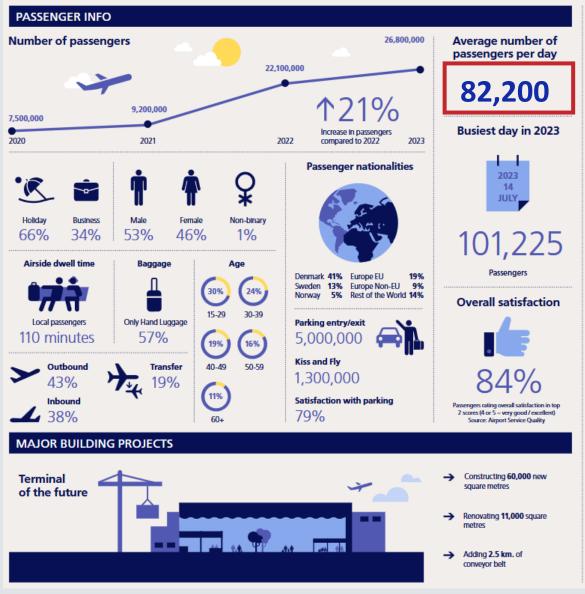


Key Facts & Figures 2024













EAT, SHOP AND RELAX

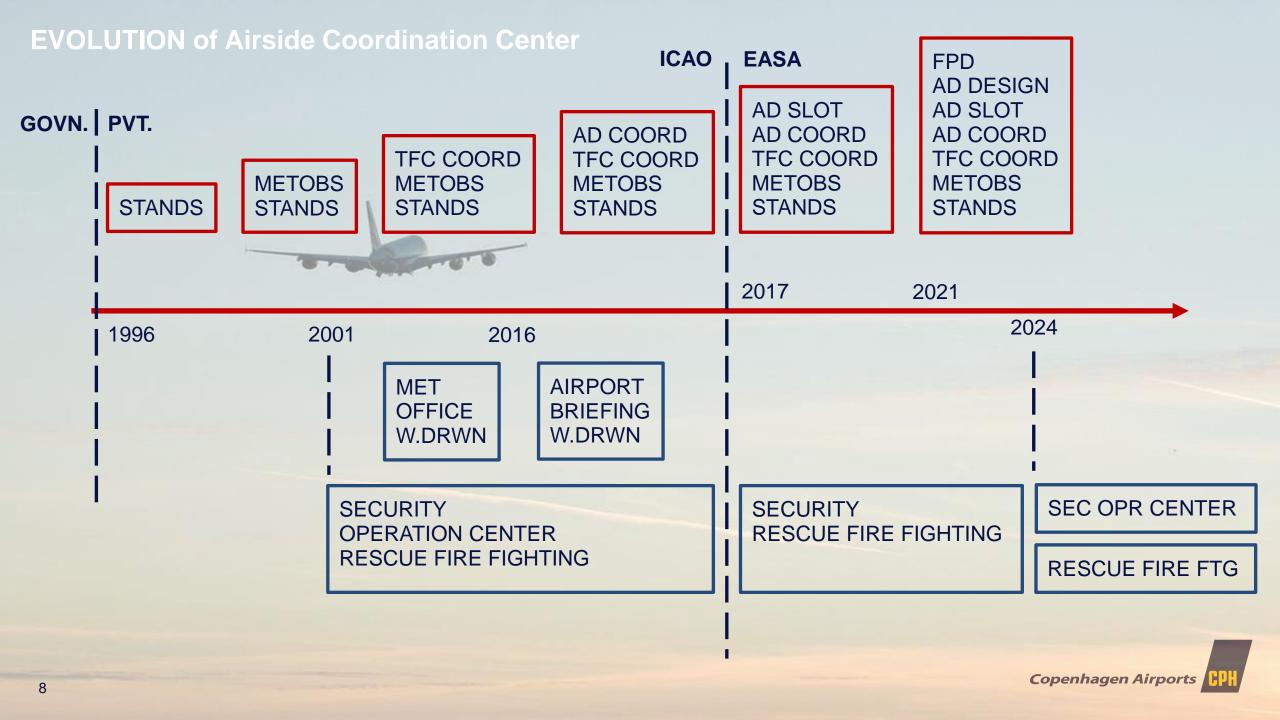
Average waiting time in security

5 min 42 sec



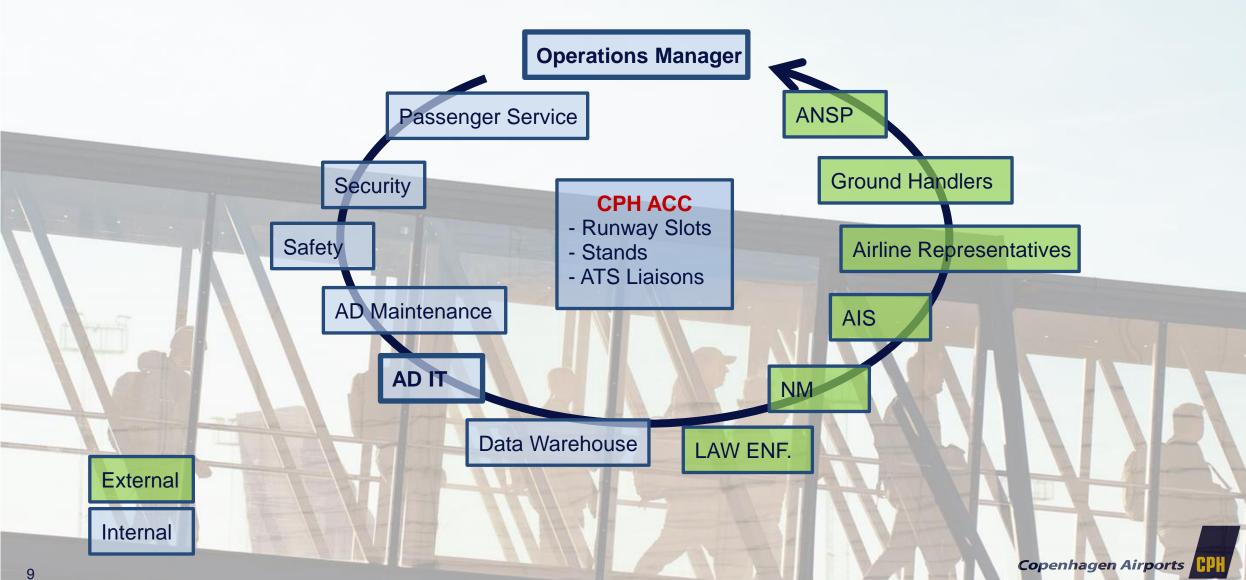
Is it APOC by design? or;

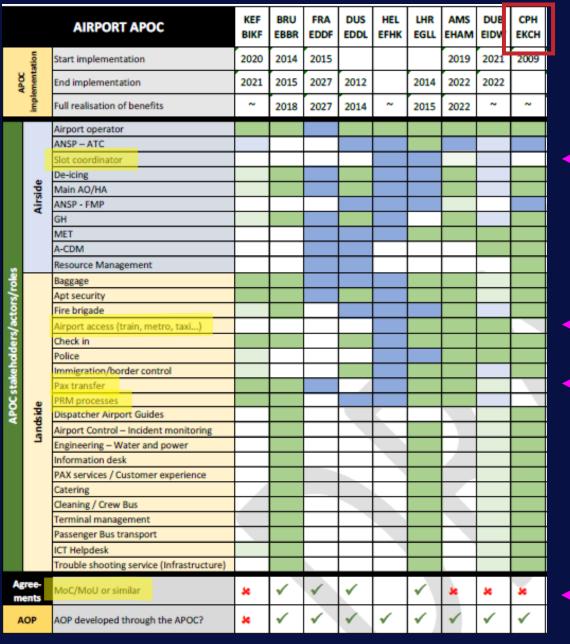
Is it APOC by evolution?



Stakeholders

H24





✓ Independent (HJ)

Taxi/Parking booking

Not coordinated
Government regulated

Implemented (Bonus)

Copenhagen Airports GPH



20 Persons 3 Shifts

Weather Obs.
Traffic 1
Traffic 2
Traffic 3

Stand Allocation Towings Coordination

Rolling Plan +6 HR +24 HR



14 Persons Day Shifts

2 Data Analysis
2 System Admins
1 Maint. Admin
3 Stands. Design
1 Oper. Advisor
3 Team Leaders

PROS – Current Setup

Need to Know
Need to Do
Management Focus
Collaborative
Autonomy and Agility

- Of Operation
- Of Management
- Of Innovation

CONS – Current Setup

Bandwidth Lack of insight into needs

Challenges: Getting the organisation on board



Do we all come with the same heritage?

- Security & Police
- ATCO
- Ground Handlers
- Pilots
- Aircraft Technicians
- Managers

Will this affect how we interact?

Can this prevent the APOC from being effective?



An APOC (AirPort Operations Centre) is a coordination arrangement at an airport, whereby operational stakeholders (actors) collaborate for the effective/efficient establishment and execution of an agreed operational plan, in a structured manner with agreed processes, either through physical or virtual interaction or a combination thereof. The APOC is also the primary interface between the Airport and the Network Manager Operations Centre (NMOC).

APOC is an arrangement - not a room



Understanding	APOCs increase mutual understanding and reduce complexity:
Stable operations	APOCs trigger proactive, holistic collaborative decision-making, leading to more stable operations:
Collaboration	APOCs facilitate collaboration:
Passenger experience	 APOCs increase passenger experience thanks to: Smooth passenger and bag flows
Employee satisfaction	APOCs increase employee satisfaction, thanks to better prepared operations, resulting in:
Attractiveness	APOCs contribute to a better brand reputation, thanks to more efficient and stable operations, leading to:
Capacity	APOCs do not bring additional capacity, rather it ensures most optimal usage of available capacity:
Revenues	APOCs increase commercial revenues, thanks to:
Costs	 APOCs ensure cost reductions for all airport partners, thanks to: Efficient resource usage Increased operational predictability reducing irregularity costs and buffers implemented to cope with variability Delayed need for investments in additional capacity associated with growth and inefficient usage of capacity

Why?

Are these guaranteed?

Can we prescribe activities that *will* guarantee?

What do we want to achieve?

- 1. Ensure Communication
- 2. Structured Coordination Mechanism
- 3. Make Roles and Responsibilities Apparent
- 4. Safety?

How is this executed at CPH?

Practically: IT, Regular Meetings, Crisis Communication Tool

Formally: Terms of Use, Local AD Regs., QMS, Contracts



- Requirement of specified stakeholder to be involved?
- Requirement to extend of information sharing?
 - Safety
 - Capacity
 - Commercial Viability
 - Passenger Experience

Retain operational freedom



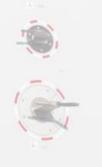
Some Topics for Discussion:

What resistance is experienced "across cultures"?

Will some groups be a better fit, than others?

What activities may contribute to remove barriers:

- Between employees?
- Between managers?









Thank you!

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