

# Operational Readiness and Airport Transfer - ORAT



After intense years of planning, constructing and moving into the new facilities, all stakeholders deserve a prideful and memorable inauguration of the new airport infrastructure. Unfortunately, many airport inaugurations have been memorable for all the wrong reasons and resulted in corporate embarrassment, loss of reputation or crucially exceeded budgets.

To avoid such negative impacts, the ORAT program is designed to ensure a successful, safe and efficient start of operations of a new airport, passenger terminal or any other operational facility from "Day One" onwards. The ORAT program supports and relieves the airport operator to focus on both, existing airport operations and the planning, design, construction and implementation of new airport infrastructure.

## Key Challenges during Airport Projects

Dealing with day to day airport business, continuously growing demand and fighting bottlenecks in a saturated environment requires total focus and attention of the airport operator. Planning, designing, constructing and

inaugurating a new airport infrastructure in parallel to the day-to-day business consequently results in a lot of pressure on the operator. Among others, key issues are the following:

Concepts & SOPs are not adequately reviewed
Staff is not adequately trained & familiarized
Inefficient communication between construction & operations
Strategy for the shift of operations is developed too late
Lack of time dealing with stakeholders
Operational trials environment is not ready

*Do not let your airport inauguration be memorable for the wrong reasons!*

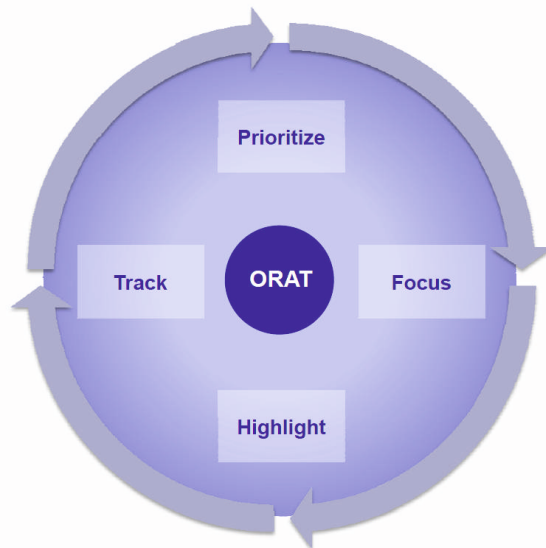
Knowing the key challenges for airport operators, Fraport's ORAT team will be dedicated to support the airport operator in focusing on the key topics for the start of operations. This includes prioritizing and continuously highlighting and following up critical items as well as active solution finding.

## *Prioritize - Focus - Highlight - Track*

### *The Key Tasks of ORAT*

The specialized Fraport ORAT team delivers the necessary know-how and tools to ensure the successful and timely opening of your new airport infrastructure.

A dedicated Fraport ORAT team supports and relieves the operator in setting the pace for a successful start of operations



Prioritizing, focusing, highlighting and tracking are the key functions of the dedicated Fraport ORAT team. Herewith, the team will support and relieve the airport operator in setting the pace for a successful start of operations.

#### *Prioritize*

What is urgently important and what can wait? The tremendous scope of an airport project demands an effective prioritization of tasks and their execution.

On the one hand this implies that for example the communication between operations and construction has to be closely managed in order to ensure that most important facilities and systems are sufficiently available and functioning prior to the opening. On the other hand all operational stakeholders have to be carefully aligned in order to keep everybody on the same page. This requires a well structured and efficient communication at all times.

#### *Focus*

A strong project management is indispensable to keep the focus on the current project, especially when ongoing airport operations demand attention. For a successful opening, schedules have to be defined and closely monitored. All staff – for example airport operator, check-in personnel, security staff, ground handlers, authorities, etc. – has to be carefully trained and familiarized. Furthermore, relocation strategies have to be developed and implemented early enough to prevent chaos when moving into the new facilities.

*An external ORAT Team, detached from the operator's organizational structures is the solution.*

#### *Highlight*

The ORAT project identifies and highlights deficiencies and critical issues regarding the opening of the new airport infrastructure before they become a show stopper. The vast experience in ORAT topics and airport operations ensures that the Fraport ORAT team knows what to focus on. One key driver are the operational trials; they are a powerful tool to highlight critical issues, prove the functionality of facilities and systems and the confidence of staff. Furthermore they establish a platform for all relevant stakeholders to closely work together.

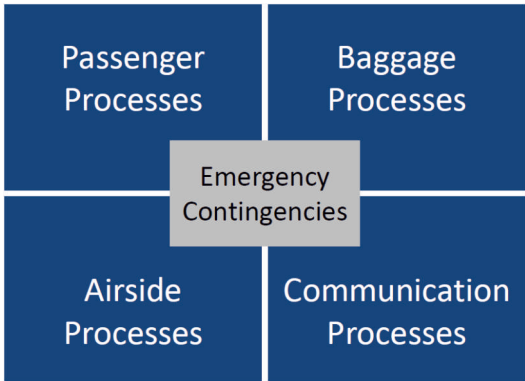
#### *Track*

All detected discrepancies have to be reported and continuously followed up. The Fraport ORAT team will efficiently track and report critical issues to the higher management and provide the respective solutions.

The Fraport ORAT team has acquired broad experience throughout various projects which will facilitate all of the above for your airport project.

ORAT a Process Driven Concept

Fraport's ORAT philosophy is clearly process driven - for a good reason. It is one thing to finalize the construction of new airport infrastructure and have it technically completed. To have it operationally ready is a completely different thing.



Therefore the ORAT project focuses on the key airport processes. The components of the key processes are defined by its facilities, systems, procedures and staff. Only if they harmonize and perform accordingly the operator is able to confidently open the doors to the public.

Fraport as one of the largest airport operators in the world understands airport processes and therefore brings along the necessary know-how base for successful ORAT projects.

Fraport's ORAT Program

Fraport's ORAT program is divided into five main modules.

ORAT Project Management

Prioritizing, highlighting, focusing, tracking, reporting and providing feasible solutions are the key tasks of the ORAT Project Management.

Concepts, SOPs and Alignment

The proper development of operational concepts and standard operating procedures (SOPs) build the basis for all new airport processes and consequently for the ORAT project. Furthermore, the new processes have to be communicated and aligned with all airport stakeholders.

Training and Familiarization

State of the art facilities and systems are useless if staff does not know how to operate them. Therefore, extensive and effective training and familiarization is necessary to ensure all stakeholders are confident with the new infrastructure.

Operational Trials

During the operational trials all airport processes are simulated, involving all relevant stakeholders. This way processes are verified and trained at the same time. Also deficiencies in facilities and systems are revealed that would otherwise go unnoticed.

Airport Relocation

Moving airport operations from the old to the new facilities is a challenging and complex undertaking. It requires the development of well thought out relocation strategies, careful planning, detailed stakeholder alignment and precise implementation.

ORAT is process driven and therefore combines technical and operational aspects to ensure overall operational readiness for a successful start of operations

The five modules of Fraports ORAT program ensure that all relevant aspects of your airport project are covered



Fraports' extensive references



## Why Fraport

Fraport has finalized numerous ORAT projects within the past years. This includes full scale projects worldwide as well as in Frankfurt. Furthermore, Fraport provided strategic ORAT consultancy for a 30 Mio. passenger terminal. Within the past 10 years the Fraport ORAT team members have gained ORAT experience in more than 17 global airport projects ranging from 5 Mio. to 45 Mio. passengers. Since June 2013 Fraport and ON-BLOCK have formed a strategic alliance to jointly promote worldwide ORAT projects.

Through its vast experience in the worldwide airport business and inauguration of airport infrastructure projects, Fraport is your ideal partner to support you in the planning, preparation and execution of an ORAT program.

The Fraport ORAT team ensures that your new airport infrastructure:

- Operates smoothly from day 1 onwards
- Generates no negative press releases
- Has confident stakeholders
- Has fully functional systems & facilities

## Our Product Portfolio

Every ORAT project has to be tailor-made for each individual airport project, based on its specific set-up. Therefore, we offer three different ORAT programs, which are modularly set up in order to be combined in any way. Through this, we ensure that you will find the perfect fit for your project.

### Strategic Program

*Strategic support to define ORAT scope*

Definition of ORAT scope

Preparation of bidding documents

Definition of staff requirements, qualifications and expertise

Consulting of main contractor

Coaching of airport operator

### Basic Program

*Standard services*

ORAT Project Management

ORAT start-up

Review of operational concepts and SOPs and stakeholder alignment

ORAT familiarization & training

Operational trials

Airport Relocation

Start-up of operations

### Advanced Program

*In addition, the following services can be provided*

Operational design review and matching of requirements

Development of operational concepts and SOPs

Hand-over coordination for airport operator related offices and areas

Post opening support

*We will jointly find the best solution to suit your needs.*

## Contact

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