

# Bridging the Gap: From Operational Emergency Response to Integrated Family Assistance



Kairat Zhumatayev,  
Almaty International Airport

# Who We Are – TAV & ADP Group Airport

## Almaty International Airport

### Key Milestones

- 1923:** Construction of the first aerodrome (now the site of City Central Stadium).
- 1924:** First flight connecting Almaty and Tashkent.
- 1935:** Relocation to the eastern part of the city, initially serving domestic flights.
- 1991:** Transformation into a modern international hub following Kazakhstan's independence.
- 1990-2000s:** Major renovations, including a new terminal to support growing international traffic.
- 2021:** Acquisition by TAV and ADP Groupe, initiating a major investment phase to enhance operational capabilities.
- 2024:** Launch of the new international passenger terminal, expanding capacity to 14 million passengers annually and celebrating 100 years since the first flight.
- 2025:** Achieved a record 12 million passengers and launched the "Horizon" master plan, a \$1.7 billion strategic modernization program to transform the airport into a major hub in Central Asia with an ultimate capacity of 40 million passengers and 500,000 tons of cargo annually.



# Emergency Management

## ER Readiness through ERP & Joint Drills

- ALA serves as both aerodrome operator and ground handler this ensures a unified command for all emergency responses.
- Full Emergency Response Plan covering aircraft accidents and ground-based crises.
- Dedicated team comprising ARFF, Medics, Security, and Ground Handling personnel.
- Regular joint exercises and table-top drills conducted in partnership with carriers.



# Emergency Management

## Past Experience – Identifying the Gaps

### Identified Gap

Fragmented command

Operational overlap

Infrastructure deficit

Resource shortfall

Communication lag

### Operational Need

Synchronized coordination between airport and airline.

Separation of crisis response from daily airport activity.

Designated and pre-equipped reception centers.

Specialized tools and kits for the ERT.

Centralized updates within the initial response phase.



# Emergency Management

## Lessons Learnt – Infrastructure & Command



- Secure Reception: Isolating SRC/FFRC/RC from the public for private reunification.
- Unified Command: Strategic decision-making through the CMC.
- Media Management: Controlled press flow to safeguard privacy.
- Mission Readiness: Equipping teams with essential tools and welfare.

# The Way Forward – Family Assistance Centers

Shifting long-term assistance from the terminal to off-site hotel partners.



Bilateral MoUs between the airport and base carriers (Air Astana and SCAT) to utilize specialized care teams.



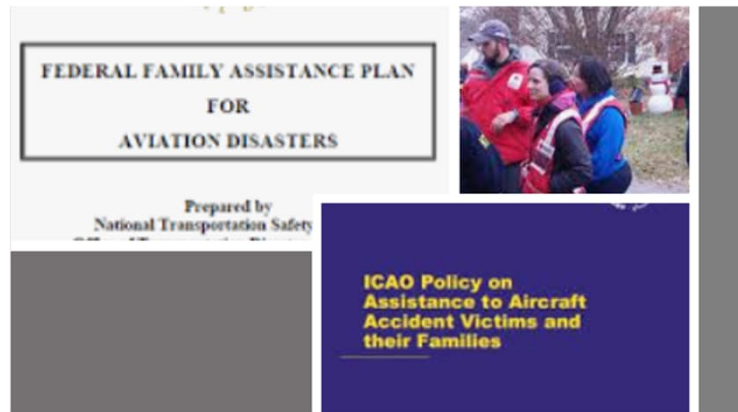
Utilizing MoU partnership to assist airlines with limited local presence during a crisis.



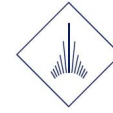
Involvement of city services for psychological support and spiritual care at the FAC.



# Advancing National Family Assistance Readiness



- Moving toward a victim-centric model of emergency management.
- Establishing airport-airline protocols ahead of finalized national legislation.
- Implementing practical measures based on ICAO guidelines for assistance to accident victims.
- Providing an operational basis for the upcoming National Family Assistance Plan.



a **TAV** and  
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**Thank You!**