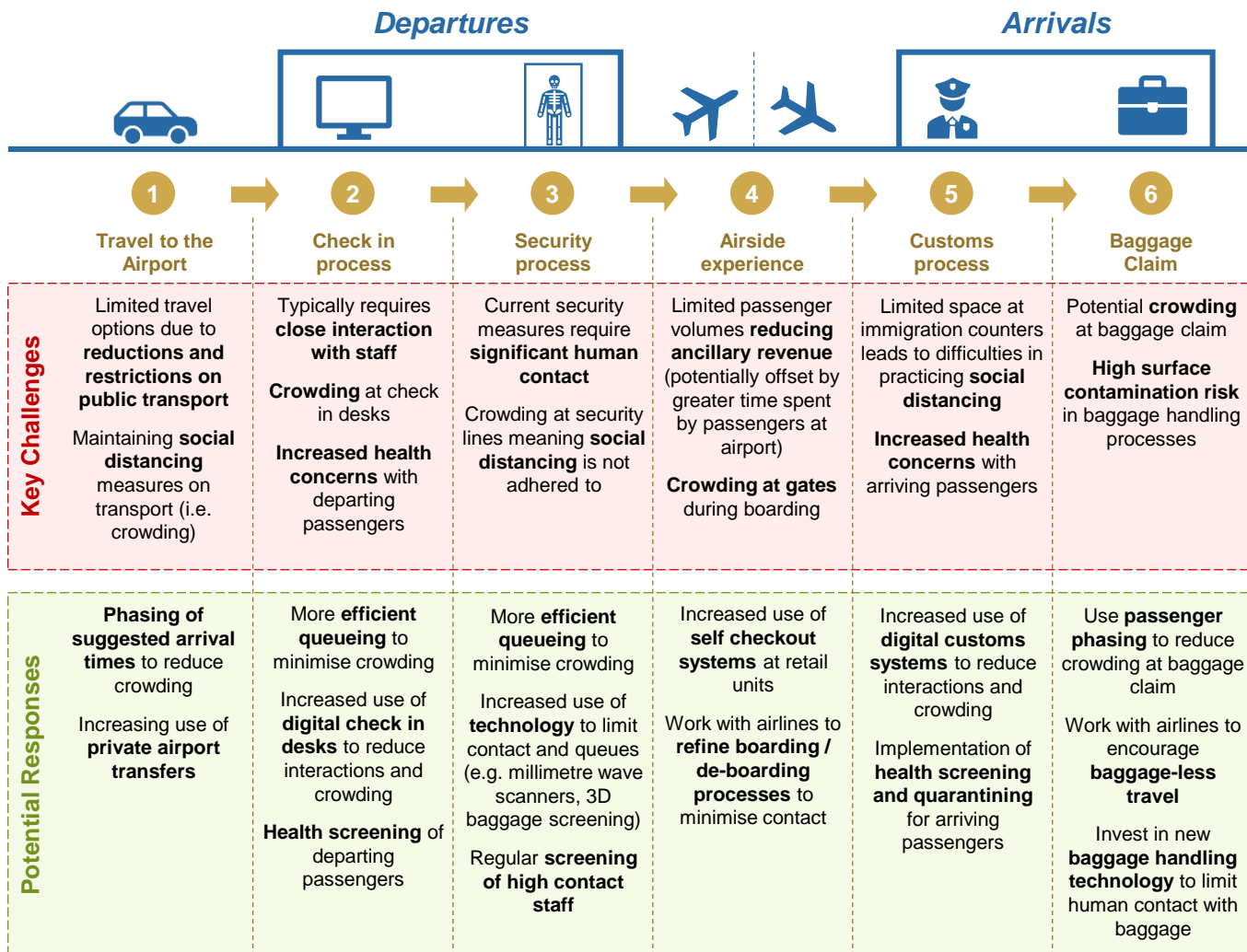


# Responding to COVID-19 | Airport Operations

Transforming airport operations to meet the needs of customers during and beyond the post-COVID recovery period

The COVID-19 crisis has had an unprecedented impact on the aviation industry. Even after lockdowns have started to lift, some degree of social distancing is likely to remain in place for months, or potentially longer depending on the recovery scenario. As the industry looks towards longer-term recovery and a gradual return to passenger air travel, airport operators will need to adapt the passenger journey to comply with likely ongoing guidelines on social distancing. Some of these changes, particularly in process, have already been partially adopted, but will need to be strengthened as passenger volumes begin to increase and airports get more crowded. Some of these changes can be achieved through increased adoption of technology – which will take longer to implement, but will make business sense if they can further improve efficiency and reduce costs even once social distancing is ended.

## Critical airport processes – the passenger journey



## How Teneo can help



### Operating model redesign and digitisation

Prioritisation, redesign, and digitisation of existing airport operating model (incl. processes, staffing, systems and technology) to adapt to a **post-COVID world**, with an additional focus on **long term cost reduction** to counter current financial challenges



### Future scenario modelling

Identification and assessment of **potential business and macroeconomic recovery scenarios**, with specific implications for demand and the **future of airport operation**



### Staff engagement strategy

Design of strategy to ensure **staff remain engaged with the business** and **supportive of process changes** despite the greater demands being placed on them and the potential for staff absences and cost saving measures



### Transformation support

**Strategic support** for the transformation implementation period, using a proven **outcome-led approach** that helps to **turbo-charge workstreams**

## Key People



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