



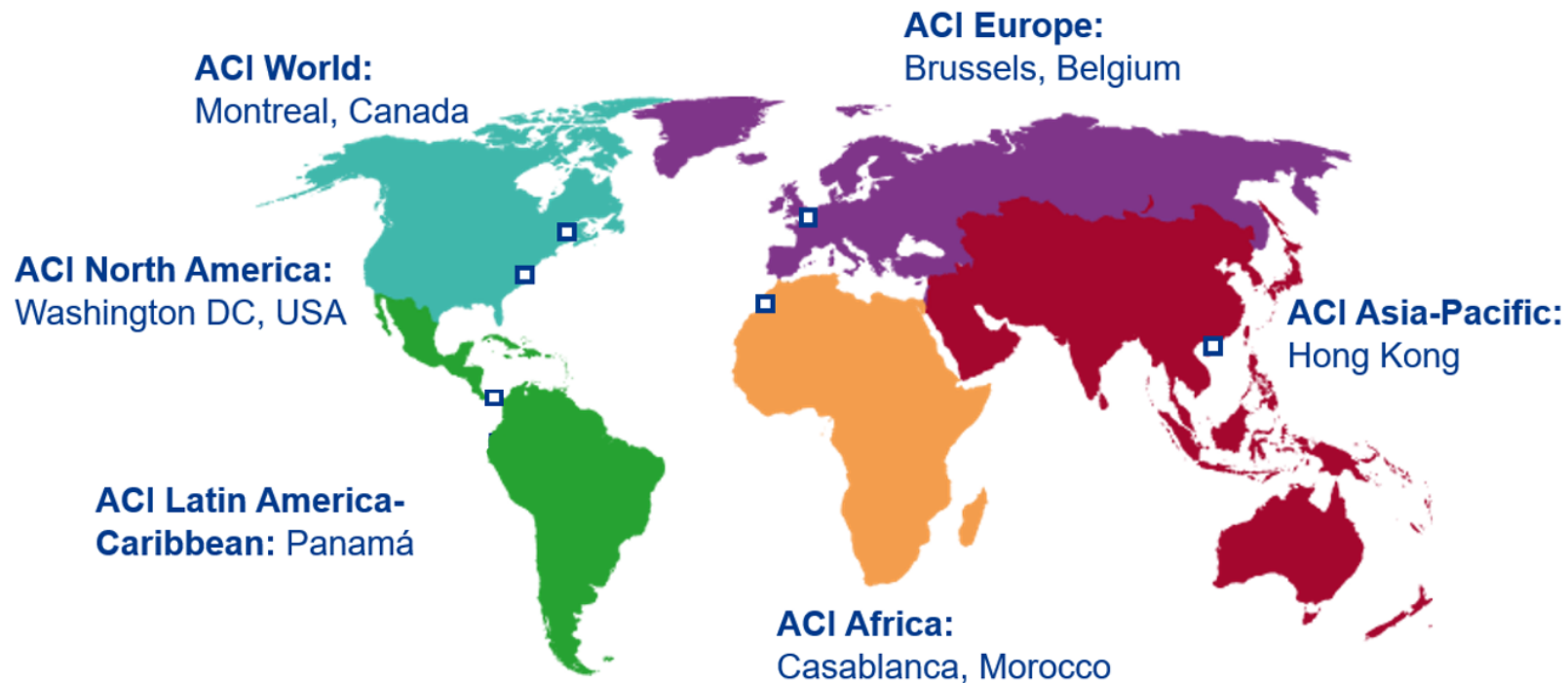
Airports' responses to the COVID-19 Pandemic and the Way Forward

15th CAPSCA-AP Meeting

14-16 Dec 2022

What is ACI?

- Association of airports
- Worldwide membership: >1900 airports
- Asia-Pacific membership: 618 airports from 46 countries/territories*

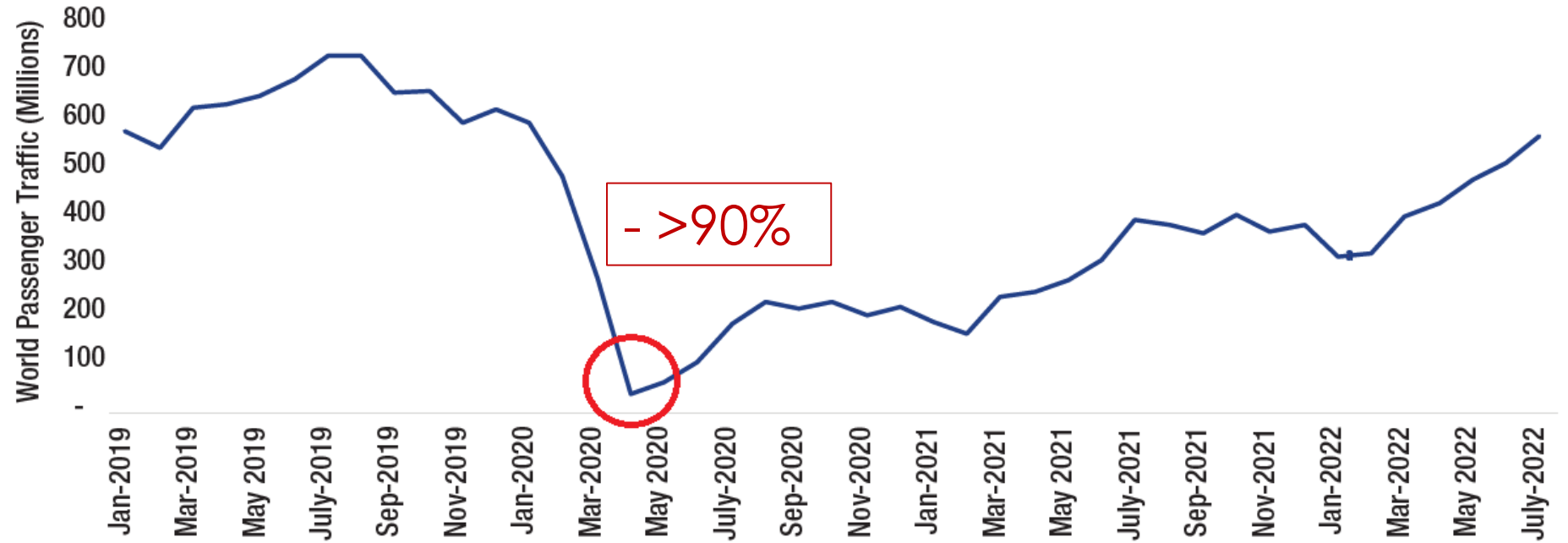
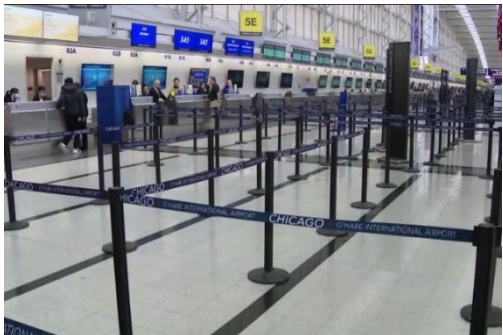


*As of Oct 2022

Table of content

- 1) Airports' responses and challenges during COVID-19
- 2) Post-COVID expectations towards airports
- 3) Lessons learnt for future pandemic

COVID caused unprecedented impact on air traffic



Recognized leadership by ICAO & WHO during COVID



Preventive measures applied at airports in line with CART



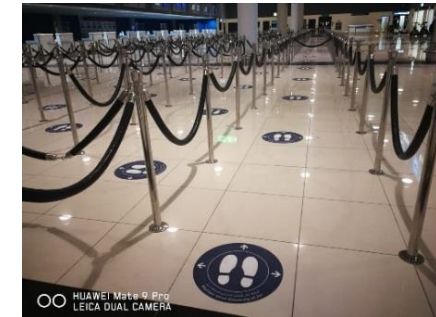
PPE for front-line staff



Hand sanitizer stations



Cleaning & disinfection



Physical distancing



Temperature check



Physical separator



Onsite medical professionals



Non-essential facilities closed



Expedite hold bags delivery



Mandatory use of mask by pax

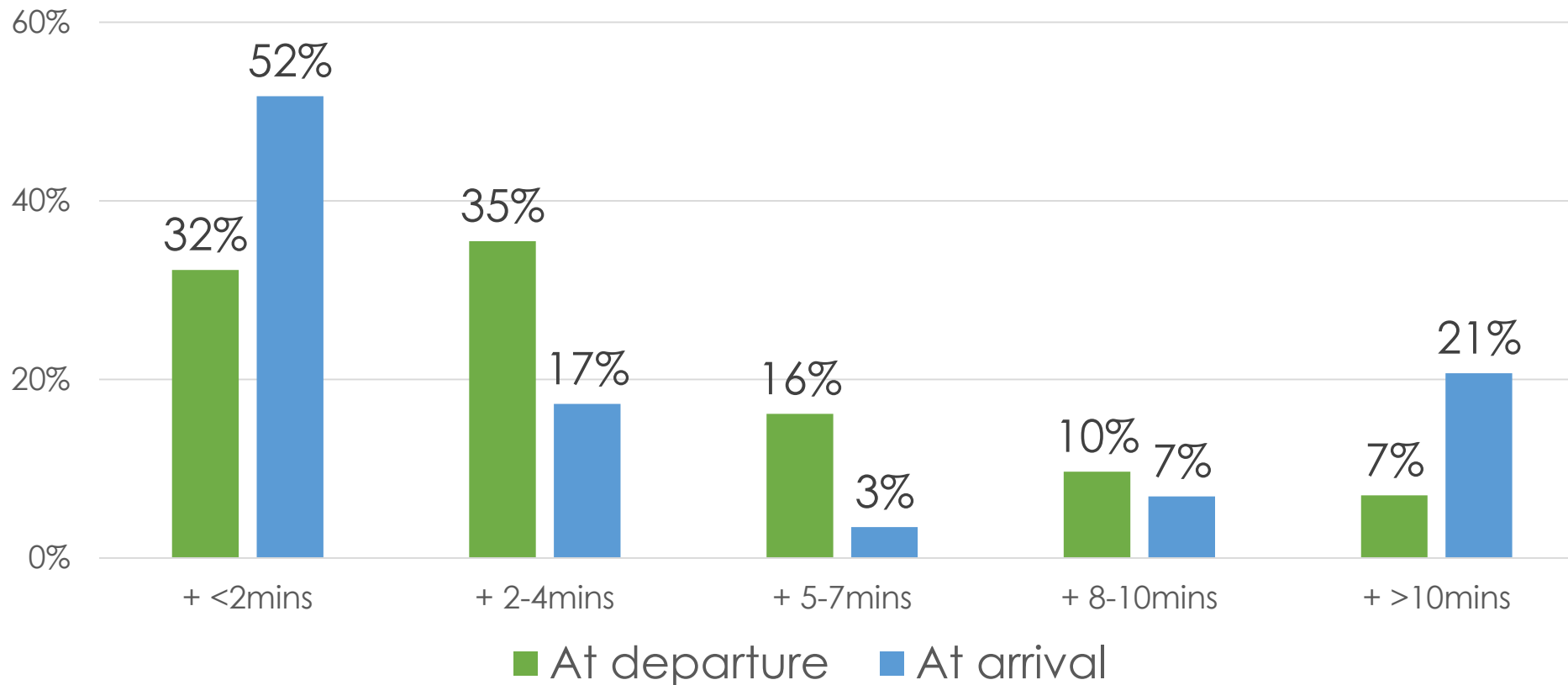


Health declaration

Health document checks leads to extra processing time of passengers



Extra processing time per passenger for health doc check (Apr 2022)



*based on ACI survey conducted in Apr 2022 with responses from 35 airports in APAC

Two other challenges to airports



Onsite COVID testing



Physical distancing

ACI guidance on virus prevention & business recovery



Other ACI's initiatives on health introduced during COVID



Airport Health Accreditation (AHA)

- Launched in July 2020
- Based on CART
- Over 420 airports accredited worldwide (>80 from APAC)
- Will transition into a programme with broader focus



Airport Service Quality (ASQ)

- New survey questions on cleanliness and hygiene
- New award category : “Best hygiene measures”

Continuous lifting of travel restrictions in Asia-Pacific

WP The Washington Post

[South Korea reopens to tourists without quarantine](#)



F Fortune

[More Southeast Asian countries open borders for quarantine-free travel, to help recover millions of jobs lost to COVID-19](#)



PIE The PIE News

[Malaysia to re-open border to international travellers](#)



NYT The New York Times

[Australia Reopens to International Travelers](#)



CNN CNN

[New Zealand announces plans to reopen to the world](#)



CNBC CNBC

[More countries reopen to travelers, signaling a big shift in pandemic thinking](#)

According to the World Health Organization, Covid-19 cases hit a new peak ... which started spreading in countries — both open and closed...



THE NATIONAL The National

[Saudi Arabia lifts all Covid-19 travel restrictions](#)



D The Diplomat

[Indonesia Lifts Quarantine Requirements for International ...](#)



B Bloomberg.com

[Thailand Eases Rules for Tourists as Global Travel Revives](#)



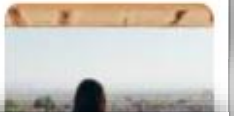
SCMP South China Morning Post

[Singapore to open travel corridors with 8 'living with Covid' nations](#)



TOP Travel Off Path

[India Opens For Tourism Allowing International Flights and ...](#)



TOI Times of India

[Myanmar all set to welcome foreign tourists from April 17](#)

... Control and Treatment of Coronavirus Disease said, "We will open ... to improve the tourism sector along with having a smooth trip for..."

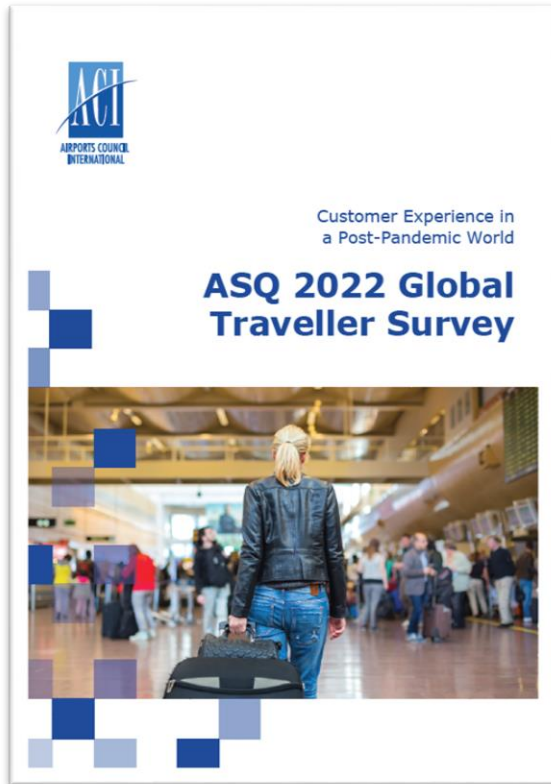
1 month ago



New expectations from travellers post-COVID

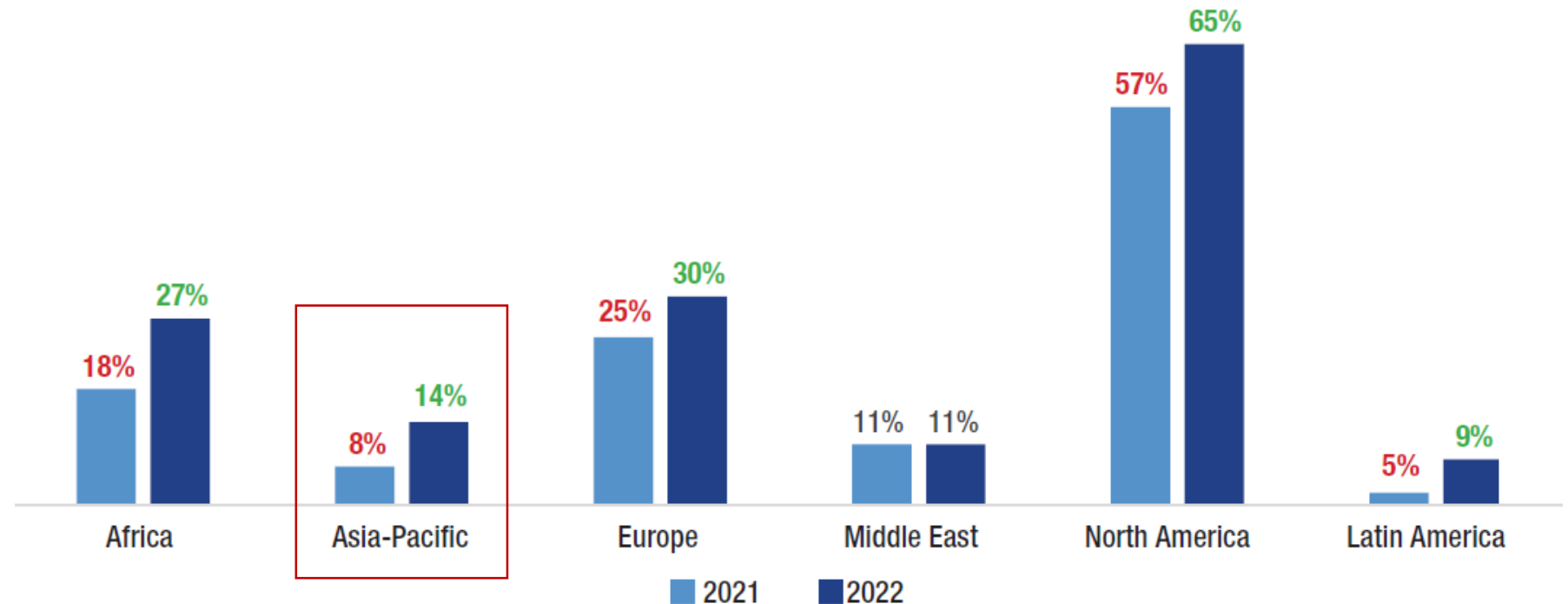


Most Asian travelers still expect some measures at airports



(Published in Nov 2022)

% of respondents who DO NOT expect measures at airports



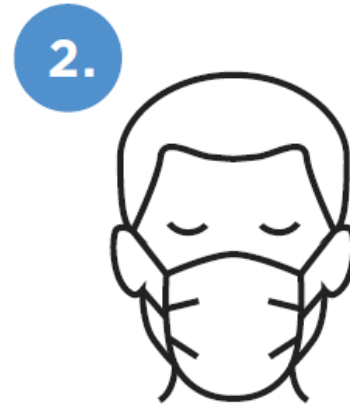
What health measures do passengers expect?

7/10

respondents expecting safety measures at the airport believe that these measures should remain in the long term.



Enhance cleaning

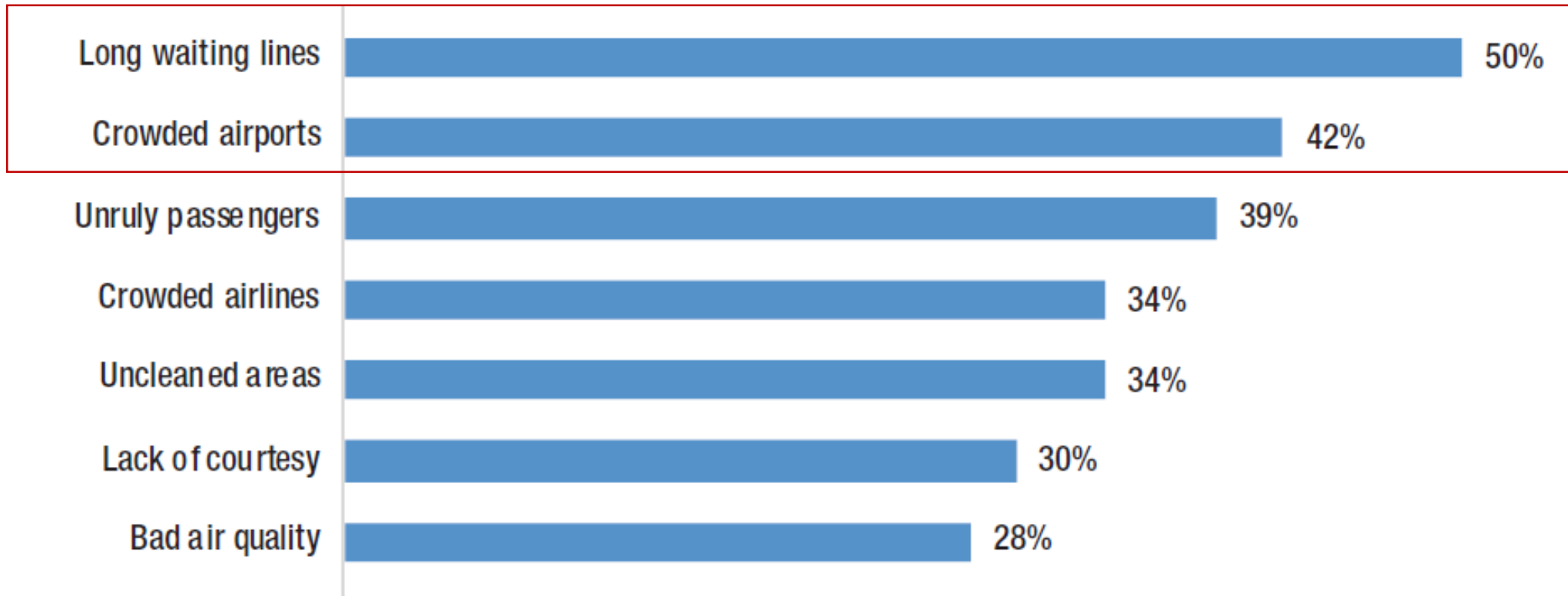


Face mask by staff & pax



Hand-sanitizing stations

Sources of concern or anxiety about travelling



*Based on 2022 ASQ Global Traveller Survey

Contactless process to provide reassurance to passengers



Self-service Check-in



Self-service Bag Drop



Baggage Reclaim Tracking



Walk-through Security



Automated Border Control



AI & robotics

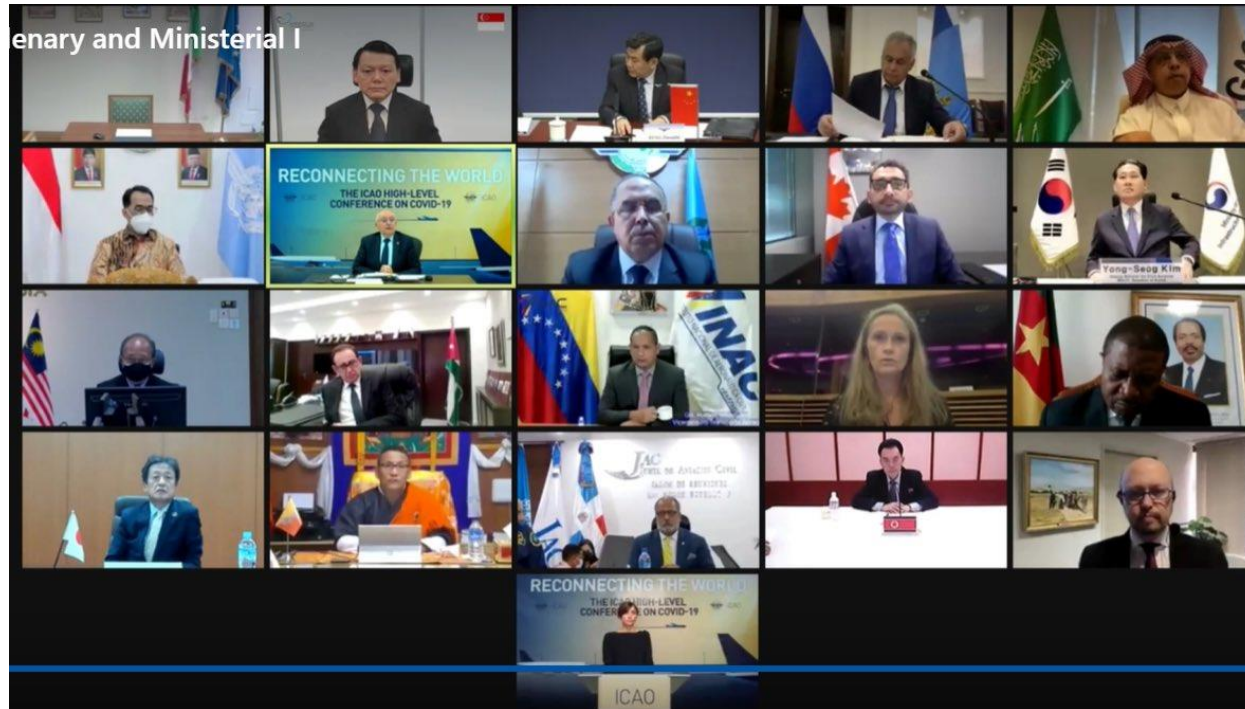


Wayfinding & Virtual Queueing

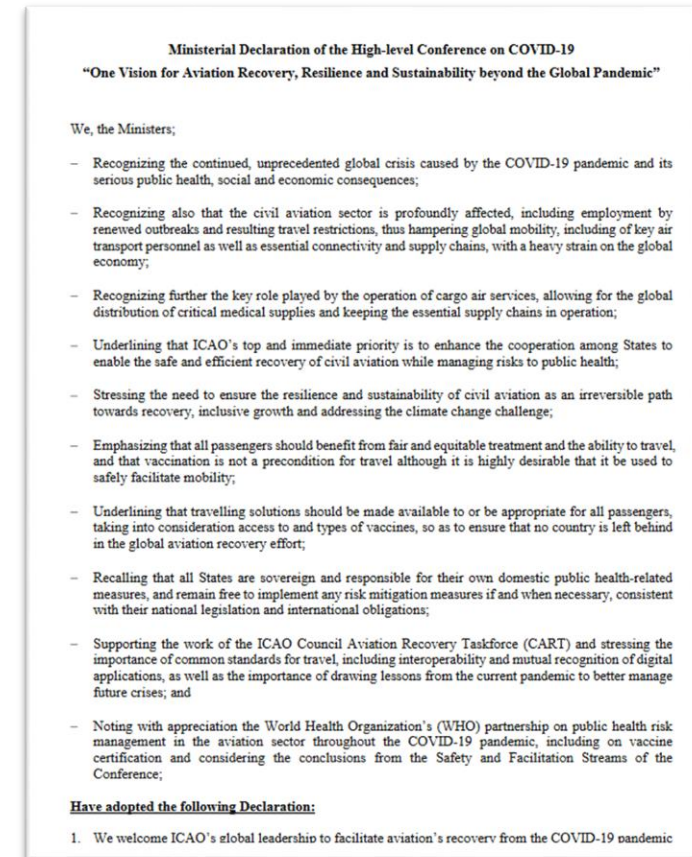
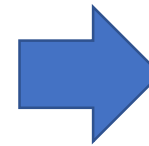


Automated Boarding

Global ministers identified key areas to overcome COVID and future public health crises



ICAO High-level Conference on COVID-19 (HLCC 2021)



Ministerial Declaration (Nov 2021)

Considerations for policy makers to manage future pandemic



Travel restriction

Scientific and risk-based approach in accordance with ICAO & WHO



Health document check for travel

Interoperable and globally recognised digital solution (e.g. ICAO VDS)
Simplified health documents **check** at airports



Health measures at airports

Balanced approach between operations and health
Off-airport to avoid congestion and congregation if possible

Cross-disciplinary cooperation is becoming more important



The meeting is invited to:

- Note the ACI's initiatives introduced during COVID to help airports implement CART
- Consider the proposed suggestions to better prepare for future public health crises, such as:
 - universally accepted digital solution for health document check
 - Balanced approach for health measures at airports

THE VOICE OF ASIA-PACIFIC AIRPORTS



Mr. Gary Leung (Manager – Security and Facilitation)

E gary@aci-asiapac.aero

T +852 2989 8008



@ACIAPAC



@Airports Council International – ACI Asia-Pacific