

Toward the Airport City

24 November 2015



The Story behind Incheon's Birth

Limitations of Gimpo Airport that could **not meet** the rising aviation demand
→ Construction of **Incheon International Airport**



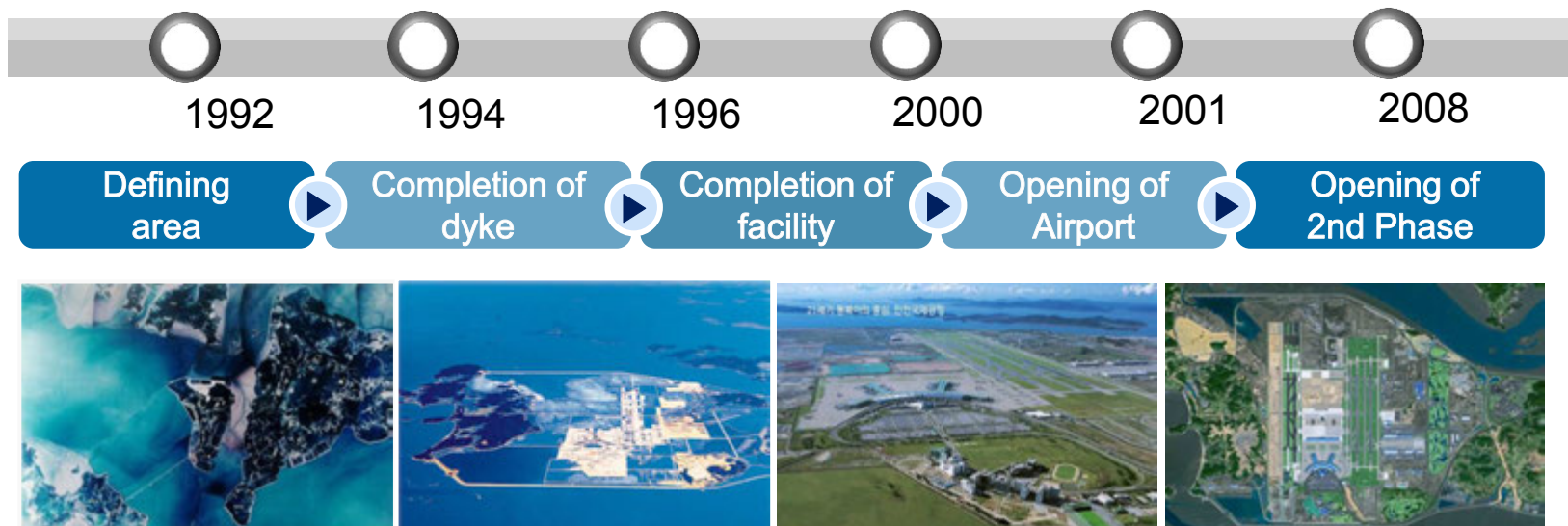
Aviation demand surge
due to **1988 Seoul Olympic**
→ New Airport in Need!

Selection of Location in 1989
among 22 candidates

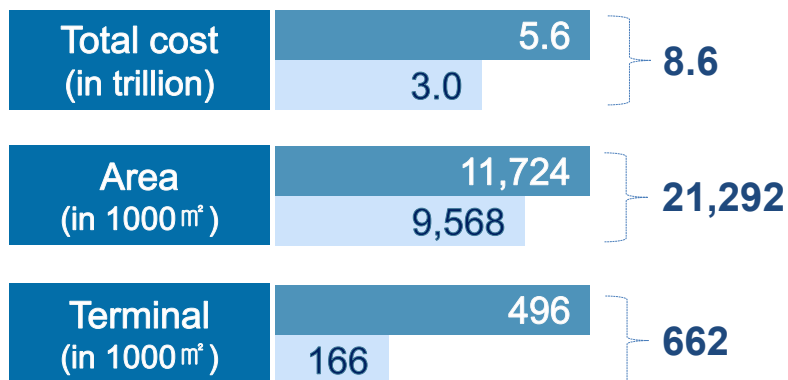
On the Final List:
Yeongjong, Sihwa

Noise, Reclamation area,
Accessibility → **Yeongjong!**

Challenging Airport Construction



Summary of Construction

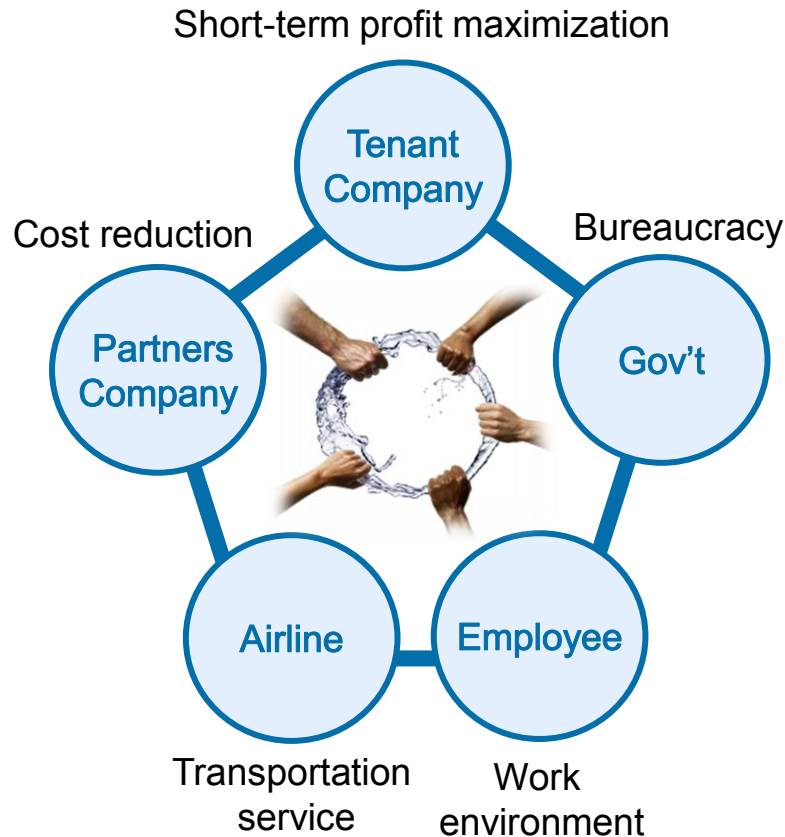


Major Issues

History	<ul style="list-style-type: none"> The largest civil construction in Korea
Conflict	<ul style="list-style-type: none"> Environmental Impact IMF crisis(1997)
Successful Opening	<ul style="list-style-type: none"> Government support Successful grand opening

Successful Opening, but Low Service Quality

Example of value conflict



Low service quality

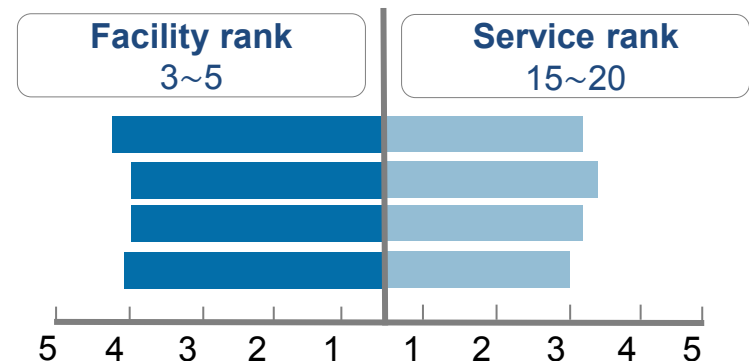
Lack of communication

- Overlapping resource allocation
- Work execution around suppliers



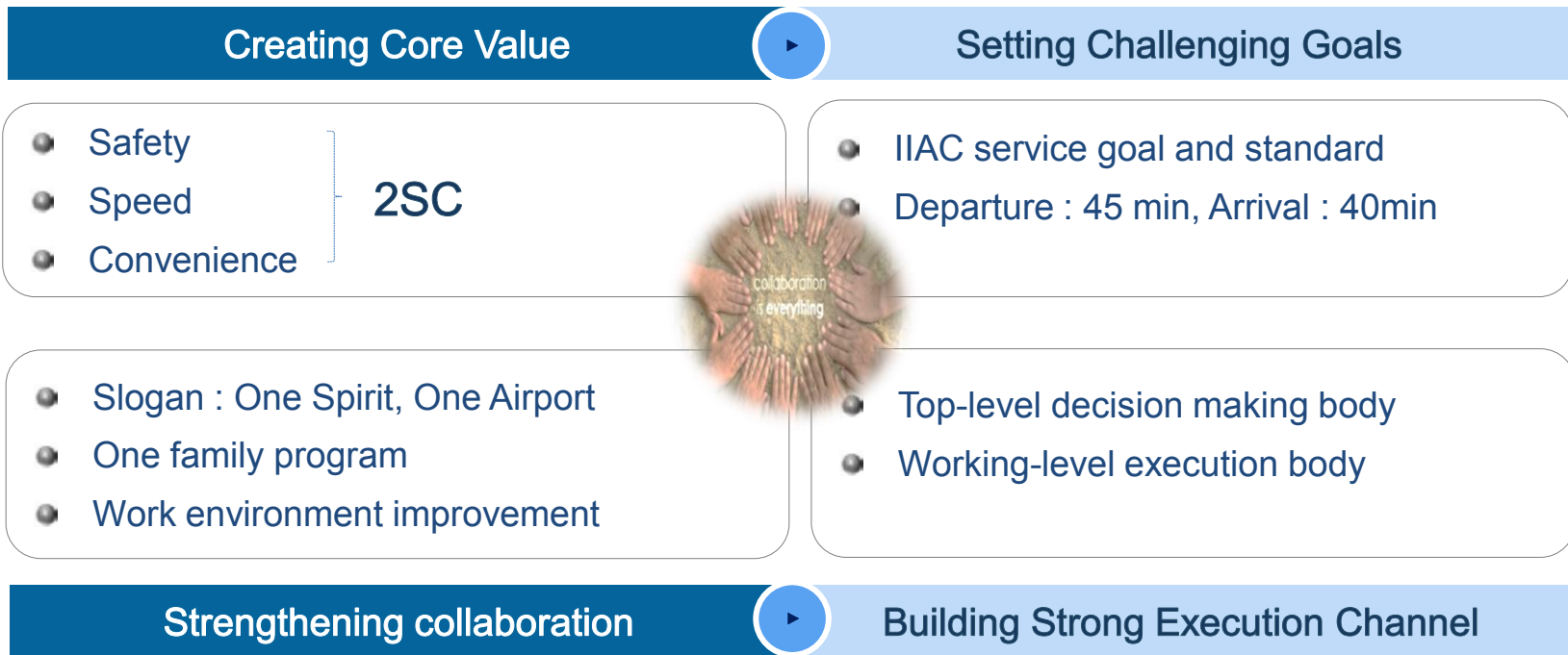
Low service level in ASQ

- Airport facility↑, Human service↓
- Service imbalance

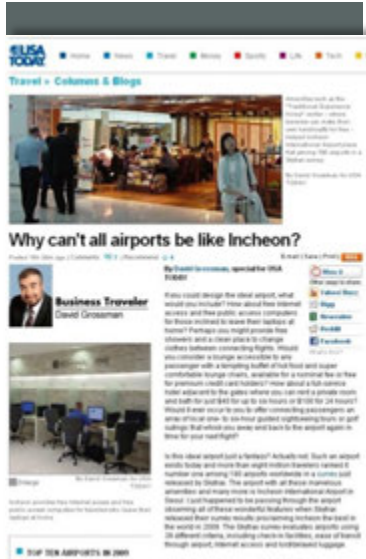


Strategy for Service Improvement

Incheon airport CSF(Critical Success Factor)



ASQ # Award for 10 Consecutive Years



- ▶ **BBC** (U.K.)
“The airport that Heathrow should pay attention”
- ▶ Sankei Shimbun (Japan)
“World’s Leading Airport”
- ▶ **USA TODAY** (U.S.)
“Why can't all airports be like Incheon”

Outcomes for the Strategy



(2002)

47

(2014)

88

Airlines



(2002)

11.9

(2014)

25.6

Cargo(thousand tons)



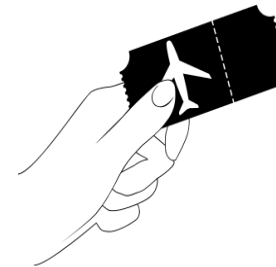
(2002)

14.5

(2014)

45.5

PAX(million)



(2002)

1.62

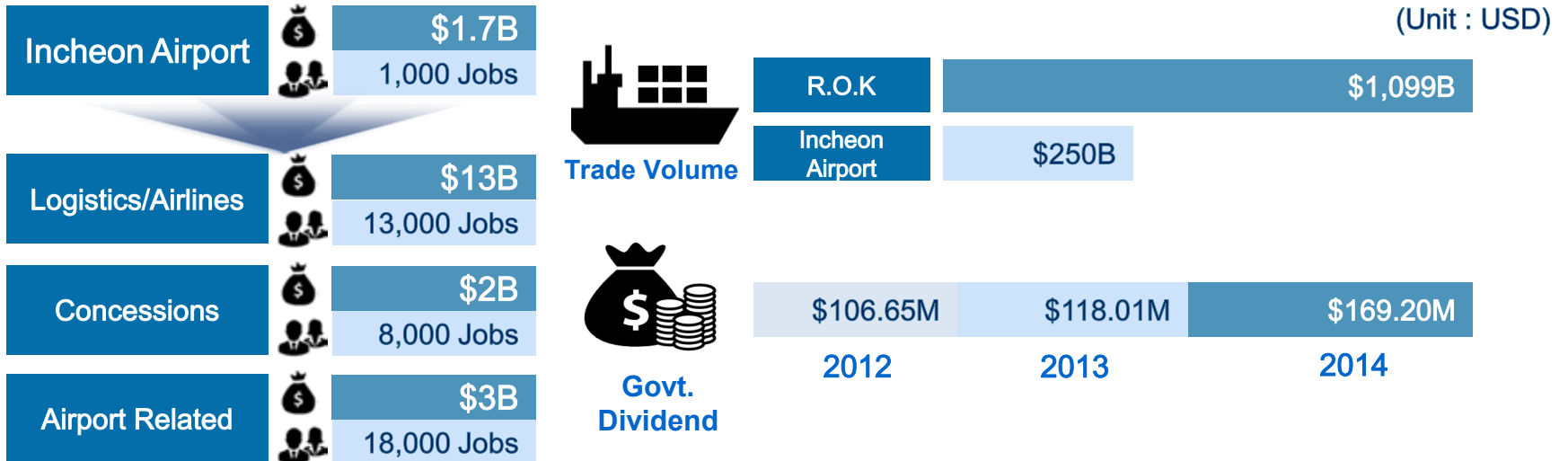
(2014)

7.25

Transfer PAX(million)

National/Regional Impacts

◆ Economic Effects



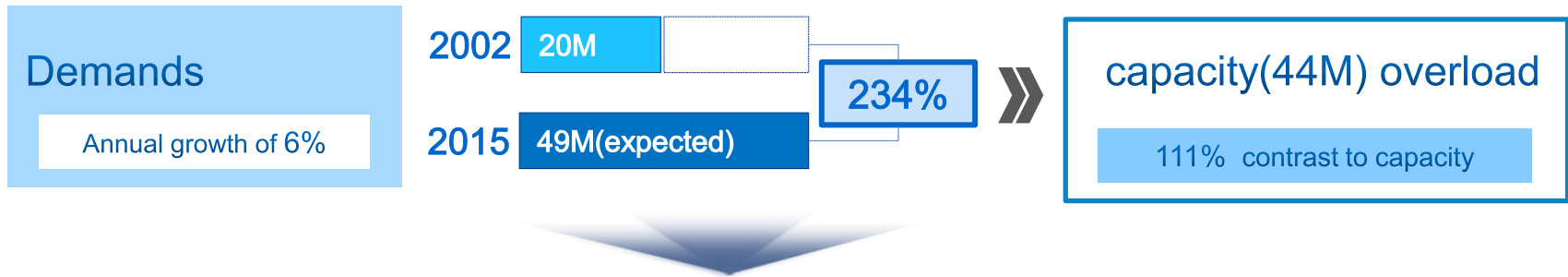
◆ Recognition



- ASQ World's Best Airport 10 Consecutive Years (2005~2014)
- Korea's Most Respected Brand Awards
(9th place, 1st within public enterprises)
- Korea's Master Brand Awards
(4th place, 1st within public enterprises)
- Overseas Business : 20 cases, USD 71.82 Million

Sustainable Growth

◆ Back to basic, improve Immigration



Automate whole departure process



Self Check-in



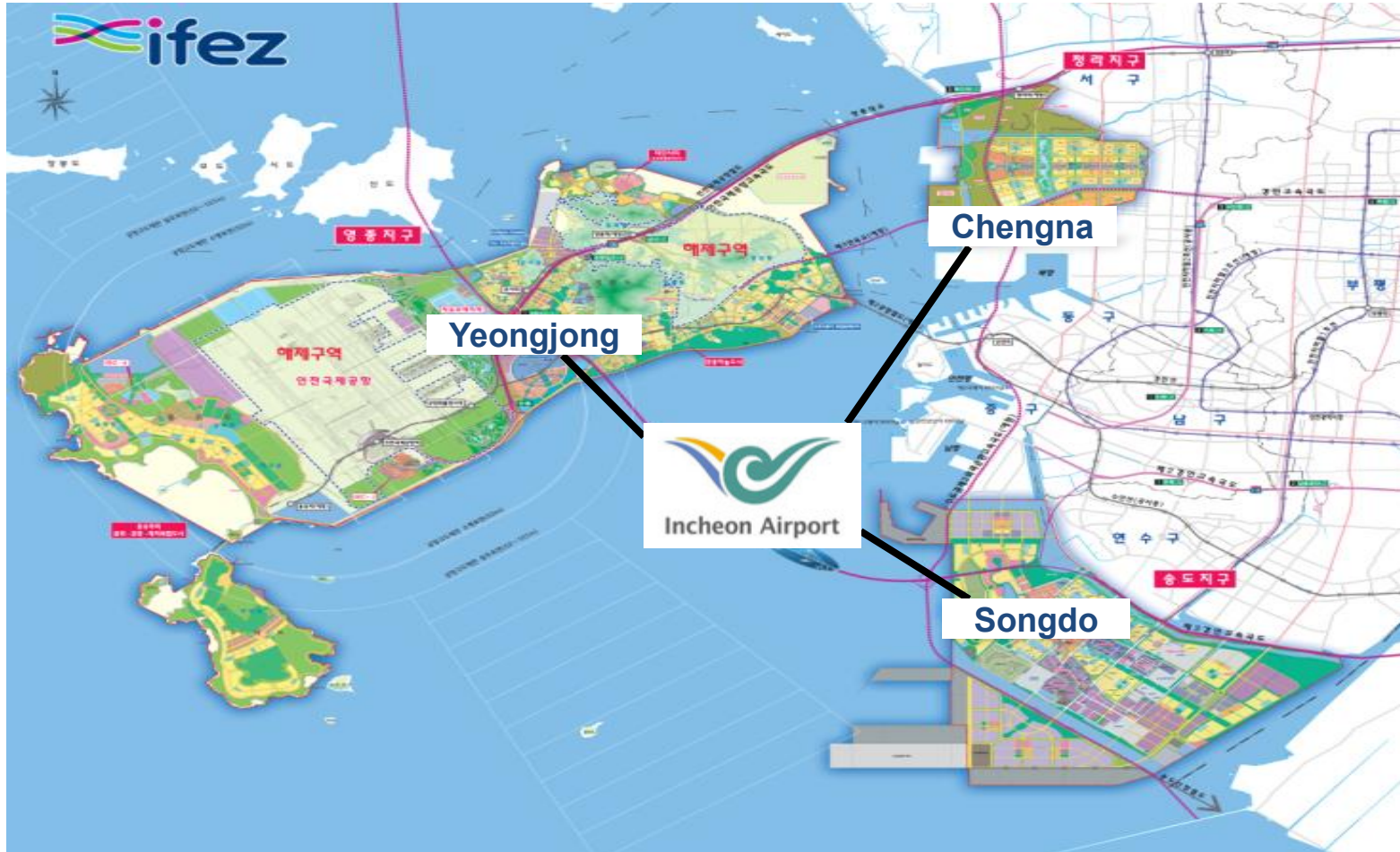
Self bag drop



Fast Track

The Birth of IFEX

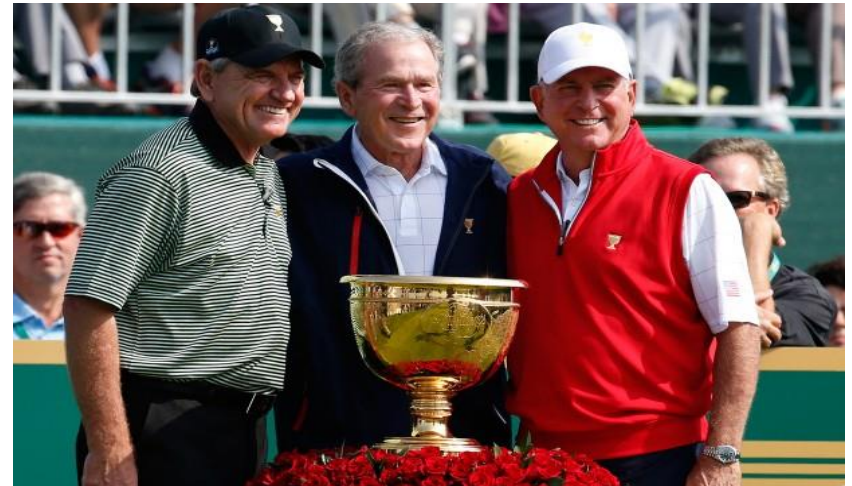
◆ Brand Value ↑ with IIAC



Songdo International Business District



◆ 2015 Presidents Cup



IIAC's Future – Airport City

- Successfully attracted large-scale investment(approx. US\$ 2.3 billion) for the Air City project
- The Air City project will increase ICN's air traffic demand and attract more customers

Airport Support Complex



1 IBC-I 1st Phase (165,000m²)

- Hotels(3)·Offices(4)·Commercial(1)·Hospital(1)
- Grand Hyatt grand-opened in September 2014

2 IBC-III Area (161,000m²)

- Hotels, Office, Commercial, etc.
- Expected to open in 2018

Leisure Town



3 IBC-I 2nd Phase (330,000m²)

- Hotels(814rooms), casino, convention, commercial spa, plaza, etc.
- Under construction('14.11~), open in 2017

4 IBC-II Area (3,274,000m²)

- Integrated Resorts. Attracting investment
- Expected to open in 2020

Sports Complex



5 Water Park (151,000m²)

- 1st Phase(Motorboat Racing) : Operation by KSPO ('07.4 open)
- 2nd Phase(Hotel) : 370rooms('14.9 open)



6 BMW Driving Center (236,000m²)

- Tracks, Training Center, Museum, etc.
- 1st BMW Driving Center in Asia



7 Golf Course (3,931,000m²)

- 72 holes
- Temporarily Operated until 2020

[Air City Development Plan]



Thank You

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