

airportsfocus

EDITORIAL

In my last month's Editorial, I had stressed the necessity for our three airports and SCA/ CAMS to anticipate future challenges and to appropriately prepare their staff members. I will further substantiate on that point but I would like first to talk about our present. For a few months, Cambodia has

en our companies and airports. Paul Cheung A Long is an expert in the airport industry. He had successfully held managerial positions at many international airports. In Cambodia, he is appointed as COO for the three international airports. The new Human Resources Director, Philippe Laurent, brings with him an extensive professional experience and indisputable skills for establishing dialog between



been experiencing steady and critical rises of the fuel and food prices. Most of you have particularly been affected by the price increase of one of the most vital ingredients in this country: rice. The crisis getting more serious with months passing had led the Board of Directors, Mr. Joël Vélasque, its Chairman, and I to take actions. The "Rice Solidarity" campaign kicked off this July.

At this point of its implementation, some of you may have already taken advantage of the operation. For those ones still unfamiliar with it, allow me to summarize its mechanics. For the months of July and August, SCA/ CAMS are offering the possibility for all three airports' staff members to buy premium quality rice at only 25% of the market price. It means that the companies are subsidizing the 75% balance. I hope that the initiative will be largely instrumental in the mitigation of families' hardships caused by onerous rice prices.

I would like to take the opportunity of this platform to introduce you three new members of the management team. Their commitment will definitely strength-

co-workers. One of his fortes is to develop to the fullest individuals' potential. Tanguy Bertolus, an engineer with over 10 years' experience in airports' management, is going to be in charge of strategic planning and investment policy. He will be implementing plans to thrive our companies SCA/CAMS.

The first duty of the new team is to engage the Strategic Planning Process (SPP). SPP is a road map aimed at identifying challenges that our companies will have to tackle in the years ahead. To follow, it will design action plans for each and every one of us. SPP will be deployed in 5 phases, each one summarized by one question:

- Diagnosis: what is our current situation?
- Forecasts: what will be our future environment?
- Defining corporate strategy: what do we want to be in 5/10/20 years?
- Master plan and business plan: how do implement the designed strategy?
- Action plan: how do we achieve these strategic objectives?

I am convinced that you all under-

stand the stakes behind SPP and the objectives it will set for our airports and SCA/CAMS in the near, medium and long terms. It will define our common goals and the future framework within which we are going to perform our everyday's tasks.

Lastly, I have the pleasure to inform you that all PPIA's teams and talents had been again reunited on one single site. Some departments, previously located in town, moved back to the airport.

Nicolas Deviller
CEO of SCA and CAMS

AIRPORTS FEATURE

CUTE landed at airports

A key achievement was completed at our international airports. It is significantly enhancing the quality of services that we owe to our passengers, making traveling through our airports a more comfortable journey.

Since last June, IT Department achieved Phase 1 of the installation of the CUTE system. The computerized program is instrumental in speeding up the check-in and boarding processes of passengers. It is also a major step for our airports to comply with the IATA target of 100% e-ticket.



What are the potential benefits of CUTE, one of the most advanced supporting check-in and boarding systems? They are aplenty. For instance, when reaching full potential, it will offer to passengers the following:

- Undertaking self check-in from a computer or even hand phone, which saves time by just dropping checked luggage or by directly going to boarding lounge if traveling with only hand luggage. That's altogether a drastic cut in the use of papers (as boarding passes will no longer be needed) and a gain of time (no need going through a check-in counter). Also, the airports will be less congested for a far better comfort of their users.
- Printing boarding pass with 2DBC (2 dimensions Bar Code) so that expensive boarding pass with magnetic strip will be pro-

gressively phased out. Not the least, the next generation pass allows interoperability between airlines and airports. Let's say you travel from Phnom Penh to New York via Los Angeles and Boston, you only need checking-in here at the origin airport and can travel all the way with the one single boarding pass.

CUTE usually equips large size airports. Phnom Penh and Siem Reap international airports appear to be among one of the first small platforms to have implemented the system. It is therefore a real challenge and a performance one can be proud of.

Phases 2 of the installation of CUTE will involve more airlines connecting to the system at Phnom Penh and Siem Reap airports. For Phase 3, CUTE will be extended to Sihanoukville airport. Target completion dates are respectively slated next August and November.

IT Department has been at the forefront and managed the whole project. Other players have nonetheless been contributing to the success. Thanks to our colleagues from the Legal, Human Resources & Training, Ground Handling (Check-In and Weight & Balance) and Commercial Departments!

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“ISO, a win-win tool for everyone”: Tan Kea

The man behind ISO certification project is a quiet and discreet person. Tan Kea joined CAMS in 2003 and since then, most of Phnom Penh International Airport's Departments have been ISO certified. Siem Reap International Airport has started catching up this year as the Ground Handling Department (the most staffed of all units) has recently been awarded of the precious recognition. And the story keeps on carrying-on.

Tan Kea was born in 1959 in Phnom Penh. He attended the Faculty of Medicine to become an assistant doctor. At the same time, he worked at Cambodia Trust, an organization that handled quality certification. That was how Tan Kea got interested in certification and decided to embrace a career related with it, which has proved to be the right pick. “I find my current job interesting and fulfilling, he enthuses. It is a multi-tasked work.”

To be ISO certified is a long process. Tan Kea describes the

phases: “The first step is the assessment of the activity that is most likely ready for certification. Many criteria must be taken into account (benefit in terms of image, commercial consideration etc). Once a Department has been selected for certification, the next step is the collection of regulations from various agencies (ICAO, ISO...) and commercial partners (as airlines) with the objective of drafting internal policies matching our clients' requirements. Another phase is the implementation of those policies. Then I assess the capabilities of the activity to successfully go through the certification audit. Only a few more months later (when 80% of the policies are effectively applied) will a team from BM TRADA Certification come to undertake an audit. And so far, no airports' Department has ever failed the audit and the outcome has always been positive!”

Going through such a long and demanding process is eventually rewarding for all the airports' community and especially for



including “credibility” (the services are audited by an independent and world-recognized body), and “reliability in the services we provide.”

Khourn Thongsin & Khek Norinda
Communications Department.

SCA/CAMS: the ISO certification outstandingly raises our profile. Tan Kea has broken down the benefits into three levels: “For the employees, they have a better understanding of their role and objectives by having guidelines. They have a sense of pride when the goals are met. At last, they can immediately learn their job, because the details are in writing.” He adds: “The organization can also take credit such as consistent quality of services and customer loyalty, just to name a few.” As for our airports' customers (users and suppliers), Tan Kea points out two major benefits

BRIEFS

PPIA supporting World Food Program

Burma was hit by cyclone Nargis, one of the worst catastrophe ever, killing at least 135,000 people. In an aid effort to save life, World Food Program (WFP) is donating tons of shelter goods, food supply. Phnom Penh International was used as a hub to transport the donation. The Airport had assisted WFP speeding up the process at the cargo warehouse and loading to the aircraft. Until today, we have helped loaded 152,885 tons into IMT and Transavia Export Cargo. The operations were professionally and smoothly handled by our ground-handlers, who at the same time put their heart into the humanitarian assistance. Our staff built the bridge with WFP to ensure that everything was going without any hiccup.

Jady PHENG

Terminal Department

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SRIA joins ISO Certification

Siem Reap International Airport's Ground Handling Department has been recently awarded with the ISO 9001:2000 certification. Congratulations to all the staff members! And a special appreciation to Mr. Kim Sovann, the Department's Manager, who rallied forces and energy and led to the successful outcome.

Next rendez-vous by year end 2008: the Maintenance Department is preparing to obtain the award.

First assessment points out the following strong points:

- Pertinent choice of location – we were central and at the crossroad of the main interest points.
- The decoration somewhat got our messages across – a modern and expanding company.
- Guest speakers with a good level of professionalism and a good knowledge of the companies SCA/CAMS.

However, we have to improve the location of TV that runs the slides introducing our airports and to enhance the comfort of delegates (more chairs and fans etc).

Overall, we all greatly enjoyed meeting such a wide array of visitors with so many points of interest. We are looking forward to next year's Career forum.

Phyrum Chhiv

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HUMAN RESOURCES

Career Forum 2008

Thousands of young students and jobseekers flocked to the Cambodia International Airports' booth and enthusiastically poured questions on SCA's and CAMS' delegates about working at our airports. “What kind of jobs do you offer? How interesting are they? How do I apply and where? How about working conditions?” were the most frequented asked questions during the 4th Career Forum Organized by Cambodian-French Chamber of Commerce, it was held took at Mondial Center on June 14-15.

About 3,000 visitors stopped by our booth while 3,200 employment application forms were distributed. 495 people registered their name in the log book. 275 CVs and employment application forms had been handed over to our team.

Success could be measured through numbers and quantities but it is also reflected in many

more signs. For instances, some companies attending the forum asked about the decoration of the booth; others, mostly visitors, took



snapshots of it. The last day, due to substantial attendance, the airports' stand remained opened until 6 pm while some other ones were deserted and had to close earlier.

Our stand was staffed by 10 persons, all suitably trained to disseminating comprehensive information and showing customer-oriented attitude. Above all, they embraced their role with strong motivation and commitment.

Philippe Laurent



Married and father of three children, Philippe Laurent is SCA's and CAMS' new Human Resources Director. He introduces himself and gives insights about his role.

Q: (Khek Norinda): Philippe, what is your professional background?

A: (Philippe Laurent): I have an experience of over 25 years that has led me to live most of the time in foreign countries and on different continents including the Middle East/Africa and Asia (Malaysia, Hong Kong and Thailand). I had worked in France as well.

The managerial positions I had previously held evolve around cost control, administration, finance, legal and human resources. I had worked in the hotel industry, construction and phone companies, and the French Ministry of Justice. Then I recently

joined Group Vinci to come here in Cambodia.

Q: How do you envisage your role as Human Resources Director?

A: From the experience drawn during my previous tenures, I would say that the ability to relate with others and be in close contacts with the staff is a crucial component of my job. Secondly, I have to know the labor law and the legal environment like the back of my hand.

I like to define my role as of a cost manager who prioritizes individuals and human dimension. I intend to lead our airports' staff members to their full potential. My conviction is that companies' success lays on the combination of careers development and personal self fulfillment.

Q: You have been in Cambodia for a month or so, what are your first impressions?

A: Overall, I have found that contacts with people are very immediate and personal. That proximity is conducive to the organization I would like to deploy.

More specifically, I have been impressed by people's eagerness for learning and by their humility. That is why I want to implement trainings to address those aspirations. They will include collective trainings in foreign languages, IT, technical fields (in the view of ISO Certification) but also individual trainings to be shared further with more colleagues.

EVENTS / SPONSORING

Asiana congratulates staff

Three of Phnom Penh International Airport's have been extended one of the most distinguished appreciations from the prominent airliner Asiana Airlines. Mrs. Dim Sothavy, Mrs. San Kimheng and Mr. Em Sarath have received the Passenger Service

Award, from Mr. Lim Sung Taek, the airline's Station Manager. The three staff members from the Ground-Handling Department were praised for "having successfully showed the best service at the check-in counter."



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