



Aviation Leaders Forum on Airports and  
Airlines Winter Operation  
10 Oct. 2011, Iceland

**WINTER 2010 DISRUPTIONS:  
Exceptional? Foreseeable?  
Avoidable?**

Ulrich Schulte-Strathaus, Secretary General  
Association of European Airlines



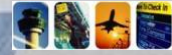
The Association of European Airlines



**35 member airlines**  
**11,100 flights a day**  
**650 destinations in 167 countries**  
**405 million passengers**  
**6.2 million tonnes of cargo**  
**405,000 employees**  
**2670 aircraft**  
**Total turnover of €86 billion**



## Winter 2010 flight cancellations in Europe

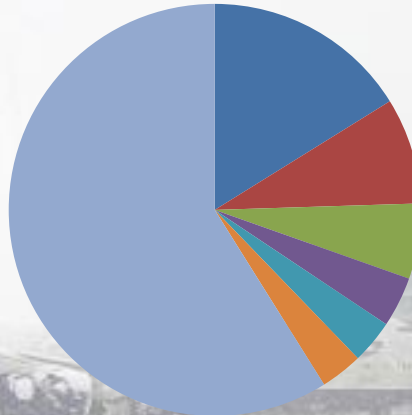


## Winter 2010 flight cancellations



### Airports most affected

- London Heathrow
- Frankfurt
- Paris CDG
- London Gatwick
- Dublin
- Geneva
- Others



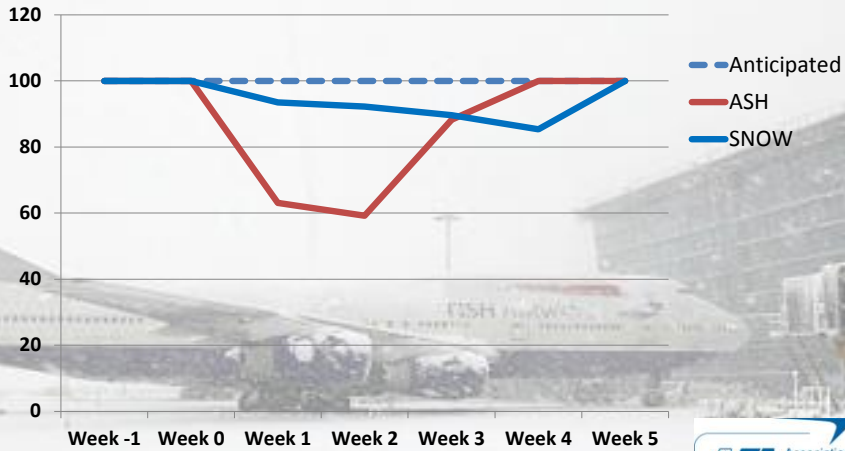
Source: AEA



## Cancellations: Winter snow vs. April ash cloud



index = 100



**AEA** Association of European Airlines



**REGULATION 261  
IS NOT FIT FOR (THIS)  
PURPOSE**

**AEA** Association of European Airlines



- **Airport takes responsibility for snow clearance for the entire airfield**
- **Tactical readiness – December snows were forecasted days in advance !**
- **Early initiation of crisis command & control structures:**
  - specific contingency measures, e.g. staff rostering
  - difficult decisions can be taken at short notice
  - leave C3 structures in place when disruption eases
- **Consistent, timely and accurate information provision to all stakeholders, and onward transmission to passengers**

Source: UK CAA

