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Van: [REDACTED] - DGLM [REDACTED]@minienw.nl>
Verzonden: woensdag 8 juni 2022 17:52
Aan: [REDACTED]
Onderwerp: RE: Call Commission - 08 June

dank

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Urgentie: Hoog

Voor je informatie.

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Onderwerp: Call Commission - 08 June

Urgentie: Hoog

Dear all,

Please find here my report of the meeting with EC today.

I took the list of people attending the call from the invitation.

You will see that people we are used to see in our calls with airlines and airports were not invited. It was a higher level.

Participant were coming from EC several departments, ACI and Airports (FRA, AMS, ADP, ...)v, IATA and airlines (Norwegian, LH, FR, AF, ...) and A4E, and handlers.

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[redacted] welcome audience

- 1) + Demand very strong despite all speculations
- 2) – preparation to face the strong demand was not equally well anticipated at all parts of EU. The problem is huge because of bad reputation. And peak of demand is not there yet.
- 3) We must be prepared to give a better satisfaction to customers through a good handling of situation
- 4) What when situation cannot be handled without consequences
- 5) 2 aspects important: safety and security that must be maintained at any price
- 6) We have obligations vis-à-vis the customers, including pax rights obligations that will not be alleviated

1) Increase effective capacity:

a. IATA

i. unfortunate situation and major problems like AMS and other airports

ii. [redacted] A4E appeal to airports to guarantee service

1. Difficulty to find staff accredited – facilitate processes to accelerate accreditation processes
2. Slots FM/JNUS at both ends of the route
3. Carriers should not be made responsible for pax compensation

iii. [redacted]

1. Situation dramatic with high impact on pax satisfaction because of delays and cancellations
2. Some problems will continue probably until 2024
3. Attractiveness of jobs at airports
4. Process of accreditation
5. Impact of military corridors that could help to improve punctuality
6. Reg 261 issue

iv. IATA [redacted] – not much to add

1. Staffing problems
2. EES program timeline that could be postponed

b. ACI [redacted]

i. Route cause is staffing security, handlers, borders/police

- ii. Short term remedies
 - 1. Improve staff conditions
 - 2. ██████████ (AMS)
 - a. Sharp increase in travel
 - b. Security is main issue in AMS
 - c. Scenarios were underestimated and reaction late
 - d. Action plan AMS
 - i. Add staff (limited)
 - ii. Support with social agreement with unions
 - iii. Plus commitments for longer issues
 - iv. Increase productivity by various means
 - v. Reduction of capacity
 - vi. Not one single solution but a set of measures
 - vii. Adjust some legal operational obligations
 - viii. Optimization of airspace availability
- c. ██████████ (Norwegian)
 - i. Facilitate acceleration of accreditation
 - ii. Seriously consider military support to increase staff where competences can be used
 - iii. Reg 261 and slots to be discussed later
- d. ██████████ (handlers)
 - i. ██████████ (ASA)
 - 1. Large resignation of staff +/- 250.000 employees before crisis, +/- 120-140.000 staff
 - 2. Difficult to go back to pre-COVID
 - a. People left do not come back (conditions, wages,) but not a new factor
 - b. Longer term solutions discussed earlier but Summer is started already
 - c. No immediate solution
 - ii. ██████████ DNATA
 - 1. Issues already listed before
 - 2. Accreditation is the most critical factor
 - 3. Staff from outside EU could be use (DNATA Philippines) and could be easily used. They already have training and accreditation in their own country (?!)
 - 4. All stakeholders are in the same problem. We should not point to each other.
 - 5. Make our industry attractive again. Maybe a role to play by airport cics
 - iii. ██████████ (mans aviation ?)
 - 1. Repeating same points
 - 2. Better slot allocation to reduce peak times
 - 3. Release curfews where necessary
 - 4. Brexit (treat UK pax as Schengen to reduce the administration)
- e. ██████████
 - i. How to deal in the next two months
 - ii. In the next six months
 - iii. In the future
 - iv. Agree that some problems will continue until 2023 and 2024
 - v. Focus on immediate challenges
 - vi. Personal evaluation
 - 1. No silver bullet
 - 2. No silo solution. We are all in the same bath
 - 3. What are best measures in peak moments is key
 - 4. Speed up security (accreditation, ...)
 - 5. Security processes at airports (pax) - but should not be a problem if investments had been done in due time. Should be addressed rapidly in the future.
 - 6. Solutions in ATC (military)
 - 7. Plans of action to be implemented
 - 8. Brexit to Schengen processes not possible
- f. ██████████ (EC)
 - i. Before pandemic, main threat was security. It should not be forgotten or denied today

- ii. Bag checks to be done faster by changing some rules (leave laptops in bag aso ...)
- iii. Looking for elements to reduce the pressure on security throughput.
- iv. Do not create new vulnerabilities in security chain
- v. [REDACTED] proposes a non-paper on all these measures to support lobbying to national authorities

2) Managing Capacity

a. ACI

i. [REDACTED] (Fraport)

- 1. Crucial situation with huge challenges
- 2. Short term initiatives
- 3. Depeaking is the only solution for immediate action

ii. [REDACTED] (FRA)

- 1. Apply local rule to reduce the capacity in the peaks
- 2. Made in voluntary basis at major DE airports
- 3. FRA is more important -> enforce obligation to return slots
- 4. Need of alleviation both ends of the route (to preserve historic rights)
- 5. Calls for support slot coordinators
- 6. Exit/entry systems EES (ATC) could be delayed to reduce pressure

b. [REDACTED] – depeaking helps airlines and airports but does not help passengers

c. Airlines

i. A4E

- 1. Reduce capacity does solve the problem of pax
- 2. Done with sufficient anticipation will help to find solutions for pax

ii. [REDACTED] (F)

- 1. Not in favor of depeaking but recognizes is important factor
- 2. Until now AF/ADP can manage the situation also by accepting additional delays

d. Airports

- i. Repeating they are very limited in actions that can be taken. Staff is missing at all levels
- ii. Important role of ECTL to manage traffic in operations

e. Coordinators

- i. I used our paper to give the conditions to grant FM at both ends of the route
- ii. I confirmed that FRA and LHR are the only airports where a local rule was published
- iii. I said that AMS is still working on it
- iv. I insisted that if airports see that they will have a structural capacity issue, local rules should be put in place
 - 1. [REDACTED] insisted on that point too to guarantee that measures are fair, transparent and non-discriminatory. He said that they will pay attention that measure respect these points.
 - 2. ACI-EU also mentioned FRA and LHR as best practices and offered to disseminate these local rules in the airport community.

3) Pax rights

- a. EC repeats that pax rights remain in place
- b. FM in present case is not guaranteed because problems are known

Conclusion from [REDACTED]

- Maybe more meetings to follow
- Slots rules will be followed too to be sure that rules are respected
- That improvement of processes are welcome but will not solve the situation
- That capacity reduction is probably the most effective solution although cancelling flights should only be done when no other choice
- Capacity reduction should be anticipated and made in a structured and controlled manner. (reference to local rules)

Now that this call is completed, I think that we should distribute our RP to WWACG and EUACA members, to DG MOVE, to ACI-EU and to IATA. And authorize IATA and ACI to disseminate it in their community.

Can you please agree to it?

Thank you

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