

# airportsfocus

## EDITORIAL

Since the Royal Government of Cambodia entrusted our company with the management of the international airports (Phnom Penh in 1995, Siem Reap in 2001 and Sihanoukville in 2006), we have experienced a few adverse times.

Between 1997 and 1999, our traffics and activities went down sharply due to political unrest in the country and the financial crisis affecting the Asia-Pacific region.

After a short respite, the 9/11 terrorist attacks in 2001 in the USA sent our airports, especially Phnom Penh's one, in the red again. But the worst was yet to come.

In 2003 and the SARS, we hit the bottom: for a few months, both in



Phnom Penh and Siem Reap, our passenger traffics, divided by 2, plunged dramatically. The year finished with negative growths. Starting last year but with visible impacts since this year 2008, the combination of high fuel price and the slow down of economic activities in major developed countries

has caused potent turmoils in the aviation industry. While figures and statistics for our airports have not yet reflected the critical extent of the woes (up to July, on-year growth for PPIA and SRIA totalled 3%), there have been signs that we are moving into a rough sea: carriers sizing down their flight frequencies or postponing new liaisons etc; financial losses suffered by most of our clients...

The situation appears all the more challenging that it will be a fixture for our airports, presently and in the future. The price of fuel is likely to remain high and that fact is to impact air travelling demands.

How do we tackle the current downturn and somewhat alleviate it? I used to learn Chinese and was told that the word «crisis» means «danger» but also «opportunity». So, to face this adverse environment, let's all take the opportunity to remodel our daily work organization.

We have to enhance our productivity: to reach our objectives, let's use more efficiently our working time and the means/equipment provided to perform jobs. By being productive, we in particular 1) maximise the time spent in doing our tasks and 2) save energy.

We have to further better our services rendered to customers, the carriers. Especially the ones that already operate here. Their satisfaction with our airports could translate into more flights or frequencies while, generally speaking, it is more difficult to recruit additional airlines.

Those are paths that the company's management has been exploring to overcome the crisis. More is to come and your ideas are most welcomed.

All in all, everyone's effort is a must but our airports are definitely worth it!

**Nicolas Deviller**  
CEO of SCA and CAMS

## AIRPORTS FEATURE

### SRIA Fuel Farm Emergency Exercise

Siem Reap International Airport concluded last summer a fire fighting exercise at a fuel depot. PTT and TOTAL, both fuel suppliers at the airport, actively joined the exercise. It was aimed at preparing both the Rescue and Fire Fighting Services (RFFS) and the fuel supplier themselves in the event of a fire in the existing

fuel depots. In the very near future, the new fuel farm may indeed hold a total of 1.8 million liters of fuel, making it a valid concern for the fire fighters.

On June 3, the first exercise was launched by RFFS at the TOTAL depot and involved both its management and personnel. A few

days later, the second exercise was launched at the new PTT depot at the airport's fuel farm.

The exercise was deployed in three phases. First, it consisted of the inspection of facilities for compliance to safety requirements. It also reviewed records of personnel training on fire emergency and the fire emergency plan.

The second phase was the actual testing of response time by depot personnel and the actual execution of the fire fighting plan.

At last, a de-briefing and note-taking session was held to determine strengths and weaknesses detected during the exercises.

This type of fire emergency exercise seeks different objectives, including continuing skills development and operational readiness of



the RFFS. The involvement of the airport community's personnel that would eventually fight the fire is critical to the effectiveness of the emergency plan. The exercise is a means to introduce those who are concerned to a common mission and to test skills & coordination effort as well.

**Feliciano Enriquez**  
SRIA Rescue and  
Fire Fighting Services



## ONE MAN, ONE ACTIVITY

### Kim Sovann

Kim Sovann, SRIA's Ground-Handling Manager, is a fixture at the airports. He joined CAMS in 2000 but it seems he's always been part of their history. He is a man of passion for his job and talks about it with enthusiasm. "I

realized the importance of my tasks, he says, right after I had been recruited as Deputy Terminal Manager, in charge of passenger services, at Phnom Penh

International Airport. The current terminal was not yet completed but I knew we were in the midst of something big!"

In 2003, he switched to a new role and managed the GH Department. During that period, the activities and its organization were realigned in order to obtain the ISO Certification. Once the mission accomplished, Kim Sovann were seeking different challenges and took over the same position but at Siem Reap International Airport. One of his main objectives

was already to lead the Department to the ISO award, a new passion that he had embraced.

At the start of year 2008, the GH Department successfully passed the audit undertaken by the certification team



BM TRADA. Sovann proudly points out: "We are the first division at SRIA to achieve it." He adds: "My experience at PPIA with the ISO

procedures was important but not that essential, because there are a lot of differences: the staff and the way they handle tasks, their perception or flights configuration, just to name a few."

At SRIA, Sovann had to train and get his men used to new procedures and the working environment in line with ISO requirements. To change old habits within a short span of time was a demanding job, he acknowledges. "Instilling discipline and preparing people to strictly meet deadlines, Sovann

elaborates, were key components. At SRIA, we designed a program that put at the forefront practices over theory. We showed how to do prior to going to the classrooms."

Plenty of energy was put in the project, which actually suits Kim Sovann as he constantly needs moving ahead and being in motion. "I would like to extend my

congratulations to my staff, he concludes. The achievement is to be shared equally between all of us: we all understand that ISO means improving ourselves."

**Khourn Thongsin & Khek Norinda**

*Communications Department*

## BRIEFS

### Trainings To Enhance Quality Service

Besides good infrastructure, quality service is essential to passengers. Sorn Sarom, SRIA's Terminal Manager explains: "To achieve the best quality service offered at SRIA, a dedicated organization was set up: Quality Service Management."

It monitors quality services provided by the airport operator and other front line agencies and service providers as well. Their performance is instrumental in conveying the right impression to passengers arriving and leaving our country.

In this light, several training courses have been conducted for the airports' staff. Training is very important for capacity building and staff development.

Over 20 staff members (from SRIA and PPIA) followed last July a training called "Caring for Customers". It was specifically designed by CAMFEBA to cater the airport's employees who have direct contacts with passengers.

The two sessions focused on themes such as "Identify customers and his/her needs" and "Handling complaints and angered customers". In addition, the participants had the opportunity to apply learned techniques by using role play.

### Siem Reap's ADB Terminal Revamped

The former ADB international departure terminal at Siem Reap Airport has been undergoing major works since June. "The reconfigured terminal is aimed at accommodating domestic flights, according to SCA's Salah Essa, Design and Works Manager, and it will enhance the quality of services and offer more space to its users, especially in the view of the launching of flights between Siem Reap and Sihanoukville."

The works are slated to be finished this coming October but the date of the commissioning of the concourse has yet to be fixed.

The overall surface of the terminal totals 3,000 square meters, including 815 square meters dedicated to offices located on the first floor. It will be able to handle 500,000 passengers a year.

The US\$ 1 million-concourse has also been designed to accommodate international arrivals if required and is to be connected to the current international terminal in the near future.

### Subjects Reviewed At The Info Meeting

The monthly manager Information Meeting held on September 4th in Phnom Penh gave the opportunity to Commercial and Finance Departments to present and share a global analysis for the month of July, as well as updates on the current projects by Human Resources and Technical Departments.

Patrick Chan, SRIA's Finance Manager, and Florent de Warren, PPIA's Deputy Operations Manager, respectively stated two special topics: "The incorporation of PSC in Domestic tickets" and "The new CCTV organization at PPIA."

On the occasion, Philippe Laurent, Chief Officer in charge of Human Resources, introduced three new colleagues.

- Mr. Sochett Chhem, Operations Service Manager (Operation Department Phn).
- Mr. Phyrun Phan, Energy Saving Manager (Technical Department).
- Mr. Chivannaridh Sisowath, Assistant Manager in charge of Customer Satisfaction (Commercial Department).

For further information on the main highlights raised during this Info Meeting, please contact Ms. Kuntheavy Chin (Kuntheavy.chin@camodia-airports.aero).

## HUMAN RESOURCES

### Bringing Together The Airports' Community

The Rice Solidarity campaign wrapped up the last week of August. It met with success and the airports' staff members unanimously showed their joy when they went to get their bags of rice. What's even more

moving is the happiness on the faces of those who accompanied the airports' staff, whom never saw the airports for a few of them.

Nou Leang, driver at PPIA's Cargo Terminal, recalls the first day of distribution: "It was almost a dream come true. I have 5 children and the rising cost of food has almost put us in distress. The campaign gives me hope, because the company cares for its employees and their family." He mentions that his wife has been all the more joyful that she is the one who goes daily to the market and realizes how expensive rice has become.

Another PPIA's staff went with his family on the day he was assigned

to take possession of the rice bags. Dam Fadel, Check-in agent, enthuses about the quality of the rice: "It is outstanding and premium quality, very tasty." Asking about his thoughts on the Rice Solidarity Campaign, he



did not hesitate one second: "I wish the company could afford the campaign to keep on going!"

Nith Chan Sophoas, a loader at PPIA, nodded with a smile on his colleague's last comment. He actually knows how tough the last few months have been for his family. "My family is composed of 7 members, he says, and I am the only one who works. My whole family's income rests on me. Food price has increased so dramatically that we sometimes hardly make ends meet. So having rice at this level of price is a blessing."

**Khourn Thongsin & Khek Norinda**

*Communications Department*

**QUESTION & ANSWER**

**Paul Cheung A Long**

The newly appointed SCA Chief Operating Officer (COO) and PPIA's Airport Manager talks about his mixed family background and his extensive experience in the aviation industry. He also shares his views on the airports.



**Question (Khek Norinda):** Paul, you have quite a mixed family background, haven't you?

**Answer (Paul Cheung A Long):** Yes indeed! On my father's side, I had a Chinese grandfather and a grandmother from Martinique [an island of the French West Indies]. On my mother's side, my grandfather was a native of the Vendée [a region in France] and my grandmother was Dutch. I was born and raised in French Guyana [located in South America]. I have two daughters whose mother is from the Gers [a region in France].

2.2 million from 300,000. Then, I briefly joined Brive airport [South of France] and was in charge of the construction of a new concourse. After 6 months, I was recruited by Vinci to handle my current position in Cambodia. Throughout those years, I have had the opportunity to carry-out most of the key roles at an airport: commercial, technical and operational. I also saw the other side of the fence by working with an airline.



**Q:** Could you tell us about your professional experience?

**A:** I started my career as a commercial agent at Air France [French national carrier]. Then I worked for Canon for 2 years before being appointed as Technical Manager at the airport in French Guyana. Later, I went to Canada to get my professional pilot license. In 2000, I went back to the airport to become Operations Manager.

Shortly after, I moved to Beauvais airport in the northern part of France and 80 km away from Paris. I held the position of Deputy Director in charge of Operations, a long and exciting tenure of 7 years: passenger traffic soared to

**Q:** How do you envision your role here in Cambodia?

**A:** I would like to share my experience and expertise with my airports' colleagues and staff members. Prior to that, I have met our airports' people and talked to them. Now I have a rather accurate assessment of our organization: we have talents and the professionalism is out there, so let's all make the extra mile and empower our people. Our staff members should have more confidence in their expertise.

**Q:** The traffic at Sihanoukville airport has been lingering. How can we address the issue?

**A:** Not everything is under our control. Hotel & resorts developers and the authorities should step up their effort.

As for us, we have to attend aviation forums and conferences to promote our platform. We have to lure tour operators as well. Out of my experience at Beauvais, I have no doubt that our efforts will be rewarded. But it takes time.



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**AIRPORTS' STATISTICS**

**January-May 2008 Report**

