ Cargo Administration Building - 4,000m² offices
The cargo environment
the cargo terminals

✓ Cargo Terminal 1 (Building 23)
  × Skyserv Handling
  × Warehouse area: 14,000 m²

✓ Cargo Terminal 2 (Building 24)
  × Goldair Handling
  × Warehouse area: 6,000 m²

✓ Cargo Terminal 3 (Building 15a)
  × Self-handler
  × Warehouse area: 5,000 m²

✓ Distribution Center (Building 15b)
  × DHL Express Hellas
  × Warehouse area: 5,000 m²
The cargo environment
the cargo area

Total cargo area: 130,000 m²
The current situation

✓ 2022: 101.500 tonnes

✓ Challenges during pandemic:
  - Sustain cargo traffic
  - Support airlines & handlers
  - Keep quality standards
  - Develop the cargo market
The business approach

Establish a living supply chain by connecting the members of the local cargo community through an efficient communication platform …

the Airport Cargo Community Committee (ACCC)
The business approach
the cluster mentality

AIA in the role of the
√ communicator
√ facilitator and
√ integrator

Complex multiplayer environment

Cluster development to
√ streamline actions
√ achieve operational excellence
√ trigger development
The projects

- We make things fit as we fit together
- Lean flows
- Joint promotion at global events
- Cargo KPI
- Minimum Service Delivery Standards
- Crisis Management
- Exports support
- CEIV Pharma certification
- Road Feeder Services
- Sea-air cargo

Crisis Management

Cargos simplified Customs procedures

We COMMUNICATE, INTEGRATE, FACILITATE

Cargo Development
The lean flows

- Appointment of joint Customs Consultant
- Further simplification of customs procedures
Operational excellence

✓ Introduction of jointly agreed **MSDS** in the import procedure (2003)
  ➤ Quantitative criteria (time)
    How swift is the Cargo Handler’s performance?

✓ Joint agreement on a cargo **KPI** including (2008)
  ➤ Quantitative (time) & qualitative (questionnaires) criteria
    How efficient and qualitative is the overall Cargo Handling performance?

**MSDS**: Minimum Service Delivery Standards
**KPI**: Key Performance Index
### Operational excellence

### MSDS categories

<table>
<thead>
<tr>
<th>MSDS</th>
<th>Minimum Service Delivery Standards (Narrow/Wide Body Aircraft Categorization)</th>
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<tbody>
<tr>
<td>• Document Transfer to C.T.</td>
<td>• Delivery Orders Issues</td>
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<tr>
<td>• Cargo Transfer to Cargo Terminal</td>
<td>• Total Import Handling Narrow &amp; Wide Body</td>
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<tr>
<td>• Breakdown &amp; Checking Narrow &amp; Wide Body</td>
<td>• Mail Delivery to Airmail Center</td>
</tr>
<tr>
<td>• S.C. P: Total Physical Handling _ Narrow &amp; Wide Body</td>
<td>• Shipments Delivery to BIP for Inspection</td>
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</tbody>
</table>
Operational excellence
C-KPI categories

✓ The MSDS Results
✓ The Operations & Housekeeping Results
✓ The Corporate Safety’s Results
✓ The Environmental Services’ Results
✓ The Airlines’ Questionnaires
✓ The Forwarders’ Questionnaires
✓ The Synergies
✓ The Negative Marking
The synergies
the development initiatives

✓ The attraction of additional transit cargo through multimodal traffic
✓ The CEIV Pharma certification
✓ The provision of competitive incentives to the airlines
✓ The joint promotion
The synergies
the sea-air cargo project

✓ MOU’s with PPA (2006) and PCT (2010)
  → Acceleration of flows
  → Shuttle service
  → Same-day onward air-connection
  → Reduction of cost & time

PPA – Piraeus Port Authority (OLP)
PCT: Piraeus Container Terminal
The synergies of the sea air cargo concept

The joint effort to generate new volumes of multi-modal traffic through specific and simplified procedures
Cooperation with Piraeus Consolidation & Distribution Center (PCDC)

- Further simplification of Customs procedures
- Establishment of a seamless connection

**Standardization of Flows**

**Provision of a tailor-made & cost-effective solution**

The synergies the new sea-air deal
✓ Initiative launched in 2017 under the umbrella of AIA
✓ Airport Community approach
✓ 6 initial participants
✓ Full certification of all ramp and cargo handlers in 2023

The synergies from the CEIV Pharma certification
The synergies
the link to the Greek exporters

✓ Cargo community approach
✓ Flexibility & imminent response time
✓ Generation of awareness regarding advantages of air transport
✓ Constant improvement of cargo flows
The synergies the airline incentives

- Discounts on airport fees for new or additional routes and frequencies
- Cargo aircraft: Discounts on applicable Landing & Parking Fees
- Further Marketing Support
  - Advertising
  - Co-promotional events
 ✓ Joint participation every 2 years at the Transport Logistic / Air Cargo Europe international cargo fair since 2005
 ✓ Membership in various organizations
 ✓ Participation at conferences
 ✓ Airport tours for students

The synergies
the extroversion

Integrated cargo community.

You deserve creative cargo solutions...
we work them out for you.

Athens International Airport S.A. Cargo Development Department
Contact us: cargo@aia.gr
✓ “The Cargo Airport of the Year Award” 2006
(100,000-500,000 t. category - worldwide)

✓ “The Air Cargo Award of Excellence”
(100,000-500,000 t. category worldwide)
2009: 1st place in own category & top score worldwide 2007 & 2008: Top ten list

✓ “Transport and Logistics Awards 2015 “
Outstanding performance for the collaborative approach in the cargo business
Contact us

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