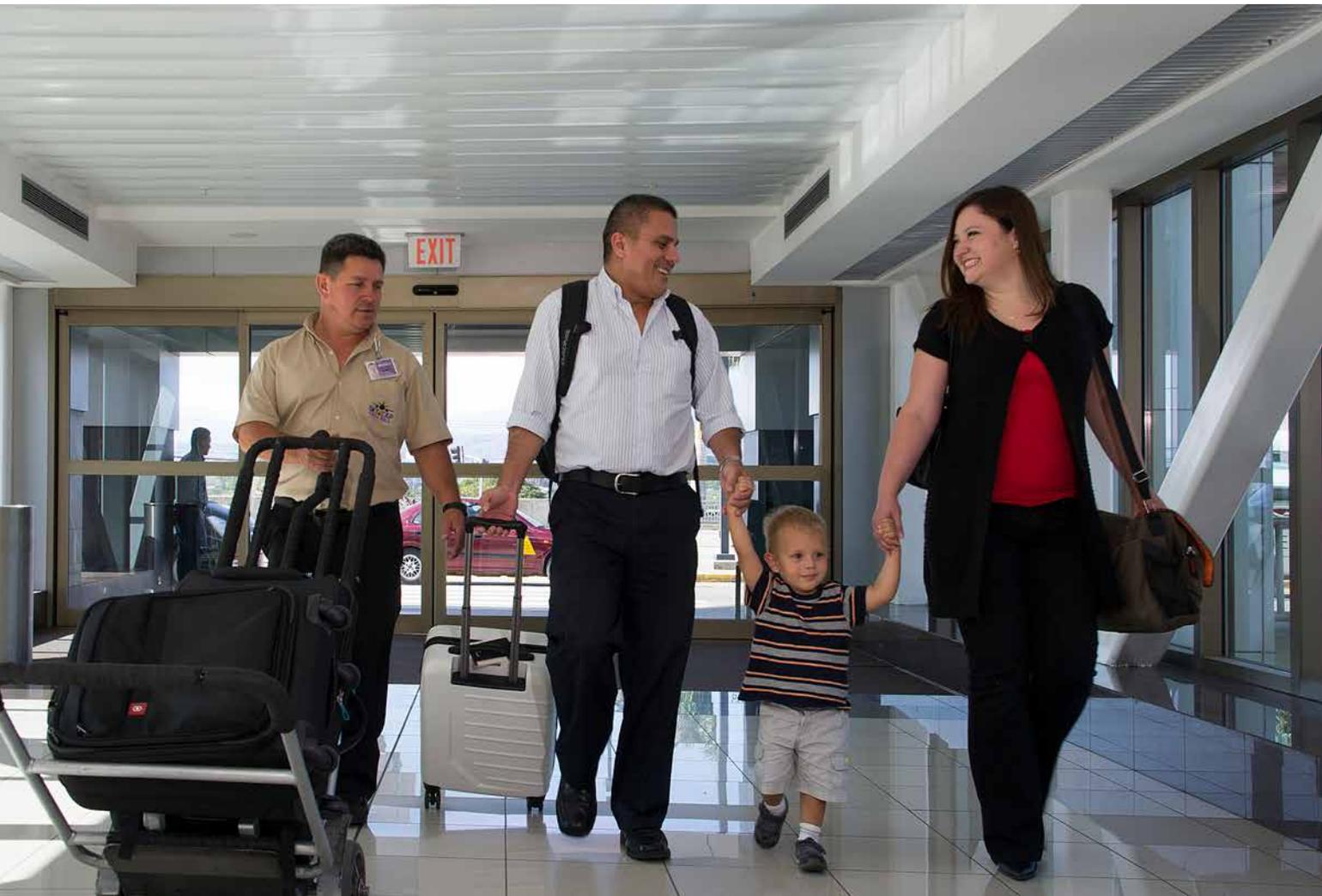


Juan Santamaría International Airport

THE FUTURE IS TAKING OFF





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The number of tourists entering the country has risen every year since 2010, none of this would have been possible without the stellar contribution of Juan Santamaria International Airport (“SJO”)

RESEARCH BY *Fernando Ruiz*



Figures recently released by the Costa Rican Tourist Board show that tourism in the small Central American country is thriving. The number of tourists entering the country has risen every year since 2010, reaching a total of just over 3 million visitors - the first time it has achieved that landmark figure. None of this would have been possible without the stellar contribution of Central America's second largest airport, Juan Santamaría International Airport ("SJO").

In addition to contributing to the country's

economic prosperity, AERIS - the company in charge of managing SJO, has racked up a number of awards over the past number of years - including

the recognition of most improved airport in all Latin America and the Caribbean, granted by ACI and the recent renewal of the ISO 9001.- a testament to the quality on offer in Costa Rica's main airport. Buoyed by this success, we thought it would be a good time to catch up with Rafael Mencia Ochoa, Executive Director at AERIS, responsible for operations at SJO.

"The number of tourists entering the country has risen every year since 2010, reaching a total of just over 3 million visitors"

Background

SJO is located in Alajuela, approximately 20 kilometres from downtown San Jose, Costa Rica's capital. It is owned by the government of Costa Rica and is runned by AERIS Holding.

The airport administrator is supported by the experience of his parent companies HAS Development Corporation and CCR Group. CCR has participation in Quito International Airport, Curazao International Airport and Belo Horizonte International Airport, Minas Gerais, Brazil.



CATERING UNLIMITED

The Group

Newrest, a specialist in out-of-home food service, is a global leader in multi-sector catering. The Group, which reported assets under management of 1,874.9M€ in 2017/18, employs 32,000 people in 49 countries.

Catering Unlimited

Founded as Catair in 1996, the French company chaired by Olivier Sadran and Jonathan Stent-Torriani sells its expertise in numerous countries around the world. Newrest is the only caterer active in all catering and related hospitality segments, including Inflight, buy on board, duty free, Catering and Remote site, Rail, Retail and support services.

Solid shareholder structure

Solid business development requires a solid shareholder structure. Newrest Group's capital is majority-owned by its management – over 340 managers own a combined stake of 88.7%, with the remaining shares held by trusted private

3 ACTIVITY SECTORS
INFLIGHT / CATERING / RETAIL

investors. The company is therefore in control of its strategic choices – and shall continue to choose long-term sustainable development over short-term gains.

Newrest's commitments

Every day, our 32,000 employees turn out 1,200,000 meals for some of the biggest countries in the world. Newrest is committed to continuously improving and innovating the services it offers to its clients, as well as to the well-being and progress of its employees and executives. Sustainable development and adherence to social values lie at the heart of the company's ethos and activities.



Our history in Costa Rica

In 2015, Newrest Group purchased Casa Proveedora Phillips (Created in 1947) and took over the management of San-José (SJO) inflight kitchen on the 1st of June 2015.

Since then, Newrest has been implementing an improvement plan in order to bring the facility up to Newrest's international standards.

Newrest Costa Rica's SJO unit is ISO 9001 and 14001 certified, and follows a strict HACCP process, to supply more than 8000 meals per day and services an average of 70 flights per day.

For 2017 we conducted an investment of \$1.0MM for the opening of a new unit in Liberia (Guanacaste Area) that started operations in August 2018.



The unit provides inflight catering services to a well balance portfolio of full service, VIP and charter airlines.

70 FLIGHTS / DAY

8,000 MEALS / DAY

450 EMPLOYEES



Newrest Costa Rica is an actor of retail food & beverages at Juan Santamaria Airport with 2 restaurants and a food store.

Newrest provide as well its Catering expertise to manage Restaurants and Food Services of many clients all over Costa Rica. ■

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SJO celebrated its 60th anniversary in 2018, having been formally founded in 1958. This milestone was followed by welcoming a record number of passengers.

In the last year, Mr. Mencia Ochoa says: “Passenger traffic reached about 5.3 million people in 2018, representing a growth of 36% in the last 4 years (from 2014 to 2018). Undoubtedly, these figures have been possible thanks to the synergy and joint work with State institutions, for having a prosperous and robust industry, which is increasingly important for Costa Rican economy”.

He estimates that around 6,000 people are employed directly or indirectly in all the

airport. They have also created an imperative for the airport to keep investing. He says: “The investment in works completed at SJO totals \$81 million, which has allowed the arrival of wide-body aircraft, the opening of new routes, direct connections, increase in flight frequencies, airport security and passenger comfort.”

The latest block is spread over 6,000 square metres (or slightly under 65,000 square feet) on four separate levels. It cost a total of \$25.5 million, which was divided between the government, its operating partner Aeris Holding and the country’s aviation authority. It forms part of a larger

“He estimates that around 6,000 people are employed directly or indirectly in all the airport”



long-term investment program, higher than \$143 million.

Mr. Mencia Ochoa notes that since 2018 and during 2019 will see the delivery of new projects, which include an extension of the existing runway, a relocation and extension of Candela Street (a street which runs along the perimeter of the airport) , safety zone added at the end of the runway, some connectors to the main track and south parallel taxiway. This will run in parallel with improvements within the terminal, which he says “will increase the airport’s overall capacity and reduce passenger processing times.”

Social and Economic Impact

AERIS has implemented an excellence program for its commercial partners to ensure that they meet the highest international

Did you know?

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standards across three measures: comercial-focus initiatives, which respond to the needs of passengers; social actions that have an impact on the community surround the airport and environmental initiatives.

Mr. Mencia Ochoa says: “This program evaluates the performance of the participants annually with a maximum of three stars per category. Throughout the process, the Airport Manager

provides support to businesses from its commercial and environmental unit. Year after year, the participation of operators in the Excellence Program has been improved.” This in itself has no doubt contributed to the growing popularity of SJO with visitors.

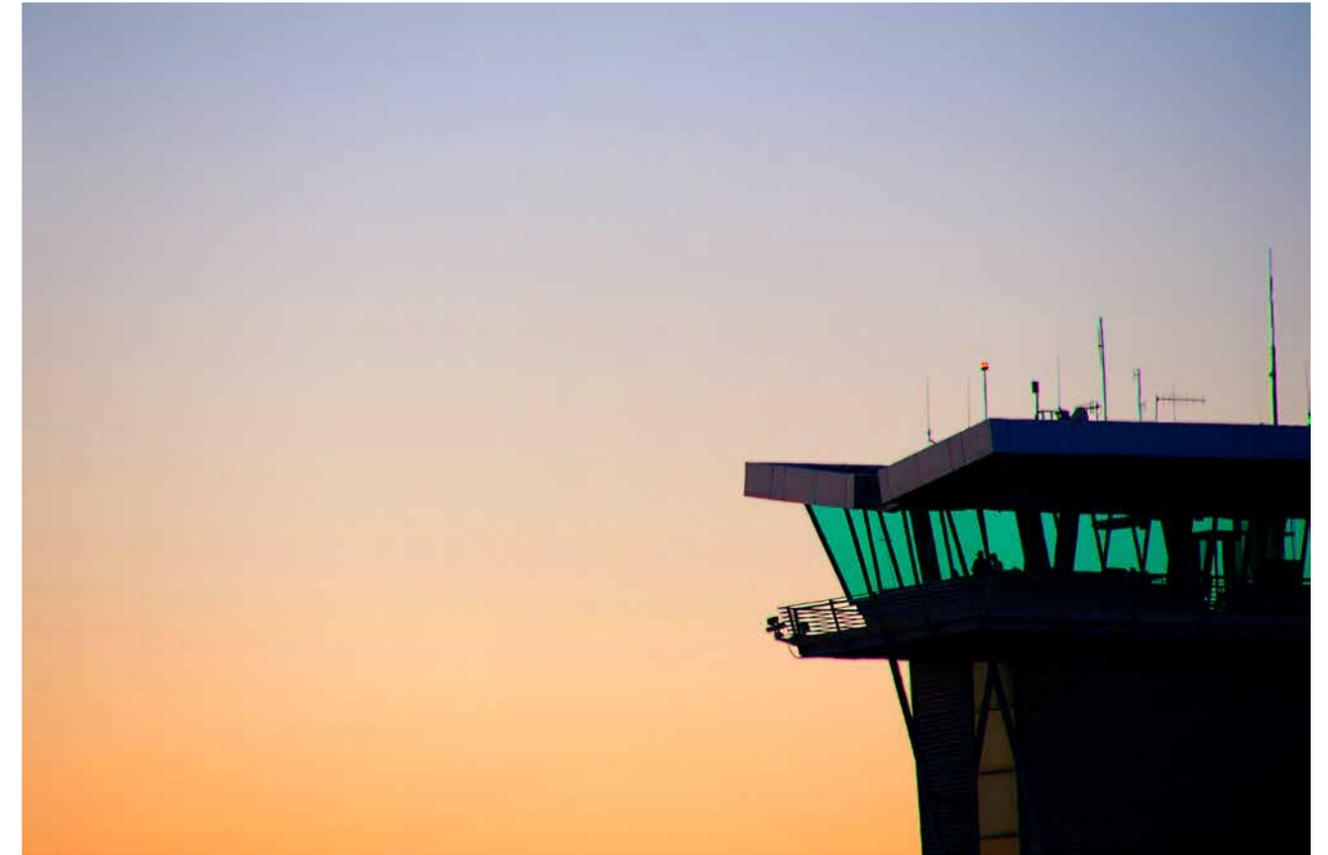
He continues: “For its part, Aeris supports key projects of entrepreneurs in the area (artisans) in order to strengthen the profitability of their activities and have



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Present in 49 countries and with revenues under management of almost 1.9 Billion Euros in 2017/18, Newrest is today a global leader in multi-sector catering. Our 450 employees in Costa Rica serve every day 8,000 meals to each kind of client.



“AERIS Holding Costa Rica is an organization that is committed to compliance with environmental sustainability standards”

a more prosperous society. The Mercadito, which agglomerates two cooperatives (Coopemipymes and Coopearsa) and allows about 123 artisan families from Sarchí and Cartago (areas in Costa Rica) to market their products to the millions of passengers that transit through the terminal.”

Growing sustainably

As a country of outstanding natural beauty, it’s important for all SJO stakeholders that its rapid expansion is undertaken in a sustainable

manner. According to Mr. Mr. Mencia Ochoa: “AERIS Holding Costa Rica is an organization that is committed to compliance with environmental sustainability standards. We have prioritize the identification, reduction and prevention of environmental, social and occupational risks in all of our operations.”

He goes on to provide a long list of measures taken by SJO to ensure that it meets and indeed, surpasses the environmental and sustainability standards required of it. These measures include the efficient and sustainable



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▶ For more than four decades, the oil state company, Enterprise RECOPE has provided fuel (Jet-Fuel and Av-Gas) in Juan Santamaria International Airport, ensuring the supply to the major Airlines which use the terminal, located in the Alajuela province of Costa Rica.

The dynamism of the tourism sector in this country reflects the growth in sales in the main airports operating in the country, of all of them, RECOPE has the operation under its responsibility. In RECOPE's terminal Juan Santamaria, according to our registers, sales increased by 13.3% in 2018, going from 179,552,000 litres in 2017 to 203,397,000 litres in 2018.

“Between 2017 and 2018, sales at International Airport of Costa Rica grew 13.3%”

This increase is closely related to the number of tourists that visit the country. According to the information provided by the Costa Rican Tourism Institute, during 2018 Costa Rica welcomed 3,016,667 foreign visitors from different points of entry into the country, an increase of 1.9 percent in relation to 2017.

Most of these visitors arrived through both international airports, Juan Santamaria in Alajuela and Daniel Oduber Quirós in Liberia,, with a combined total of 2,314,888 visitors; this figure, when divided between them, represents growth of 5.9% (1,760,695 arrivals) and 5.1% (552,589 arrivals) respectively.

Storage and sales facilities

Regarding fuel load at the wing plane, RECOPE has the facilities and equipment to secure a continuous supply and adequate storage,

following strict quality control procedures under the most rigorous international standards.

In the Juan Santamaria International Airport, up to 11 aircraft can be supplied simultaneously thanks to the 2011 modernization project of the airport, with a total investment of \$21,783,232.

The project included relocation and expansion of the air terminal, the construction of new systems for the receipt, filtration, storage and dispatch to the ramp and the installation of all underground pipes and hydrants.

The project was developed by the EDICA-Hatch Mott Mac Donald-Safe Fuelling Equipment consortium and also included auxiliary systems such as: fire protection system, security systems, workshops and warehouses, oil water purification systems, an administrative building, parking zone for tankers, the acquisition of server trucks, as well as billing offices, located near the aircraft parking slots.

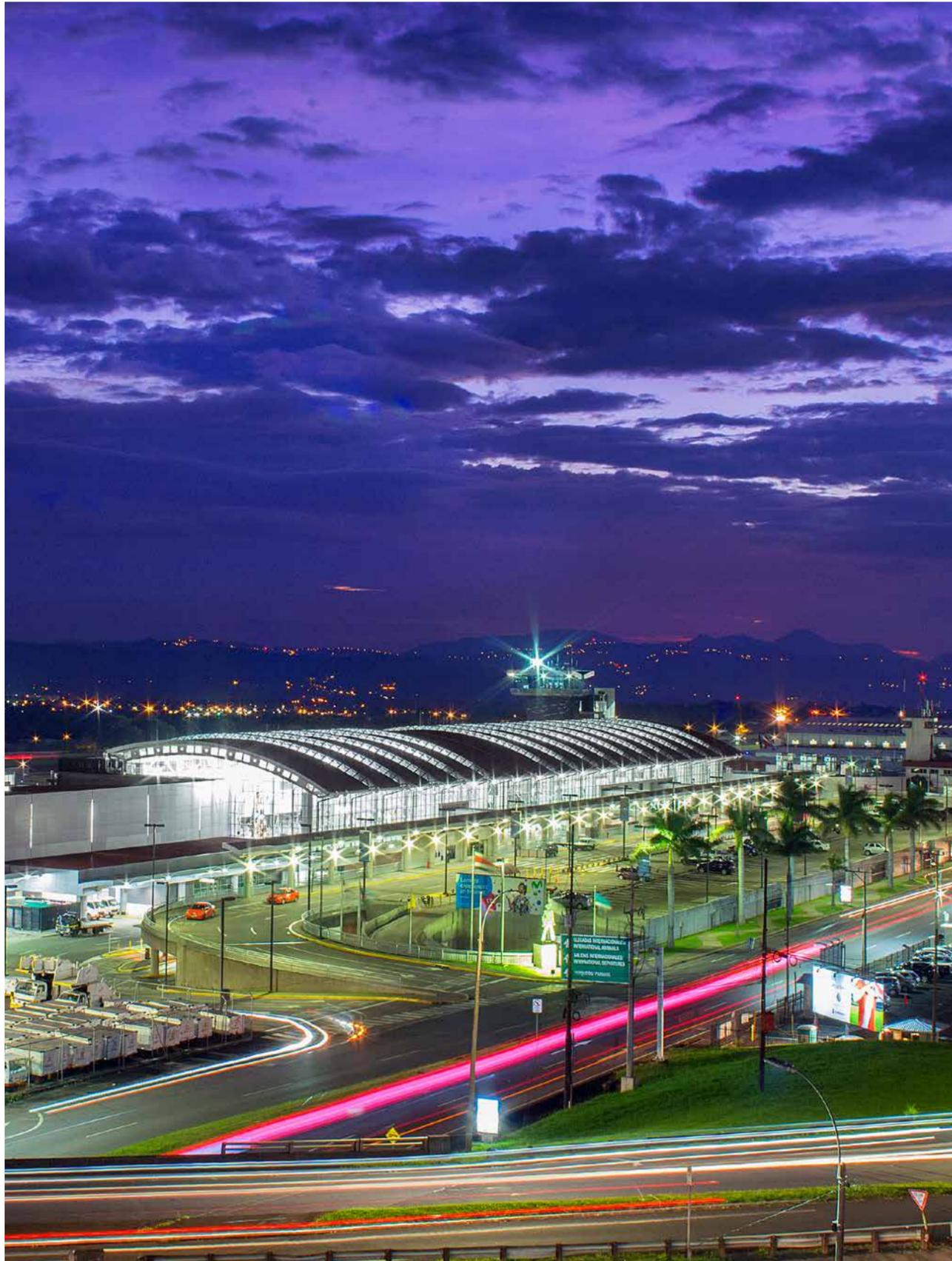
RECOPE count with the best staff and?? equipment to develop the sales activity at the Juan Santamaria International Airport in Alajuela; Daniel Oduber Quirós in Liberia, Guanacaste; Tobías Bolaños in Pavas, San José and one small airport that operates in the province of Limón, Atlantic Coast.

The last two small airports mentioned above, receive small planes, helicopters, and private jets.

In this way, RECOPE not only guarantees the national energy security, supplying fuels primarily to the industrial sector and for land transportation, but this national Company also rather transcend beyond it borders supplying aircraft and ships that arrive in the country, thus encouraging the economic and tourist development of the nation. ■

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“We will maintain the focus to continue leading the region with a safe, technological airport”

use of natural resources (as witnessed by its Excellence Program), working with programs for monitoring and reducing environmental impact and participation in programs to ensure the safety and protection of wildlife in the vicinity of the airport.

The infrastructure investments made at the airport will also be monitored under the strictest possible environmental standards. As Mr. Mencia Ocha says, “all infrastructure works at the airport incorporate internationally-recognized sustainable construction standards. For example, the Domestic Terminal was built under the LEED Certification and other construction works contracts have included have sustainability standards as part of the terms.”

Partners and Suppliers

SJO’s partners and suppliers are a diverse range of companies from across the globe. In fuel and ground handling, it can call on Recope, Newrest, Swissport International Services and ADS Ground Handling. Retail is no less catered for, with companies such as Britt, QSR, Gastro Pub, Inmobilara Bertero and Starbucks offering clients a wide array of choice during their stay at the terminal.

On the airlines and cargo side, the list is constantly growing. Some of the most well-known names include DHL Cargo, Lan Cargo, Air Canada, British Airways, Edelweiss, Lufthansa, Airfrance/KLM, Interjet, Volaris, Jet Blue Airlines and Spirit Airlines.

The Future

Given the success of the management of AERIS and the growth of the main airport

in Costa Rica. Mr. Mencia Ochoa says: “We will continue with efforts to provide the country with a contemporary airport, which contributes to national competitiveness and exceeds world standards, as well as those established in the Management Contract.”

He continues: “We will maintain the focus to continue leading the region with a safe, technological airport, ideal for working and with high levels of satisfaction among passengers, airlines and subcontractors. All of the above and more will be a reality through the close and transparent links we maintain with the government administration and its leaders.”

By all indications, it will be capable of delivering on this lofty task. Not only is the airport growing sustainably, but figures released by Costa Rica’s airport authority show that it is doing so on a month-to-month basis. With flights extending only to North and South America and Europe, there is still considerable runway for growth. Southeast Asia, the Middle East and Africa all have yet to benefit from direct flights to Costa Rica. They don’t know what they’re missing. **BE**

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