



ICAO

**Introductory remarks by the
Secretary General of
the International Civil Aviation Organization (ICAO)
Mr. Juan Carlos Salazar,
to the Fireside Chat portion of ACI World's
2021 Customer Experience Global Summit**

(Virtual event, 9 September 2021)

1. It's my pleasure today to introduce some of you to ICAO and what it does, and to help you appreciate how important it is that we collaborate as closely as we do with ACI and other industry groups in the course of our work.
2. First and foremost, ICAO was established by the countries of the world to help them share their skies to their mutual socio-economic benefit as signatories to the Convention on International Civil Aviation, also commonly known as the Chicago Convention.
3. Besides the significant diplomatic, administrative, and logistical responsibilities this role entails, as a specialized agency of the United Nations, ICAO's key function is to provide 193 countries with strategic and expert advice to inform their international consensus on new civil aviation standards, policies, and procedures.
4. Once these standards are adopted diplomatically through ICAO, each member country of the Organization must then officially adopt and enforce them relevant to the operators and airspace under their national jurisdiction.
5. As I mentioned a moment ago, for ICAO's expert advice to be comprehensive and results-based, we must maintain very close ties with the industry operators who tend to the business of processing and flying millions of people around the world each and every day.

6. We also need to keep on top of the latest innovations being realized, whether by traditional manufacturers or new startups, and after new standards have eventually been completed, we then need to work closely with national regulators to assure they're effectively implemented.
7. Whether we're focused on runway safety metrics, commercial space transport, the introduction of new aircraft types, or increasing drone operations, ICAO is always deeply appreciative of the proactive expert inputs we receive from ACI and its global membership, not to mention its commitment to continuous passenger experience improvements worldwide through its Airport Services Quality programme.
8. I'd highlight most recently our joint work on its *Airport Health Accreditation*, its many valued contributions to the COVID-19 global response and recovery guidance issued by the ICAO Council, and its contributions to critical ICAO bodies such as our *Task Force on Health Issues Outbreaks in Aviation*.
9. But in addition to this, we also depend closely on ACI with respect to almost everything ICAO undertakes in regard to effective international standards for efficient border controls, and the realization of a safe, secure, and convenient international air travel passenger experience.
10. Health and aviation regulators and the global airport community face some tremendous challenges today, and not only to coordinate and respond effectively to COVID-19 on a day-to-day, country-by-country basis, but also to identify the solutions to assure increased public confidence in a healthier and more infection-resistant future air travel experience.
11. We also need to assure that as our sector recovers, its emissions are continuously addressed and diminished. I wish to applaud the global airport community in this regard, for both its leadership and recent results toward the realization of greener airport facilities and operations.
12. ICAO will continue to play its important role in bringing together both governments and industry to drive strategic, global solutions to our shared and very global customer experience challenges: through our governing Council and its Aviation Recovery Task force ; through our core work on passenger facilitation standards under Annex-9 to the Chicago Convention; and through our Traveler Identification or 'TRIP' programme.

13. As we do, we will look forward to ACI's continued and valued contributions to our work, just as I look forward to exchanging with you now on our latest priorities and how we should address them.

14. Thank you.