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SECURITY & FACILITATION



FACILITATION: The Seychelles Experience

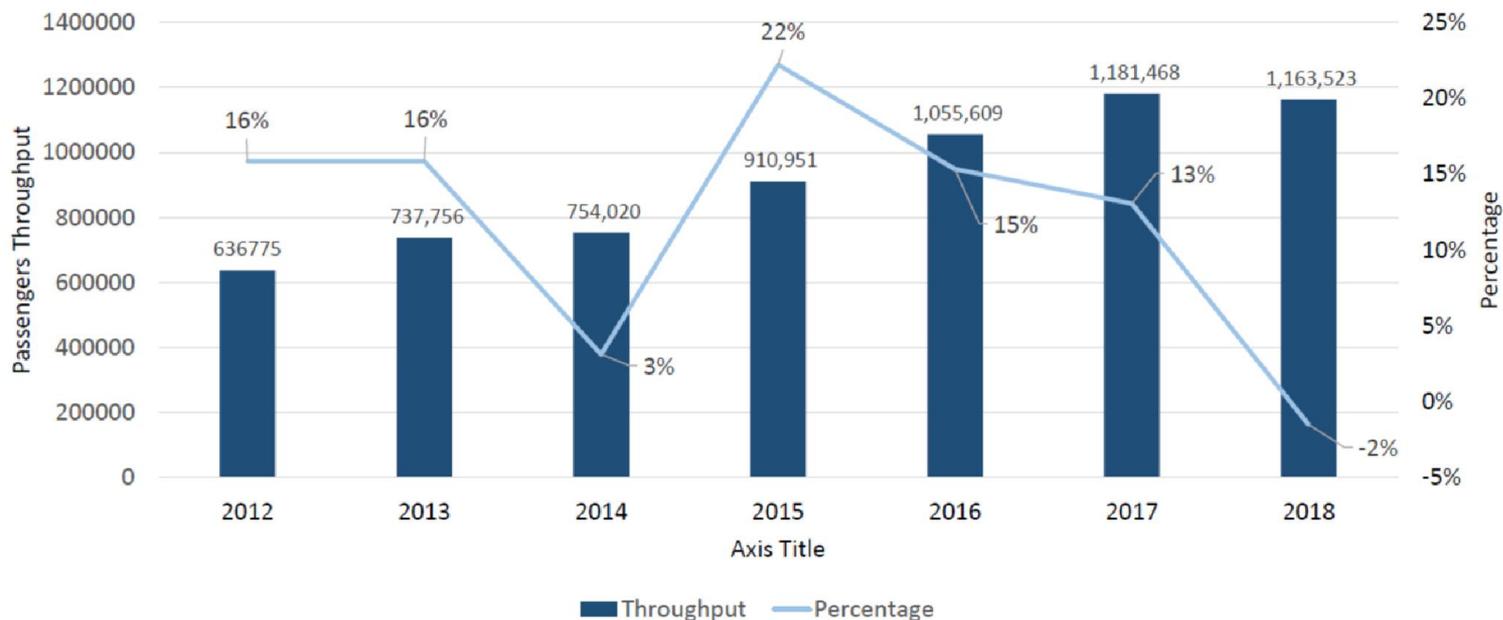
Barbara Souffe

Manager AVSEC Regulatory Policy and Oversight





Passengers Throughput at SIA: 2012-2018





SIA FACILITATION CHALLENGES

Airside



- Aircraft Parking constraints
- Ground handling challenges



- Congestion of facilities during peak operational periods



SIA FACILITATION CHALLENGES

Arrival Lounge



- Public Health emergencies
- Disembarkation cards

- Manning of Immigration desks





SIA FACILITATION CHALLENGES

Transit



- Passengers not in receipt of onward boarding cards
- Quick turnaround between connecting flights



SIA FACILITATION CHALLENGES

Ongoing Construction



- Build and operate approach
- Reduction in operational processing areas
- Inconvenience to all airport users



WHAT DO WE DO?

PRESENCE OF TERMINAL OPERATION OFFICERS (TOO'S) & CUSTOMER SERVICE OFFICERS

- Main Duties / Functions:
 - Inspections of Terminal facilities prior to and during flight movements
 - Leading various activities with SCAA's roles and responsibilities as the Airport Operator
 - Oversight of service providers and customer service in place
 - Collect operational data relating to flights, passengers, baggage and other processes and submitted as part of daily reports





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AIRPORT FACILITATION COMMITTEE

- It has been in existence for 40 years.
- Meetings are held four times per year but has limited decision making powers but does not duplicate work of National Facilitation Committee.
- Complex issues are brought to the attention of the National Facilitation Committee.



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CREATION OF THE NATIONAL FACILITATION COMMITTEE



The Minister
Ministry of Tourism, Civil Aviation, Ports and Marine

Republic of Seychelles
Botanical House, Mont Fleuri, Victoria, Mahé

19th October, 2017

Mr Gilbert Faure
Chief Executive Officer
Seychelles Civil Aviation Authority
Seychelles International Airport
Pointe Larue

Dear Mr Faure

NATIONAL AIR TRANSPORT FACILITATION COMMITTEE

The Cabinet has approved for the creation of the National Air Transport Facilitation Committee, a committee that all contracting member states of ICAO are required to establish as part of their international obligations provided in Annex 9 to the Chicago Convention on International Civil Aviation.

Specifically, facilitation is the continuous improvement of control processes and services procedures that requires a high degree of cooperation among the different sectors of the community (airline operators, service providers, airport authorities and inspection agencies), each of which has a responsibility to contribute to the improvement of control processes and services procedures.

However, all entities involved in airport facilitation are continuously facing challenges especially due to capacities (infrastructure, human resources, financial resources, equipment, technology etc.), the continuous growth in aircraft, passenger and cargo volumes, the increasing expectations of customers in respect of service delivery, changes in legal and other international requirements relating to air transport.

Furthermore, the involvement of other stakeholders not normally active in air transport facilitation (Ministry of Finance, Department of Public Administration, Departments of Legal Affairs, Employment and others) has become necessary. As a result, decisions that need to be taken in regards to certain more challenging issues have become more complex and beyond the level of authority and portfolio of those involved in the work of the airport facilitation committee.

The Committee comprises of the following members:

- Ministry of Tourism, Civil Aviation, Port and Marine (Chair);
- Seychelles Civil Aviation Authority;
- Seychelles Revenue Commission;
- Department of Immigration;
- Seychelles Police;
- Seychelles Agricultural Agency;
- Public Health Authority;
- National Enforcement Drug Agency;
- Seychelles Tourism Board;
- Department of Foreign Affairs;
- Ministry of Finance, Trade and Economic Planning;
- Ministry of Employment;
- Airline Operators Committee; and
- Air Seychelles.

Other entities may be co-opted depending on the subject matter being dealt with.

It is proposed that the committee meets a ~~least~~ **four times a year**. Extraordinary committee meetings may be convened as and when this is deemed necessary.

I have great pleasure to inform you that as per cabinet's approval, you are a member of the Committee and the first meeting is scheduled for the 14th November 2017, 0930 hours at the Ministry of Tourism, Civil Aviation and Port and Marine.

Please find attached proposed terms of reference as per the International Civil Aviation Organization's model program.

I look forward to your presence and participation.

Thank you.

Yours sincerely

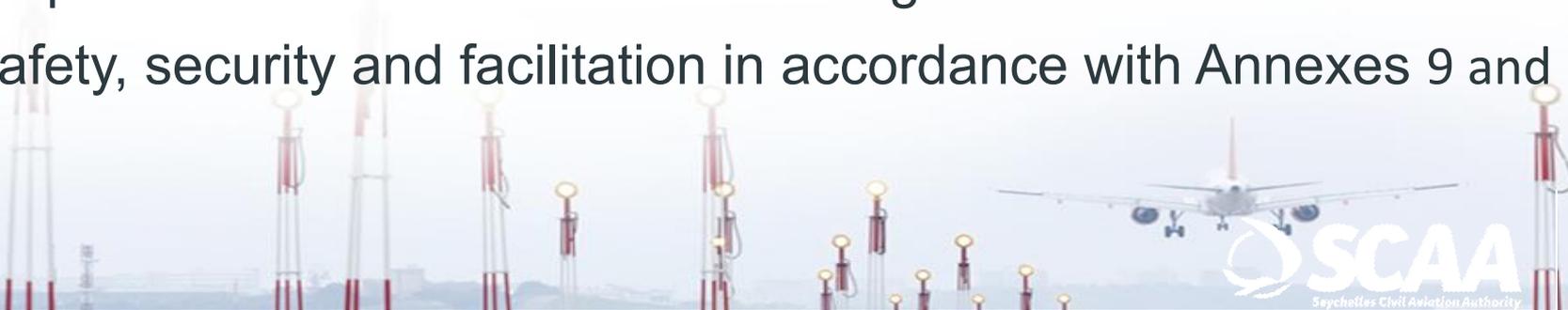
Maurice Loustau Lalanne
AMBASSADOR MAURICE LOUSTAU LALANNE
MINISTER

Att.



THE NATIONAL AIR TRANSPORT FACILITATION COMMITTEE

- Met twice in 2018
- Planned meetings 4 times per year
- Driving and shaping future policy decisions which gives strength to the Airport Facilitation Committee meetings to deliver on its mandate for safety, security and facilitation in accordance with Annexes 9 and 17.





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NATIONAL FACILITATION COMMITTEE MEMBERS

Members consist of:

- Principal Secretary Civil Aviation, Ports and Marine (Chairperson)
- Principal Secretary Department of Foreign Affairs
- CEO SCAA
- CEO Seychelles Tourism Board
- CEO Air Seychelles
- Border Control Agencies (Immigration, NDEA, Customs)
- Selected Ministries
- Air Operators Committee (Chairman)
- At other Government ministries, representation is at Principal Secretary position



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NATIONAL AIR TRANSPORT FACILITATION PROGRAMME



Approved by the Minister for Tourism, Civil Aviation, Ports & Marine and published under his authority

- Based on ICAO Model
- Draft/ pending approval/ Circulated to key stakeholders
- implemented through the activities of the National FAL Committee.



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Benefits of the NATFP

- address and harmonize the interests of all entities involved in facilitation
- to maintain or increase the quality of aircraft, crew, passenger and cargo flow;
 - a) to maintain or increase the level of passenger service and the cost-effectiveness and efficiency of processes and procedures;
 - b) to facilitate, accommodate and encourage the growth of air transport; and
 - c) to contribute to a positive experience meeting the needs of the travelling public
- Formalise the Committee through assignment of responsibilities/ Terms of Reference



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WHAT ELSE ARE WE DOING?

Increasing Static Capacity;

Extension and refurbishment projects for the Concourse Area and Departure Lounge.

Extension and refurbishment of the Mahe Domestic Terminal.

Increasing Dynamic Capacity;

Increasing surface areas of lounges to meet capacity demand during peaks.



CUSTOMER SERVICE AWARD

- “Be All Smiles” Campaign which is linked to:
 - Best Customer Service Operator
 - Stellar Award for Customer Service Employee of the Year
 - Rising Star Customer Service Operator for Runner Up





Please visit us at:

- www.scaa.sc
- www.seychellesairports.sc



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THANK YOU