

Terminal Development Solutions

AIR CANADA GROUND HANDLING SERVICES UNDERSTANDS THE MODERN AIRPORT ENVIRONMENT AND ITS COMPLEX ROLE AS DESTINATION, MARKETPLACE AND CIVIC INSTITUTION.





In airport planning, development and operations there are no substitutes for experience. From the early days of passenger air travel, through to cutting-edge developments like Toronto's Terminal 1, Air Canada's unique experience translates into valuable insight in all aspects of the business. Partnering with ACGHS means benefiting from Air Canada's broad industry experience. Air Canada understands the modern airport environment, and it's complex role as destination, marketplace and civic institution. From airport design to helping draft new safety protocols, Air Canada is at the vanguard of ensuring safe and secure travel. Our partners benefit from this wealth of experience when they turn to ACGHS for a range of consulting and outsourcing solutions. ACGHS provides a suite of scalable programs, designed to streamline and improve all aspects of terminal development.

While ACGHS brings its broad experience and expertise to its clients' challenges, a key component of every engagement is to listen to and learn from the client. ACGHS believes that a collaborative, dialogue-based approach is the best way of ensuring that project objectives are met and all opportunities are captured.

If you expect only the best, let our team of Terminal Development Consultants work on your behalf to deliver effective solutions both in design and operation.



"Our chief asset is our people. Our partners benefit from some of the most experienced, and expert professionals working in the terminal development field."

Chantal Baril,
President and Chief Executive Officer,
Air Canada Ground Handling Services



"Air Canada has demonstrated excellence in terminal development from the perspective of an airline. From the development of requirements, through design review, to full activation, Air Canada has the experience and knowledge to successfully represent airline interests to airport authorities, terminal designers and construction contractors."

Howard Bohan
Director, Properties and Concessions
Greater Toronto Airports Authority

AN EXPERT TEAM

Air Canada Ground Handling Services comprises an elite team of experienced professionals ready to assist you in achieving your goals. We offer scalable solutions tailored to meet your specific requirements, on a project-by-project basis, or as part of a long-term relationship. We provide cost effective solutions to a wide array of operational challenges, backed by a mobile and dedicated team of industry-leading professionals.

CASE STUDY: TORONTO

Air Canada's expertise in all aspects of terminal development is amply illustrated by its leadership role in the fit up and relocation of Terminal 1 and Terminal 2 operations to the new Terminal 1 at Lester B. Pearson International Airport in Toronto. This three-phase program spanned five years at a cost of \$100M. Completed on time and on budget, this ambitious project involved over 20,000 m² of tenant space, 3 baggage systems, 3 Maple Leaf Lounges, STOC center, back office support, and facilities for more than 3,000 employees. The scope of work included training, terminal trials, two main computer rooms and more than 1,000 desktop installs.

"Air Canada's operational readiness was instrumental in facilitating an extremely smooth operational start up to T1. Rick Leach, as director of Hub Development and his team, provided the leadership, expertise and coordination in defining Air Canada's facility requirements, BHS system

testing and commissioning requirements, the development of air carrier training plans that underpinned the successful start of operations for Air Canada and the terminal facility as a whole."

Pat Neville, P. Eng.
Director, Airport Planning
Greater Toronto Airports Authority

THE ACGHS APPROACH

Best practices for program and project management

As part of the Air Canada family, ACGHS has adopted a rigorous approach to project management. Measuring results, benchmarking performance, and ongoing review are key elements of our methodical approach to project management. Our partners are the beneficiaries of this rigorous approach to quality control.



"ACGHS understands airports. Our experience is broad and deep, resulting in consulting services that provide real ROI for our partners."

Chantal Baril,
President and Chief Executive Officer,
Air Canada Ground Handling Services



Program/project management

Our experience as part of Canada's leading carrier translates into reliable and effective program management across an array of airport planning and development programs.

Facility development

Scaling your operations, providing counsel on sound resource allocation, and ensuring your operation is future ready are just some of the places ACGHS adds value in airport facility development.

IT development

Information technologies are central to operational efficiency. We work with our clients to ensure that the right IT infrastructure is in place to meet their current needs, employing designs that easily scale to meet future demands and requirements.

Operational process – review and development

Benchmarking, tracking, and the ongoing review and refinement of processes are critical components of smooth processes and operational efficiency. As a member of the Air Canada Family, ACGHS is well versed in best practices across all operational sectors.

Training

Your operation is only as strong as your team; ongoing training is a reality throughout your organization. ACGHS works with you to craft custom training solutions that ensure a knowledgeable, capable and confident workforce.

Relocation and transition planning

Relocations and transitions are critical milestones in the evolution of any organization. ACGHS provides the expertise to ensure these events are handled in a manner that minimizes operational inconvenience.

Planning, tracking and control

ACGHS brings a wealth of experience in the realm of logistics, and a solid understanding of relevant IT infrastructures. Clients turn to ACGHS for refinements in all areas of planning, tracking and control.

Business case development

A thorough understanding of cost and revenue centers throughout airport operations combines with an eye on current airport planning and development trends, to give customers a measurable edge in business case development.

Scope and budget development

ACGHS works with our partners in defining scope of work and costing for a host of airport-related services and projects. Here, our experience plays a central role, providing clients with realistic appraisals of projects, timelines and costs.

Project charter

Our project charter development approach clearly delineates project objectives, parameters, risk factors, task assignments, timelines and other critical project inputs in a focused and concise manner.

Scheduling

By identifying and prioritizing the complete complement of potential throughputs, ACGHS provides its clients valuable insight and counsel into all aspects of operational scheduling.

Financial planning

Forecasting, cash flow, revenue projections, and a wealth of related areas of expertise are core competencies for the ACGHS team, delivering its clients the best advice in all areas of resource planning.

Change management

ACGHS develops strategies that allow our partners to manage change effectively with limited impact on operational efficiency. Strategic approaches to change management are central to survival in an industry where change is an ongoing reality.

Risk management

The challenges presented by today's increasingly security-conscious airport environment make effective risk identification and management critical to operational success and efficiency. ACGHS works with its partners in assessing, minimizing and insulating against a host of industry-related risk factors. ACGHS provides proven cost-effective strategies and project management skills to minimize risk throughout your organization.

Issue management

Customer, public and press relations are just some of the areas where ACGHS provides its clients with sound advice and proven issue management solutions.

Documentation management

We understand the importance of reliable and technologically advanced document management. As Canada's largest airline, our document management procedures are second to none.

Templates/tools

Depending on client requirements, we will craft a personalized solution or, when appropriate, provide one of a variety of template solutions designed to streamline operations. Many of these tools and templates represent the most strategic way to meet your objectives cost-effectively.



AIR CANADA  ACGHS

CONTACT US TO LEARN MORE ABOUT HOW
OUR TECHNOLOGICALLY ADVANCED AND
COST-COMPETITIVE SERVICES CAN GET YOU
WHERE YOU WANT TO GO.

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