



Princess Juliana International Airport

# THE SXM AIRPORT HORIZON

NEWSLETTER | FEBRUARY 2018



## TENT UPDATE

Progress on the newly erected tents at the Princess Juliana International Airport (SXM) continues at a steady pace with flooring, furnitures and fixtures being installed.

## SXM TO ATTEND ROUTES AMERICAS IN ECUADOR



A delegation of SXM Airport will be attending the 11th Annual Routes Americas which will be held in Quito, Ecuador, from February 13 – 15, 2018. The theme this year is "Still Connecting the Caribbean to the Globe." The event will connect SXM Airport with senior airline decision makers. It also offers extensive networking opportunities to enable SXM Airport to build high-value relationships with some of the most influential aviation professionals across the region.



## TWENTY-FIVE YEARS OF SERVICE AT PJIA

Congratulations to Mrs Brenda Remy-Chittick, an Accounting & Reporting Department employee. She is celebrating Twenty-Five Years of Service, at the Princess Juliana International Airport.



Management of Commodore N.V, Minister of TEATT, Cornelius De Weever, COO of PJIA, Michel Hyman and Manager of Project Planning Systems, Derek Hillman.

## MINISTER DE WEEVER KICKS OFF DEMOLITION OF INTERIOR OF AIRPORT TERMINAL BUILDING

Demolition works started on Monday, January 29, 2018 at the Princess Juliana International Airport, SXM, when the honorable Minister of Tourism, Economic Affairs, Transportation and Telecommunications (TEATT), Cornelius De Weever swung a sledge hammer to symbolize the beginning of work that includes the removal of the interior walls and fixtures of the terminal building which suffered severe damages at the hands of the category 5 Hurricane Irma.

Operations at the terminal building had to be moved to the airside when the airport reopened for commercial flights on October 10, 2017.

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*Airline commemorates milestone and recovery with its customers, crew members and business partners.*

## JET BLUE CELEBRATES 10 YEARS OF SERVICE TO ST. MAARTEN

JetBlue marked the 10th anniversary of service to St. Maarten with local festivities that included its customers, crew members and business partners at Princess Juliana International Airport (SXM).

“Since hurricane Irma struck, the JetBlue team, including our crew members in St. Maarten, have

worked hard alongside our partners to restore service. We’re grateful to our crew members, business partners and the community for their support throughout the years and since the hurricane,” said Giselle Cortes, Director of International Airports and Commercial for JetBlue.

## TERMINAL BUILDING PROGRESS UPDATE



The Supervisory Board and Management of the Princess Juliana International Airport is aware that people are curious about the pace of the recovery and reconstruction at PJIA. The travel industry, stakeholders and the public at large can rest assured that the PJIA speedy recovery and reconstruction is on track after Hurricane Irma.

Behind the scenes, cleanup and damage assessment work continues. An initial cleanup was conducted following the passing of the hurricanes. During the course of last week, the water removal activities began in preparation for the demolition works on the interior of the terminal building; the demolition starts this week. During the demolition, a mold assessment is being carried out to determine if further mold

remediation is necessary. The roof structure, in particular, was found to be severely compromised. Temporary fixes to the roof were not cost effective, nor technically feasible. A redesign of the roof structure is necessary, in efforts to sustain wind loads in excess of 185 mph. In addition, the roof must be waterproofed. Waterproofing of the roof will start in January and the project is expected to take 18 weeks from start to finish. An improvement to the roof structure could include the placement of solar panels. This innovation will allow PJIA to become more energy efficient.

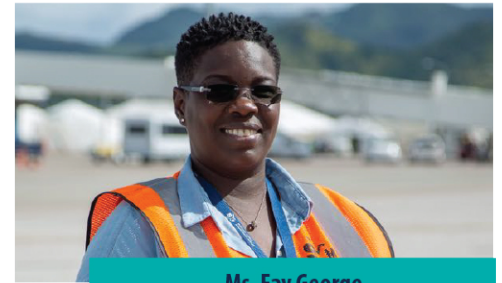
Management will continue to provide information on the progress of the recovery and reconstruction of the PJIA, as the work progresses.

## WINAIR COMMENCES SERVICE TO HAITI WITH NEW AIRCRAFT

WINAIR commenced its service to Port-Au-Prince, Haiti with a new aircraft. WINAIR is utilizing a state of the art Airbus 320. This aircraft is operated by Sunrise Airways



## THE VALUE OF CUSTOMER SERVICE AT SXM AIRPORT



**Ms. Fay George**  
*Employee of the Executive Lounge*

As the tarmac heats up with flight activity and fuel fills the air side, she anxiously awaits the sight of the unknowing passenger. Her welcoming ammunition is always “paradise awaits you.” Fay George is an employee of the Executive lounge at the Princess Juliana International Airport - SXM for 17 years. She initially worked with an independent F&B concession of the lounge for a period of one year, then later applied for the airport’s lounge. Fay is employed at the Executive Lounge with an energetic team who refers to each other as “family.”

Princess Juliana International Airport can always rest assured that Fay will honor her name, even when no one is watching. It is a known rumor that many of the stakeholders have tried to recruit her to work for their individual companies, but Fay remains loyal to her majesty.

On January 7, 2018, Fay was just completing her work shift, when she learnt that a flight had been grounded due to mechanical reasons. Giving her experience in the aviation industry she knew that meant the passengers would need that added attention. Fay returned to her post at the Arrivals and assisted the handlers with the disembarking of the flight. She made calls to her affiliates at hotels and coordinated the taxi arrangements for those that needed that service.

“I go the extra mile and beyond the passenger expectations. I also anticipate their needs, before they ask. I feel proud to be employed at the PJIA, without us it’s just a terminal building.”