

Step By Step, Airport Procedures from A to Z in International Flights Around the World

Case Study at Khartoum International Airport in Sudan

¹Prof. Ahmed Slah Abdalalla, ²Imad Mohammed Alsayid Abdalla

¹Manager of Academic Programs, Open University of Sudan, Sudan

²Assistant Professor, Delta College of Science and Technology, and University of Holy Quran and Islamic Science, Sudan

Abstract - The main research problem is that international standards related to professional ethics and human principles and values are not fully implemented on Khartoum International Airport, which results in many problems, including the overriding of people who belong to certain parties and not others, and the aim of the study is to present a survey paper explaining a step by step, the airport procedures from the starting point to the end for international flights around the world are applied to Khartoum International Airport, and the methodology of the study was according to the system design analysis approach, the Tools used the in research is Android Studio package in programming, Enterprise Architect in analysis, XD Design in Design in the practical application of the analog interactive model, the study concluded to adopt 35 studies out of 82 studies, and The methodology of research contain four component is IDAP Model.

Keywords: Passenger Procedure, Ethic Standards, International Flights, Airport Security, Airport Procedure.

I. INTRODUCTION

What's should a passenger do when traveling through International Airport, to answer the previous questions through the next route, Travelling is an exciting and soul-stirring experience that takes us out of our comfort zone and ushers in us a new perspective of the world, find the appropriate check-in gate for your flight, have your documents ready – passport or national Id, online reservation booking number, or a paper copy of your ticket if you have one, at the check-in desk, you will be asked to present the documents listed above, and you can hand over checked baggage which will be weighed and then sent to be loaded onto the plane, after presenting your documents and checking your baggage, you will receive a boarding pass which enables you to board the plane, once the check-in procedure is completed you should proceed to the appropriate gate, where each passenger undergoes a security check, during the security check, passengers must place objects like keys, telephones, belts, electrical equipment, as well as coats, jackets, and scarves in the baskets provided and put them on the conveyer belt, after

the security check, you can proceed to the appropriate gate, where you will then board the plane, the boarding time is indicated on your boarding pass, at boarding time, airport staff will make an announcement informing passengers they may board the plane.

1.1 Research Problem

The main problem is a Security breaches related to moral principles and human values resulting from poor implementation of Ethics Standards at Khartoum International Airport (KIA), and What's should a passenger do when traveling through International Airport.

1.2 Objectives of research

Apply Ethics Standards, and what's Passengers Procedures "Step By Step" at Khartoum International Airport.

1.3 The Tools and Methodology

The Tools used the in research is Android Studio package in programming phase, Enterprise Architect in analysis phase, XD Design in Design phase in the practical application of the analog interactive model, the study concluded to adopt 42 studies out of 92 studies, and The methodology of research contain four component is: Identify, Detect, Assess, and preform in our Model.

II. LITERATURE REVIEW

In [1] [2] On 27 August 1952, Vickers Viscount G-AHRF operated by the Ministry of Supply was damaged beyond economic repair when its starboard undercarriage collapsed on landing, on 19 July 1983, Douglas C-47A N480F of Chevron Oil crashed shortly after take-off from Khartoum International Airport (KIA) on a non-scheduled passenger flight, both engines had failed, probably due to contaminated fuel, all 27 people on board survived.

In [3][4] Sudan Airways Flight 109: On 10 June 2008, an aircraft operating from Amman, Jordan, landed and went off the end of the runway, the right engine then caught fire and the fire spread rapidly, Preliminary reports stated that around 100

of the 200 passengers had been killed, but this was revised to 30 dead with 184 survivors.

In Paper [5] [6] [7] [8] [9] If you've chosen to check your bags, give your airline attendant your identification and they'll be able to print out your boarding pass for you, check your bags depending on what you've packed, you may need to check a bag or two, most airlines will allow you one carry-on bag, Self-service bag drop counter of Air China at Beijing Capital International Airport Terminal 3, furthermore, by the start of 2010, all passengers were required to check in online, Alaska Airlines was the first to offer online check-in the system was first offered on a limited basis starting in the second quarter of 1999.

In Paper [10] [11] [12] [13] In some cities, certain airlines provide in-town check-in services, allowing passengers to check their luggage at check-in counters located in railway or subway terminals as much as a day ahead of time, this service allows passengers to take a train to the airport without the burden of carrying their luggage to the airport terminal. In Seoul, remember, taking an international long-haul flight is not the same as just flying from one city to another within your own country, Plan accordingly, Emirates provides its first-class/business-class customers with individual and separate check-in lane at its hub DXB.

In Paper [14] [15] In the mid-late 2000s, checking in was made possible using a passenger's mobile phone or PDA, many airlines use electronic check-in such as ePass, mPass, or similar mobile apps, and these applications serve as the boarding pass, would still require passengers to proceed to a check-in counter at the airport, regardless of preferred check-in method, for document verification e.g., to travel to countries where a visa.

In Paper [16] [17] [18] [19] about Singapore Airport Accidents and incidents, On 16 May 2017, a fire broke out at the departure hall in Terminal 2, the fire caused 40 flights at Terminal 2 to be delayed and diverted to Terminal 3, On 6 February 2018, a KAI T-50 Golden Eagle, part of the Black Eagles aerobatic team taking part in Singapore Airshow 2018, veered off the runway during takeoff and crashed, the resulting fire was put out by emergency services and the pilot was treated for minor injuries, on 19 June 2019,.

Unauthorised drones were spotted around Changi Airport, causing 37 flights to be delayed and a runway to be shut intermittently, another such incident took place on 24 June

2019, causing 18 flights to be delayed and 7 more diverted, the disruption was made worse by bad weather.

In Paper [21] [22] [23] [24] the Munich Airport need to reduce noise from thrust reversal during aircraft landings, the runways were built to a length of 4,000 meters, to motivate airlines to use low-noise aircraft, the airport charges are calculated according to the level of noise pollution, there are 16 stationary noise measuring points at the airport.

This includes that the airline must have a maintenance base at the airport, the maximum number of 28 scheduled flights per night must not be exceeded, the aircraft is not louder than 75 db (A) or it is an education or training flight, this rule applies until the total annual volume is exhausted in air traffic movements by these regulations, more flights of this type are then no longer allowed, the number of night flights increased from 1999 to 2007 from 42 to 60 flights average per night.

In paper [25] [26] [27] Hong Kong International Airport rolled over and caught fire, coming to rest upside down beside the runway, of the 315 passengers and crew on board, 3 people were killed and 219 were injured, rolled over and caught fire, coming to rest upside down beside the runway, Of the 315 passengers and crew on board, 3 people were killed and 219 were injured, on 13 April 2010, Cathay Pacific Flight 780 from Surabaya Juanda International Airport to Hong Kong landed safely after both engines failed due to contaminated fuel, 57 passengers were injured, Its two pilots received the Polaris Award from the International Federation of Air Line Pilots' Associations for their heroism and airmanship, In 2020, a young man tried to commit suicide and succeeded. He jumped off a building at the airport.

In Paper [28][29][30][31][32] Ninarita International Airport on 1997 United Airlines Flight 826 experienced severe turbulence after leaving Narita en route for Honolulu. Due to injuries sustained by passengers, the aircraft made an emergency landing at Narita.

One woman on the flight died of her injuries, on 2003 January 27 All Nippon Airways Flight 908, a Boeing 767 aircraft arriving from Incheon International Airport, South Korea, overshot on Runway 16L/34R after landing. The runway was closed overnight, China, crashed on Runway 16R/34L during landing, killing both the pilot and co-pilot. Runway 16R/34L, which is required for long-distance flights and heavier aircraft, was closed for a full day due to necessary investigations.

III. TOP INTERNATIONAL FLIGHTS COMBATIVE

Look at the table below, that explain the combative view:

Table 3.1: show the name of Airports Area, Airport Name

| Airport Area | Airports Name |
|---------------------------------|--|
| The Best Airport in Africa | Cape Town International Airport |
| Best Airport in Asia | Singapore Changi Airport |
| Best Airport in Australia | Melbourne |
| Best Airport in Central America | Panama Tocumen International Airport |
| Best Airport in North America | Vancouver International Airport |
| Best Airport in South America | Jorge Chávez International Airport |
| Best Airport in China | Shanghai Hongqiao International Airport |
| Best Airport in Central Europe | Munich Airport |
| Best Airport in Northern Europe | Helsinki-Vantaa |
| Best Airport in Southern Europe | Adolfo Suárez Madrid-Barajas Airport |
| Best Airport in Western Europe | Amsterdam Schiphol |
| Best Airport in India | Indira Gandhi Internationa |
| Best Airport in Middle East | Hamad International Airport |
| Best Airport in Russia & CIS | Baku Heydar Aliyev International Airport |

Table 3.2: show The Best Airports, Best Hotel, Best Staff, Regional

| Best Airport | Hotel | Staff | Regional |
|------------------|----------------------------------|--|--------------------------------------|
| in Middle East | Mövenpick Hotel Bahrain | Hamad International Airport | King Shaka International Airport |
| in Asia | Crowne Plaza Changi Airport | Kansai International Airport | Chubu Centrair International Airport |
| in Australia | Pullman Sydney Airport | Sydney | Adelaide |
| in China | Hyatt Regency Shenzhen Airport | Guangzhou Baiyun International Airport | Haikou Meilan International Airport |
| in Europe | Sofitel London Heathrow | Copenhagen | Hamburg |
| in North America | Fairmont Vancouver Airport | Montréal | Cincinnati/Northern Kentucky |
| in South America | Wyndham Quito Airport | Mariscal Sucre International Airport | Mariscal Sucre International Airport |
| in Africa | King Shaka International Airport | King Shaka International Airport | |

Table 3.3: show the field of Airports, Name of world best Airport

| Field | Name of World's Best Airport |
|-----------------------------------|--------------------------------------|
| Best Website & Digital Services | Houston Airports |
| Cleanest Airport | Tokyo Haneda Airport |
| Best Transit Airport | Incheon International Airport |
| Most Improved Airport | Paris Orly Airport |
| Best Regional Airport | Chubu Centrair International Airport |
| Best Low Cost Terminal | Seoul Incheon – T2 |
| Best Domestic Airport | Tokyo Haneda Airport |
| Best PRM / Accessible Facilities | Tokyo Haneda Airport |
| Best Airport Staff | Kansai International Airport |
| Best Airport Shopping | London Heathrow Airport |
| Best Airport Security Processing | Zurich Airport |
| Best Airport Leisure Amenities | Singapore Changi Airport |
| Best Airport Immigration Service | Hong Kong International Airport |
| Best Airport Hotel | Crowne Plaza Changi Airport |
| Best Airport for Baggage Delivery | Kansai International Airport |
| Best Airport Dining | Tokyo Narita |
| Best Airport | Changi Airport Singapore |

IV. PASSENGERS PROCEDURES AT KHARTOUM INTERNATIONAL AIRPORT - STEP BY STEP

In accordance with our Khartoum International Airport procedures adopt, the International Standards, as flow

4.1 Departure Hall Procedures (DHP)

4.1.1 Checking Documents

a) Passport

The application will be processed and ready in time, if you already have a passport, make sure that it does not expire within the next 6 months or until you get back.

b) Visa

It's Provides conditional permission for entering a country for a specific period of time, so check if the country you are planning to visit has visa-on-entry for your passport, If not, apply for a tourist visa.

c) Foreign currency

The amount of money you can carry in hand during domestic flight travel is strictly regulated by the apex monetary authority of the country. It is always better to carry the local currency of a country you are going to rather than using your credit or debit card abroad.

d) Travel Insurance

It's meant to cover medical emergencies, trip cancellation, lost luggage and any other emergencies that may occur during a trip.

e) Air ticket

Booking in advance will help to get the tickets at a cheaper rate, carry a copy of your confirmed air ticket while you travel just in case the original is lost.

f) Hotel Booking

When on a tourist visa, or for countries with visa-on-arrival, most of the countries ask for accommodation proof at the immigration counter, a copy of the hotel booking or the invitation of a relative or friend who resides there will be fine.

4.1.2 Baggage Packing

Every airline company has its own baggage rules in terms of weight and size of carry-on and check-in bags, while packing, one should also check the list of prohibited and restricted items on the flight, Handing down your luggage to the ground handling staff, the baggage will be tagged and sent,

the next time you are going to see they will be after reaching your destination.

4.1.3 Pre-Weighing Luggage

Pre-weighing baggage at the airport is a wise decision to avoid extra charges in case bags are heavier than the permissible weight limit.

4.1.4 Boarding Pass

The Passengers need to show their copy of purchased tickets along with travel documents to receive their boarding passes, after verifying the travel documents and weighing cabin and check-in bags, airline staff would hand over boarding passes.

a) Collecting Checked-In Luggage

After immigration, passengers are asked to head towards the designated baggage pick-up belts to collect their checked-in bags, after collecting the baggage, passengers are free to leave the airport, in case, your baggage is missing, the boarding pass is an important document to retrieve lost baggage and hence, it is advised to keep the boarding pass till the end of the journey.

b) Boarding Gate

Please get on board following the guidance of airline staff.

4.1.5 Check in

Please come to the International Flight Check-In Counter and check in early, present your air ticket and passport and leave your luggage at the counter except for your carry-on luggage, please receive your boarding pass and baggage receipt from airline staff, Passengers with baggage to check in should check it in prior to departure using the automated baggage check-in machine or the baggage counter.

4.1.6 Security Check

Please present your boarding pass to the security personnel, and place your carry-on luggage through the X-ray scanner, in case of having a metallic unit in your body (for medical purposes ex: pacemaker, artificial joint) keep a doctor's certificate in hand for the same.

4.1.7 Immigration check

An immigration officer will verify details of the passenger, his/ her travel documents and the issued visa, at the counter; an officer will be verifying the passenger's passport and visa and might ask a few questions about the end destination.

The immigration area will have different lines for host country nationals and other country travelers, also Carry your ID, Passport, Visa and other related travel's with you when you present yourself for the check, state the reason for your trip.

4.1.8 Waiting Area

If interested, go through the shops & restaurants there, and services will be significantly higher than in restaurants near your home, if you want to wait in comfort, and then head to a lounge for those extra facilities, comfortable seating, good food, internet, etc

4.1.9 Boarding Flight

After the security check, passengers are required to move towards the boarding gate as mentioned on the boarding pass and wait till the flight departure announcement is made.

4.1.10 Immigration custom

Answers, the immigration official would stamp the passport with a date, defining the duration of passenger's stay in the country.

4.1.11 Tack off

The air hostess welcomes you as you walk the red carpet towards your seat, Place your bags in the overhead compartment, switch off your mobile device, get comfortable in your seat and listen to the safety instructions provided by the flight staff.

4.1.12 In Flight

Wait for your seat belt sign to go green, now you can remove them, get engaged to the on In-flight amenities provided for your entertainment or relax and enjoy the vistas below.

Now that you've braved everything from being frisked to flying for the first time in a plane, what are you waiting for, grab your luggage from the baggage carousel, complete immigration procedures if on an international flight and head for the exit, Happy Holidays.

4.2 Arrival Hall Procedures (AHP)

4.2.1 Airplane

The passengers leave the airplane with an accommodation ladder without using a boarding bridge and then proceed to the passenger terminal building.

4.2.2 Quarantine

Please fill in the necessary information and submit the questionnaire at the Quarantine Counter on arrival, please inform the Quarantine Counter if you suffer any symptoms such as fever or diarrhea.

4.2.3 Passport control

Please proceed to the relevant booth indicating "Sudanese" or "Non- Sudanese" and present your passport.

4.2.4 Passenger Check

Airport counter check-in is the process in which the passenger, upon arrival at the airport, hands over any baggage that they don't want or are not allowed to carry inside the aircraft's cabin, they are then given a boarding pass before they proceed to board the aircraft.

The flight ticket by itself won't be enough for you to board the plane, you need a boarding pass for that and Check-in is the process that is going to produce it, it includes your seat numbers, departure times and gates.

Present yourself for the security check, you'll be frisked as part of the procedure. Keep your ID along with your boarding pass throughout the process. You should provide confirmation to the airline that you are intending to board the flight, Handing down your luggage to the ground handling staff, and grab your boarding pass and get ready for the security check.

4.2.5 Immigration

If you are booked on an international flight, you may be subjected to Immigration and Customs check for both during Departures and Arrivals.

4.2.6 Lounge

You've got through security and are in the secure area, finally, What to do now, Comfortable seating, good food, internet, etc

4.2.7 Baggage Claim

If you have checked in your luggage, go to the baggage claim and check your baggage claim receipts to retrieve your baggage.

4.2.8 Plant and Animal Quarantine

Passengers bringing animals, including meat products or plants including fruits and vegetables into Sudan must have them inspected at the Plant and Animal Quarantine Counter.

4.2.9 Customs Inspection

Items brought into Sudan from overseas must be declared on arrival, Passengers who have not exceeded the duty-free allowance and have nothing to declare should go to the counter, all other passengers, who are unsure should go to the counter.

4.2.10 Arrival live

This is the end of all procedures, thank you for your cooperation.

4.3 Important Procedures Concerning COVID-19

4.3.1 At Home

Please check your temperature before leaving home and refrain from coming to the airport if you have a high temperature, sore throat or a cough.

4.3.2 Wear a mask

Please wear a mask in the airport, customers not wearing masks and/or those feeling ill may be refused entry to the airport.

4.3.3 Disinfect your hands

Alcohol sanitizer is provided throughout the passenger terminals and medicated soap has been placed in the toilets, please wash hands frequently and/or use hand sanitizers.

4.3.4 Stringent cleaning

Cleaning and sanitizing has been stepped up in locations frequently touched by customers, toilets and handrails, etc.

4.3.5 Transparent barriers

Transparent barriers have been placed at information desks, counters and cashiers, etc, to prevent infection.

4.3.6 Seating limits

Seating will be limited to ensure physical distance between customers.

4.3.7 Ensuring social distancing

Please note the floor markings to maintain physical distancing from other customers.

4.3.8 Temperature measurement

Temperature scanning on domestic flights is being conducted prior to entering the security screening checkpoint;

please consult your airline representative if a high temperature is detected.

4.3.9 Optimum air ventilation

Air conditioning has been adjusted to provide more fresh air, we ask for your understanding and cooperation to enable a safe and reliable use of the airport.

V. RESULTS AND DISCUSSIONS

5.1 The Results

The results of the study are:

- The most of the airport security breaches do not lie in their failure to adopt international standards for airports, but rather as a result of their weak application and implementation of these standards on the ground.
- The principles and ethics of professionalism must be at the highest levels of transparency in this vital and sensitive sector.
- The Penalties must be strict for any violations of the international airport procedures, and the dealings shall be constructed and not met.
- These criteria must be developed to cope with the requirements of change.
- It is imperative to adopt the latest technological devices that are used in airports, as they directly reduce security threats.
- The procedures may differ from one international airport to another due to the nature of the country.

5.2 The Discussions

The steps and procedures applied by the airports are to preserve their internal security and the sovereignty of their countries, and these measures reflect the extent of the civilization and advancement of peoples in dealing, as these procedures differ from an international airport to another airport, but they are consistent in the application of international standards for airports, and the airports are of a competitive nature and an investment environment Countries depend on its fertility in preparing their budgets, so there must be an administrative awareness through which cultures, values, principles and human norms of our countries can be spread through the gates of these international airports.

The possibilities also differ in implementing long-term security strategies at airports based on the financial and investment capabilities and capabilities of these countries, the economies of the countries are built through these international airports in exporting the national production of consumer goods and services to bring in hard currencies that

would improve the level of per capita income of the citizens of these countries, and through these airports that bring the country's needs of raw materials and others that help pay Accelerated local production, which directly affects the national economy of the state, that the weakness of states in the application of airport procedures leads to security breaches that may be catastrophic at times, as it is necessary to strictly and strictly implement them on the ground without compliments or exceptions for a certain sect or a certain community class, as that the procedures be implemented on all with firmness and determination, and we are working to improve local standards that will help in raising the level of protection for international airports.

5.3 The Recommendations

The Recommendations of research are:

- Full commitment to bring standards to the ground and obligate all parties to them.
- Spreading a culture of transparency in dealing with the target audience.
- Continuous work in developing standards to comply with the requirements of change in the work environment at airports.
- Spreading cultures, values and principles across the urban facades of this country represented by international airports.
- Work to fill gaps and security threats.
- Work on effective investment in these profitable commercial sectors to help raise the level of national income.
- Adopting modern technologies at airports.
- Paying attention to the development of the human cadre working in the airport environment on a regular basis.
- To compete globally in providing various services to travelers and partners to obtain international awards.
- Increasing the share of partners in the global competition market for insurance and maintaining market share.
- Facilitate and simplify travelers' procedures.

VI. CONCLUSION

The conclusion of this paper is How Working in the international airport environment is really enjoyable, as you get to know how to deal with the various ethnic and tribal norms of the peoples of the world, and through them it is possible to target specific markets for investment in them, and the intense competition in this field is most intense, as concerted efforts must To achieve different goals and values, and adopt a roy that can create a successful cultural revolution

and a pioneer in the work environments of international airports.

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