

airportsfocus

EDITORIAL

At this point of the year, while all reports have been compiled and analyzed, we have a clear picture of how our airports performed in 2008. It is important that we all should take time to look back in order to anticipate what is coming the months and the years ahead.

The number of passengers going through Phnom Penh and Siem Reap International Airports started to decrease after a long period of growth. PPIA's cargo activities were not spared and were affected. You all know that the contraction

of our activities stem mainly from the global economic downturn, which affects the demand of air travel: uncertain times lead people to cautiously favor savings and cut expenses.

As a result, most airports in the world are impacted. So are we. Our companies SCA/CAMS should have the capacity to be resilient. It all depends on the managers' and staff's commitment and efficient work, which in the past had contributed to build a protective and secured environment that we mutually benefit now.

At the same time, we do not have to lose sight of the companies' revenues, which are decreasing significantly and will continue so due to the international economic turmoil.

Fortunately, the company is able to sustain this year your purchasing power by leveling up the salaries to the rising costs of daily life, especially for those of us who need it most.

We are likely the only company in Cambodia to undertake the adjustment on a large scale basis.

However, as I mentioned earlier, we need to brace for a long adverse environment and, therefore, in order to preserve our situation, we have to not only ask ourselves what our company can do for us but what we can do for the company.

What can be done is simple but achievable by each and every one of us and, at the end of the day, it benefits to all:

- Avoid wasting and be saving-conscious in all components of the daily life at the workplace (even in their slightest aspects). Think what you do at home to save and replicate it at work.

- Be customer-conscious, towards our passengers, users, clients & partners...and your colleagues (help out each other!). Mind being as much cooperative and issues solving-oriented as if you had to deal with people you care for.

- Pull together to see how our organization can be improved in order to be more efficient. Everyone can contribute to carry-out the task at his/her own level.

The future of our company lies on our ability to modify our daily habits. I rely on all of you to engage in that path.

Nicolas Deviller
CEO of SCA and CAMS



AIRPORTS FEATURE

Siem Reap's ARFFS Responds to Crash Drill in Record Time

January 22, 2009: The Control Tower launched ALERT LEVEL III after an aircraft made a hard landing. Crash location was Charlie One Four on the Grid Reference.

The Live Fire Exercise had started at 11:15 at Siem Reap International Airport.

The command car arrived on scene 1 minute and 30 seconds after Alert LEVEL III had been launched; the four fire trucks arrived in sequence, under 1 minute and 40 seconds, and commenced fire fighting. By 11:20 or just under 4 minutes, the fire

is under control.

At 11:21 rescue operations started and at 11:22 the ARFFS support team arrived with all the support equipment to establish field emergency facilities (care areas etc).

The whole exercise lasted a total of 24 minutes and was terminated at 11:40.

The International Civil Aviation Organization requires airports to maintain a high degree of operational readiness for its Rescue and Fire Fighting Services (ARFFS). The ARFFS has to be prepared for various scenarios and each of them is detailed in the Airport Emergency Plan (AEP).

However, having a plan is one thing and delivering the outlined service is another. Since no one



can know for sure when an accident may happen, the challenge is to prepare a response for each imaginable scenario.

The most important component of the ARFFS is the men who respond, operate the equipment and battle the fire. The ARFFS has to reach the farthest end of the runway in two minutes. Second, they must put out the fire and establish the emergency field facility.

Before and during the exercise, all Siem Reap management teams (TMN, MTN, FIN, OPS, COMMERCIAL, HR/ADM) were present as well as the airport's stakeholders (the SSCA airport director and the Commander of the Military Police-REP).

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From Scavenging to Check-in

Third Mandate of Shop Steward Election 2008 - PPIA & SRIA:

SCA/CAMS held the third Mandate of Shop Steward Election in line with Cambodian Labor Law on 30th December 2009 at both Phnom Penh and Siem Reap International Airports.



Through the election, 10 employees of the Phnom Penh International Airport were elected to sit in the first group (Employee Delegates) and other six in the second group (Technical Employee and Management Delegates). Also, eight employees of the Siem Reap International Airport were elected as Employee Delegates and other four as Technical Employee and Management Delegates.

The elections reflect employees' willingness to have their representatives in order to protect their common interests, to coordinate any conflicts between the management and employees based on a win-win solution. The elections are essential for the cooperation and mutual understanding at work between its management and the airports' staff.

Following are remarks from three employees interviewed at this event: 'I am very glad to have an opportu-

nity to elect my representative in a democratic and fair manner, and I hope that the newly elected delegates will successfully fulfill their duties,' said Miss Sarun Sopheap, an employee from the administrative office of the Ground handling at the Phnom Penh International Airport.

'I believe that election of employee delegates through voting will bring a closer relationship between the management and employees,' said Keo Darin, Workshop Assistant Manager.

'It is my first participation in the election of the airports' employee delegates, whom will play an important role in settling all problems of the Airport's Family' said Tep Rithy, H.R IT consultant.

Phorn Da
Human Resources Department

Medical Care: Responsibility and Efficiency

Since they started operating in 1995, SCA/CAMS have offered to their employees and their family medical services in order to maintain a good health Medical care SCA/CAMS has reached an excellent standard; therefore, it is crucial for each individual to show some sense of responsibility to maintain – and to improve further – the existing organization.



of everyone, a specific and detailed procedure has been designed and implemented in 2002. It will be revised to comply with ISO standard in the few coming months.

Meanwhile, since the opening of the new Administration building in late January, the infirmary has been moved to the new building with more equipment and comfort for patients. The daily infirmary service is still offered with the time expansion from 9:30 AM to 11:30 AM in the morning and from 2 PM to 4 PM in the evening for all employees within SCA/CAMS as well as their family members.

Medical at HR Department

Just a few examples. When you have a toothache, it is appropriate to directly approach the dentist and there is no point visiting a general practitioner. For maternity, Calmette Hospital is where one should go as it delivers the safest services and our company has an agreement with them.

In order to better control the system and to ensure that it runs smoothly on a long term basis, fairly and for the benefit



The 27 years old EM Sarath, has come a long way! In 2005 he applied for a job with the Phnom Penh International Airport and joined the Check-in Unit. But his life could have taken another path.

The young man describes his personal life before becoming an employee at the Phnom Penh International Airport with a friendly smile: "I am the second child of a poor family with four children (one son and three daughters). Despite poverty, I managed to study very hard and successfully graduated from high school in 2002. But I had never expected to pursue higher education, because I had no money and my parents were getting older and older."

Although he was adrift, Sarath never let his free time pass away uselessly. He spent some of his time producing and selling piggy banks and other potteries. The rest of his time was to collect junks from garbage piles for his daily living.

Sarath's hope revived when his nephew brought the President of "Pour un Sourire d'Enfants (PSE)" to meet him at his cottage built near a pond at a poor community in Steung Mean Chey District. He says: "I was very excited when admitted to a vocational training for poor Cambodian children provided by that NGO, supported by French people."

Sarath attended a secretary and

administrative training course, which was made possible because of good result at the entry test. Meanwhile Sarath also received a three-year scholarship covering food, school stationery, and clothes. After finishing his training course in 2005, he got the job at the airport.



Sarath quickly learnt his work based on his previous experiences as trainee at Diethelm Travel, Design Group and SOFRECO and on airport's inception training as well. However,

it would have been difficult without a lot of effort. Indeed, the check-in position has to deal with state-of-the-art technologies, customized equipment for each international airline's needs. As for the rest of the airport's staff, he has been striving to adapt to these new tools.. In the end, the staff members have managed to help each other through any possible ways to ensure that the passengers do not miss their flights.

Sarath expresses his personal pride for working at SCA/CAMS, a company that has given him the opportunity to benefit of appropriate working conditions – health care, technical training etc. Sarath is particularly happy that his family has now a better home at Takhmau as well as better daily living., And this really lightens his parents' burden !

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BRIEFS

Air China

Chinese have recently provided more flights during the celebration days of Chinese New Year. Hong Kong, Guangzhou, Shanghai and Nanjing are the most attractive destinations for Cambodian and Chinese tourists this year. 2009 Chinese New Year seasons had witnessed China Southern Airlines, Dragon Air and China Eastern adding

more flight frequencies .

Air China had its first flight from Hangzhou and its A-319 touched down at Phnom Penh International Airport at 01:00 am on January 27, 2009. 128 passengers, most of them are Chinese tourists, were on board. In February 2009, 7 flights are scheduled to operate.

Charters at SRIA

Recently, Siem Reap International Airport had seen more charters. For instance, Jeju Air chartered 7 direct flights from Choeng Ju, South Korea, to Siem Reap in January 2009. There were 173 Korean tourist passengers on board of the first flight.

TRANS ASIA also directly chartered its first flight from Taipei by Airbus A-319 with 170 Taiwanese travelers. 14 flights have been operating so far, and more will follow until the end of February 2009.

Air Conditioning Team at PPIA

Since the beginning of this year 2009, PPIA's Maintenance Department has set up a new unit: the air conditioning team. Its main duties are to ensure the periodic maintenance and the repairs of the air conditioners at five PPIA's sites: Ground-Handling, Fire Station, Platform, Maintenance and Power Station.

Previously, those activities were externally sub-contracted. In line with our company's campaign promoting energy saving and cost control, the unit is instrumental in preventing the increase of expenses by transferring to in-house teams the handling and the maintenance of key equipment. It is also significantly improving the productivity and the expertise of the Maintenance staff with new tasks.

This service is provided by Maintenance Department. Please call our hotline 012 813 810 or ext. 1824 for intervention inquiry," asserted Mr. NOU Kimny, Maintenance Manager.

EVENTS / SPONSORING

New Administrative Building

On January 22, 2009 morning, a newly built SCA/CAMS administrative office building was commissioned and a traditional blessing ceremony took place. It was attended by the top management and administration staff members.

The construction project started at the beginning of October, 2008 and was completed on January 15, 2009. The total space is nearly 1,000 square meters and includes 35 offices. This building provides a more comfortable and good working environment place.



QUESTION & ANSWER

Georges Ramorasata

He is the new Chief Technical Officer in charge of a key Division that covers an extensive scope of missions such as civil works, building, maintenance and equipment purchasing. Georges Ramorasata, outgoing and friendly, is an enthusiast for techniques and golf.

Question (Khek Norinda): Georges, what is your itinerary before landing here in Cambodia and at the airports?

Answer (Georges Ramorasata): I was born in Madagascar [an island off the South Eastern tip of the African continent]. I started working very young and at 17 years-old I decided to enroll in the French army and was based in Germany. The experience lasted 5 years and I decided to resume my studies.

Q: What kind of studies?

A: I am scientific mind. I am fond of technical matters and always wonder how things work: a car engine, an electrical lamp etc. I went to the École des Mines de Douai in France. I wanted to be an Engineer.

Q: And after graduation?

A: I joined CGE, which Construction Division would later become Vinci [one the shareholders of SCA/CAMS], and worked on a tunnel building project in Marseilles [South of France]. Then for 5 years I was part of a company specializing in building and operating toll roads. After many years in the construction business, I was keen on discovering new technical fields and moved to work for 5 years at two phone companies up to 2003. Then I was pro-

posed a post in my native Madagascar for which I was in charge of channeling and managing French funds to develop infrastructure projects.

Q: You have been here in Cambodia for 6 months, what can you say so far about your new experience?

A: I cannot be happier. I absolutely wanted to discover Asia and Cambodia is definitely a place to start with. Second, I wished to tap into a new technical field and there came that job proposal at the Cambodian airports. I realize that working in the airport industry is a stimulating experience and it's never routine. The range of missions is vast and the workplace is great.

Q: What would you like to achieve in the next few months?

A: I want to introduce this new approach: the Technical Division has to act as the privileged supplier for all other airports' Divisions and De-



partments - our clients. It means that we have to advise them on technical aspects of projects they are about to launch. In this light, we could save energy and money by proposing the best options. Also, I want to open up my Division so that everybody should be aware of our ongoing projects. We are performing a lot of building works and we have to communicate. Therefore, I am asking my colleagues of the Division to be more proactive in writing narratives for the airports' publications such as "Airports Focus". Site visits should also be organized on a regular basis for all the staff members.

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Starting with this issue of "Airports Focus" onwards, a Reader's Box is now available to give you the opportunity of asking questions or of making comments on any aspects of your daily life at the airports. One question will be selected - and will accordingly be forwarded to the relevant person(s) for an answer. A dedicated email address has been created to receive your questions:

communication@cambodia-airports.aero
We look forward to hearing from you!

មានព័ត៌មាននៃការអនុវត្តផ្ទៃក្នុងរបស់អង្គការអន្តរជាតិភ្នំពេញស្របតាមតម្រូវការរបស់អ្នកអនុវត្ត យើងសូមបង្ហាញប្រសិទ្ធភាពក្នុងការឆ្លើយតប និងស្នើសុំឱ្យអ្នកអានដែលបានជួយយើងក្នុងការងារ រៀបចំជាមួយការងារស្រុកក្រៅស្រុក អាសយដ្ឋាន ។ សំណួរមួយត្រូវបានជ្រើសរើសយើងទទួលបានការឆ្លើយតប និងជូនព័ត៌មានអ្នកដែលបានជួយត្រូវ ទិញសំណួរនោះ ។ យើងសូមបង្ហាញសារអង្គការអន្តរជាតិ (E-mail) សំណួរមួយសំណួរមួយសំណួរដែលមានអាយុជំនាន់ ដូចខាងក្រោមនេះ ៖

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