

# Air-f.i.l.e.

## Dear All



the Air-f.i.l.e. for the use of all at the airport, looking closely at the various needs and ways of using the language elements we have collected through the training and our research. This year also saw the first children's language project at the airport. I hope you enjoy reading about it and looking at some of the images of the pupils' experiences not only at the airport but practicing the language at our centre afterwards!  
The new hands-on Air-f.i.l.e. is now available – you can fill it with the resources you need which can be obtained on from the intranet. We hope you can put it to good use, profit from the support...and enjoy it!

This year has been extremely active in all areas of English language and communication developments at Salzburg Airport. We have continued developing

With very best wishes  
Helen Macfarlane  
and the english elements team

## Aviation English for the Ramp-Staff

Salzburg Airport has offered an aviation English training for the Ramp employees for many years. Since there is no official aviation curriculum, the training is based on the input of the participants which makes it really special. Despite their long working-shifts, the ramp participants have been very motivated developing and establishing new learning material regarding the airport. But the best thing about it is, that due to the air-file project we are able to share all the information, making it available for all the employees at the airport. At the moment, alongside the general air-file work for the whole airport, we are developing a special ramp-booklet, which will include all the basic

English-German information regarding the ramp work. We are sure there will be the same demand for it as for the pushback booklet which was specially designed for the Salzburg Airport a few years ago. Its a real pleasure teaching English at the airport!

offer	..... anbieten
employees	..... Angestellte
curriculum	..... Lehrplan
special	..... besonders
despite	..... trotz
develop	..... entwickeln
establish	..... erstellen
available	..... verfügbar
sure	..... sicher sein
demand	..... Nachfrage
pleasure	..... Freude, Spaß



The motivated participants of the airfile-project.

## Headset Start with Push-back B 757

### Cockpit

C: Ground from Cockpit.  
C: Ready for Push-back.  
C: Brakes released.  
Jetzt kann mit Schleppvorgang begonnen werden.  
C: Ready for engine start.  
C: Start engine 2.  
C: Start engine 1.  
Der Schleppvorgang ist beendet.

C: Parking brake set.  
Remove towing system.

C: Prepare airplane for taxi and give hand signal from left.

### Ground

G: Go ahead.  
G: Steering pin inserted. Release brakes.  
G: Pushing back.  
G: All engines clear.  
G: Clear engine 2.  
G: Clear engine 1.

G: Set parking brake.

G: Towing system removed.  
Steering pin removed.

G: Wait for hand signal from left.  
Bye, bye.

## Project EU English Association

### Special English project at Salzburg Airport.

This year we worked with the Project EU English Association with the third form from the neighbouring "Hauptschule Wals-Viehausen." We created a CrazyPen newspaper project which had a vocational input and involved a visit to the airport. Richard Schano very kindly took the classes 3A and 3B on a tour of the airport in English and they were also given different tasks to do such as interviewing employees at the airport. Many thanks to Karin Lienbacher (PR), Huber Stockinger (Ramp) and Andrea Heletberger (Securitas) who volunteered to be interviewed by the pupils in English. We then spent two days practising the language, doing role plays and writing the first crazy pen based on the language work at the airport which will be developed in a EUregio project in 2005. Well done and many thanks to all who participated!

Here is a small selection of some photos and language work from the 3rd class, Hauptschule Wals-Viehausen. When we visited Salzburg Airport we met some people who work there

(employees). We interviewed them and asked about their jobs, what they have to do in their jobs and what they like or don't like about them. ■



Hauptschule Wals-Viehausen on tour.

## Airports Council International (ACI)



Richard Schano

Through working on the air-f.i.l.e. in various departments (PR, finance, managing director, traffic) we also found out that one area in which employees very often needed to exercise their English is the Airports Council International (ACI). This made english elements research further into the background, history and function of the ACI and the role Salzburg Airport has played in its development. We were most interested to find out that Mr Richard Schano has played such a major and interesting role in the ACI over its years of existence. He has been representing Salzburg Airport since the establishment of the ACI and has seen the many positive effects the organisation has had on the aviation industry, worldwide.

### Airports Council International (ACI)

is a non-profit organization, the prime purpose of which is to advance the interests of airports and to promote professional excellence in airport management and operations and was created in January 1991. Up to then, the world's airports were represented on the international scene by the Airport Associations Coordinating Council (AACC), which was established in 1970 by the three international airport associations that existed at that time: the Airport Operators Council International (AOCI), the International Civil Airports Association (ICAA) and the Western European Airports Association (WEAA).

### ACI fact box

ACI's membership is divided in six regions, Africa, Asia, Europe, Latin America and Caribbean, North America and Pacific, and assisted by six regional

offices. The organization is headquartered in Geneva, Switzerland with an ICAO office in Montreal. ACI has 561 members operating over 1750 airports in 170 countries and territories. In 2003, ACI members handled 3.5 billion passengers, 70.4 million metric tonnes of freight, and 66.4 million aircraft movements. ACI EUROPE, is based in Brussels, Belgium, represents the interests of some 450 airports in 45 European countries. Members account for over 90% of commercial air traffic in Europe. In 2003, ACI EUROPE member airports welcomed over a billion passengers and handled over 14 million metric tonnes of cargo and over 17 million aircraft movements.

### ACI Conferences

The ACI World Conference offers a programme of expert speakers discussing the most relevant issues of the day, which provides the catalyst for development of successful airport strategies worldwide. In addition, the ACI Annual Assembly embodies the business aspect of ACI – highlighting the valuable work of its committees and providing the leadership impetus to this growing industry. Mr Richard Schano has been going to such conferences throughout his career and he was the first representative of Salzburg Airport to attend the ICAA and has closely followed the development of the ACI since its establishment. His comments about the changes in the organisation and participation of the conferences over the years stress the importance of this exchange of ideas and information at these conferences. Although we are all well aware that English is the language of aviation the fact that it was the only language spoken at the conference for some years made some participants reluctant to attend. When the organisers arranged for some translation services at the big conferences participation rose by 400%. At the conferences there is a tendency today to get away from rows of audience and to create a round table atmosphere encouraging everyone to voice their opinions or contribute ideas. With the rapid changes and political developments in the low cost airlines it is hardly surprising that one of the main issues at the European meeting in Nice in 2004.

Low cost airlines are always in the news. In the last months 50% of the airlines have gone bust or been bought out. It is very difficult to manage the comings and goings of such airlines in a region as it only makes sense to use them if they are good for the regional infrastructures. They are good for the feeding of hubs and main EU hubs for the access to main eu alliance links in and out of Salzburg. The question is how does an airport like Salzburg initiate new links that nobody else has. At one ACI meeting a press agent from the low cost airline company, easyjet, asked the participants if they had any suggestions for new routes and they received 250 proposals. 74 new routes were actually started between 2003 and 2004 due to this one question at the meeting. This is extremely important for Salzburg Airport too. Mr Schano informs us that there will be major changes in the Salzburg strategy for 2006 with national low cost markets and Eastern and Central Europe being at the top of the list. Low cost airlines are rapidly expanding their operations in many areas around the world, increasing their market shares and challenging the full service carriers. More airports and cities, and new city pairs, are receiving direct services as lower travel costs encourage new demands for air travel. These developments, in turn, are impacting the use of hubs. Airports are exploring different ways of meeting requests of low-cost carrier for facilities that provide only the services they require, while respecting ICAO principles of cost-relatedness and non-discrimination in airport charges. While great demands are being placed on them, airports are committed to effectively reconciling the needs of all segments of the airline industry. There are important changes taking place in Europe's air transport industry. Although numerous studies describe possible changes in the industry's structure arising from the advent of low cost carriers, for example, few studies have taken a comprehensive look at how the industry currently is structured, nor at which types of carriers may be most affected by the factors that are driving change. This may be because of the highly fragmented nature of Europe's aviation industry. ■