

## **SMOOTH HANDLING IN HANOI AIRPORT WITH ARRIVAL OF SITA DEPARTURE CONTROL SERVICES**

**HANOI – 15 December 2011** – Passengers and airlines at Vietnam’s capital city airport, Noi Bai International Airport in Hanoi, which welcomes nearly 10 million passengers, can expect smoother handling with the announcement today that Hanoi Ground Services, a subsidiary of Northern Airports Corporation, is implementing SITA Departure Control Services.

This system, provided by air transport IT specialist SITA, is used by 108 airlines and ground handlers in over 300 airports worldwide to check-in, board and process more than 121 million passengers each year. SITA Departure Control Services provides fully automated boarding, check-in, security information services and Interline Through Check-In (ITCI) which simplifies passenger processing and reduces flight connection times. In addition, fuel costs and loading errors are reduced with the system’s new intuitive Weight and Balance module.

Mr. Bui Tuan Anh, Director of Hanoi Ground Services, said: “Many of the airlines flying into Hanoi airport are already using SITA Departure Control Services at other airports and will now enjoy smoother operations by Hanoi Ground Services at Noi Bai International Airport which the rich features of the system enable.

“SITA’s technology is world-class and future-proofed, meaning that as we develop the airport in the future SITA’s system will support the improvements such as new self-service offerings for our passengers.”

Damian Hickey, SITA Regional Vice President, South Asia and India, said: “SITA Departure Control Services is robust and proven and Hanoi Ground Services will see immediate benefits to its operations. Our integrated solution of weight and balance, check-in, boarding and advance passenger information services (APIS) for security will ensure smooth passenger processing, while the inclusion of SITA network connections will provide Hanoi Ground Services with cost-effective connectivity.”

Project implementation began in October and the new services will be fully operational in January. Noi Bai International Airport in Hanoi serves 32 airlines flying to more than 60 destinations worldwide.

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## **Notes to Editors:**

### **About SITA**

SITA is the world's leading specialist in air transport communications and IT solutions. SITA delivers and manages business solutions for airline, airport, GDS, government and other customers over the world's most extensive network, which forms the communications backbone of the global air transport industry.

SITA's portfolio includes managed global communications, infrastructure and outsourcing services, as well as services for airline commercial management and passenger operations, flight operations, aircraft operations and air-to-ground communications, airport management and operations, baggage operations, transportation security and border management, cargo operations and more.

With a customer service team of over 2,000 staff around the world, SITA invests significantly in achieving best-in-class customer service, providing integrated local and global support for both its communications and IT application services.

SITA has two main subsidiaries: OnAir, which is the leading provider of in-flight connectivity, and CHAMP Cargosystems, the world's only IT company dedicated solely to air cargo. SITA also operates two joint ventures providing services to the air transport community: Aviareto for aircraft asset management and CertiPath for secure electronic identity management.

SITA is one of the world's most international companies. Its global reach is based on local presence, with services for over 500 air transport industry members and 2,700 customers in over 200 countries and territories. Set up in 1949 with 11 member airlines, SITA today employs people of more than 140 nationalities, speaking over 70 different languages. SITA had consolidated revenues of US\$1.46 billion in 2010.

For further information see [www.sita.aero](http://www.sita.aero)

### **About Hanoi Ground Services**

Hanoi Ground Services (HGS), a subsidiary belonging to Northern Airports Corporation has been established in July 2007. The foundation of HGS has marked an end of monopoly in ground handling agent at HAN to create more favorable condition for Carriers. HGS provides ground-handling services with Ramp handling, Passenger handling, Ground Engineering, Weight & Balance, Cabin Cleaning, Ground Engineering, Push back and Passenger Boarding Bridge.

HGS' first priority is thriving to continuously improve services quality. Its ground handling staff, therefore, have been distinguished, professionally trained and skillfully experienced with Carriers that strictly require high service quality.

Besides of basic profession courses such as: passenger handling, baggage handling, load control and loading instruction, aircraft handling, customer services etc. its ground handling staff are well-equipped with aviation courses namely: aviation security, ramp safety, fire protection as a necessary and helpful knowledge for their performance. Especially, our ground handling staffs are certified with DGR CAT 8, 9, 10 upon the regulation of IATA. With its staff specialized in profession, experienced in practice and skilful in communication, HGS hopes to satisfy passengers and customers' strict requirements with safety, punctuality and qualified services.

With its advantage of terminal operation, HGS's check-in counters are equipment with modern and high quality boarding pass and baggage tag printers to ensure check-in formalities. HGS' check-in counters are equipped with SDCS (SITA Departure Control System) to facilitate check-in formalities with many functions. Moreover, World Tracer also facilitates the Carriers with baggage tracing efficiently and smoothly.

In addition, with well-equipped ticketing counter located near the check-in counters, HGS also facilitates customers with last minute ticketing, collecting fee of changing date and routes as well as collecting excess baggage.

To facilitate passengers and the Carriers with storage of baggage under Customs' supervision, HGS arrange Lost and Found storage located next to baggage claim area in the arrival lounge. With enthusiastic staff and flexibility of transportation arrangement to delivery mishandled baggage door to door, HGS's

baggage delivery services (BDS) has been facilitated passengers and Carriers with handy and prompt services.

Finally yet important, its Ground Support Equipment are various in kinds, advanced in technology and manufactured by famous producers in the field of aviation namely TREPEL, AIRMARREL TOYOTA, TUG-STEWART & STEVENSON.. Most of G.S.E are newly manufactured and imported in 2007, 2008, 2009, 2010 and 2011.

HGS is now providing ground handling services for Qatar Airways, Polish Airlines, Hongkong Airlines, Hainan Airlines, SkyWings Asia Airlines, Tiger Airways, Air Mekong, Lufthansa Cargo, Cargolux Airlines, FedEx, and some upcoming Carriers such as: VietJet Air, Jetstar Asia Airways etc.

Further information on Hanoi Ground Services can be found at: <http://hgs.vn>