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*Synergies for the
successful operation of 14
Regional Airports*

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Aktion | Chania | Corfu | Kavala | Kefalonia | Kos | Mykonos | Mytilene
| Rhodes | Samos | Santorini | Skiathos | Thessaloniki | Zakynthos

A Subsidiary of Fraport AG

Fraport Regional Airports of Greece

Fraport Greece – operator of 14 Regional Airports

Different characteristics & Complexity



***14 Regional Airports**
***2 Clusters**

The operation of each airport is unique, as there are many differences in infrastructure size, characteristics, traffic seasonality and complexity.

Some examples include:

- SKG has winter operations
- JMK has a high GABA demand
- MJT/SMI accommodate FRONTEX flights
- CHQ/PVK are joint use airports with Hellenic Air Force

But, despite the differences, our synergies lead to the successful operation of all 14 Regional Airports!

Fraport Greece set up

Successful operation of 14 Regional Airports



Decentralized functions

14 Regional Airports

- Day-to-day operations
- Maintenance
- ITT local support

The main operational roles locally at each of the 14 Regional Airports include the Airport Manager, Airport Duty Managers, Airport Operations Coordinator, Airside and Terminal Supervisors and Security Supervisor.

Smaller airports employ approximately 15 operational personnel.

Larger airports employ approximately 40 operational personnel.



Centralized functions

Headquarters

- Strategic management for Safety, Security, EASA Compliance ERP, Wildlife, Terminal & Airside, ARFF, Vehicle management etc.
- Support functions (Legal, Finance, Commercial, Procurement, Technical etc.)
- Focal point for Authorities, Airlines etc.

Benefits:

- Spread Know-how across airports
- Streamlined Processes & Customer Experience
- Better Monitoring
- Greater Influence
- Cost efficiency (e.g. procurement per Cluster)
- Optimization of resources
- Attractiveness
- Centralized commercial activities to enhance connectivity

Synergies that improve operational efficiency

Focus on promoting collaboration and strategic partnerships



- **CX best practices** are shared throughout the network, corrective/preventive actions taken at one airport for undesirable situations passengers may face prevent their occurrence at another airport, better understanding and insights of passengers' needs and expectations when operating multiple airports , customer service agents located at 14 sites use one common database for customer communications and have a pool of responses for the handling various enquiries and complaints.
- **Internal EASA Compliance Auditors Team**, a team specifically created in order to monitor compliance in the most effective way throughout all 14 Regional Airports.
- **Joint Coordination Committee** for all Level 2 & Level 3 Regional Airports under our operation to ensure optimization of slot allocation and monitoring of slot performance.
- Coordinate closely with **Tour Operators** on arrival times of passenger groups.
- **Liaison Committee with State Authorities** to address effectively all State-related matters.
- Daily communications with **Eurocontrol** to minimize the impact of irregularities and ensure smooth operations due to limited airport capacity (e.g. CTOTs)



At the peak of the touristic period, massive wildfires spread across Rhodes island affecting the touristic areas. Tourists were forced to evacuate their hotels and desperately arrived at the airport.



The airport was immediately organized to accommodate large passenger volumes during the high peak season and managed the crisis successfully through synergies.

Establishment of a Communication Channel with Stakeholders and joint actions

- **Airlines, Tour Operators** (TUI, Jet2) for flight updates, entering of repatriation flights, arrival of passengers, coordination of accommodation
- **State Representatives and Local Authorities** for the coordination of first aid needs and the communication with other evacuation centers for the timely arrival of passengers
- **Hellenic Air Force** Representative for the coordination of military/firefighting flights
- **Embassies** for the set-up of help desks at the airport area for passengers without travel documents
- **Concessionaires** (F&B) supported the entire operation by offering free water/meals

Support needed to deal with the Unexpected

- **Hoteliers / HAF** for extra equipment (e.g. chairs, beds) for temporary accommodation
- **Cleaning and Security Services Providers** informed about the heavy traffic expected
- A crisis response taskforce – **Go Team** from Fraport Greece HQ arrived in Rhodes to support the airport team with various operational and humanitarian tasks
- **Volunteers** were also present at the airport, in order to provide first aid response, if required
- **Airport's manpower** rescheduled in order to handle critical situation
- Call for **Psychological Support** for distressed passengers

***Thank you
for your attention***

Panagiotis Spyratos