

Airport Preparedness for the Next International Health Events

ICAO 18th CAPSCA-
AP Meeting
20-21 Aug 2026



ACI membership

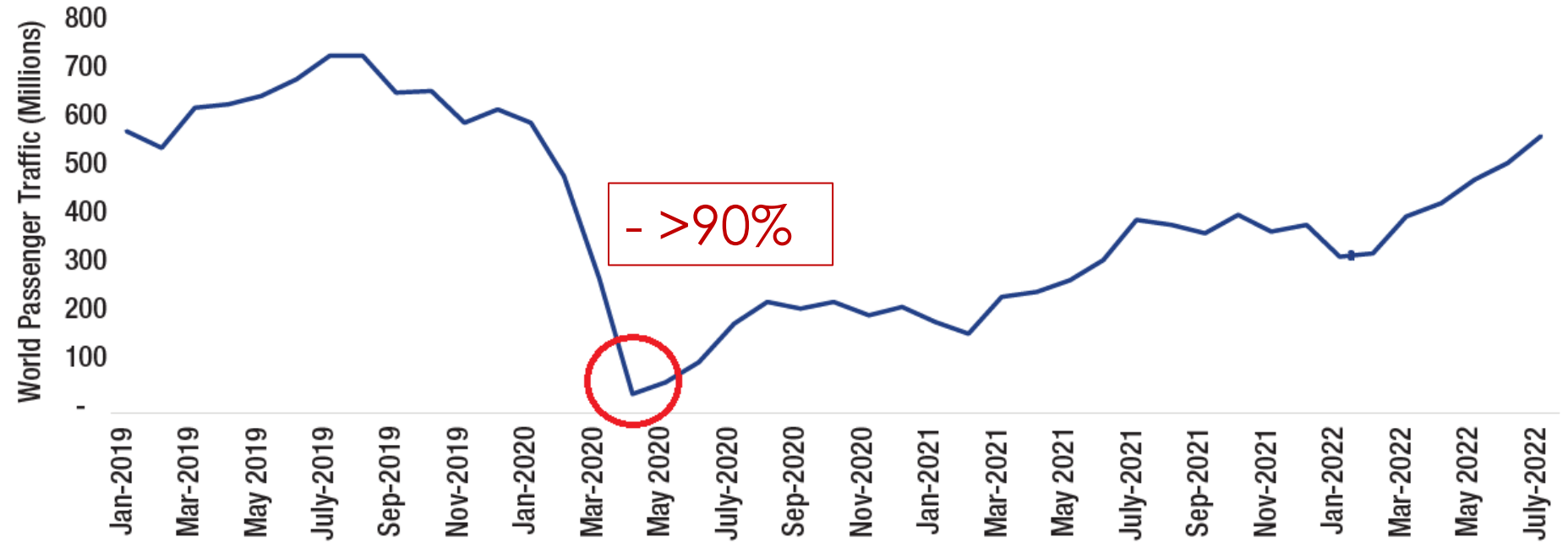


~720 members

~2,000 airports

~180 countries and territories

Looking back at the time when COVID started



Recognized leadership by ICAO & WHO during COVID



Health measures were introduced at airports at COVID peak



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

Some travel-related measures led to operational challenges during initial recovery



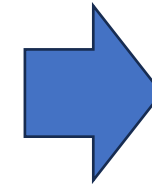
Health documents checks prior to boarding (e.g. vaccination)



Onsite COVID test (e.g. arrival testing)



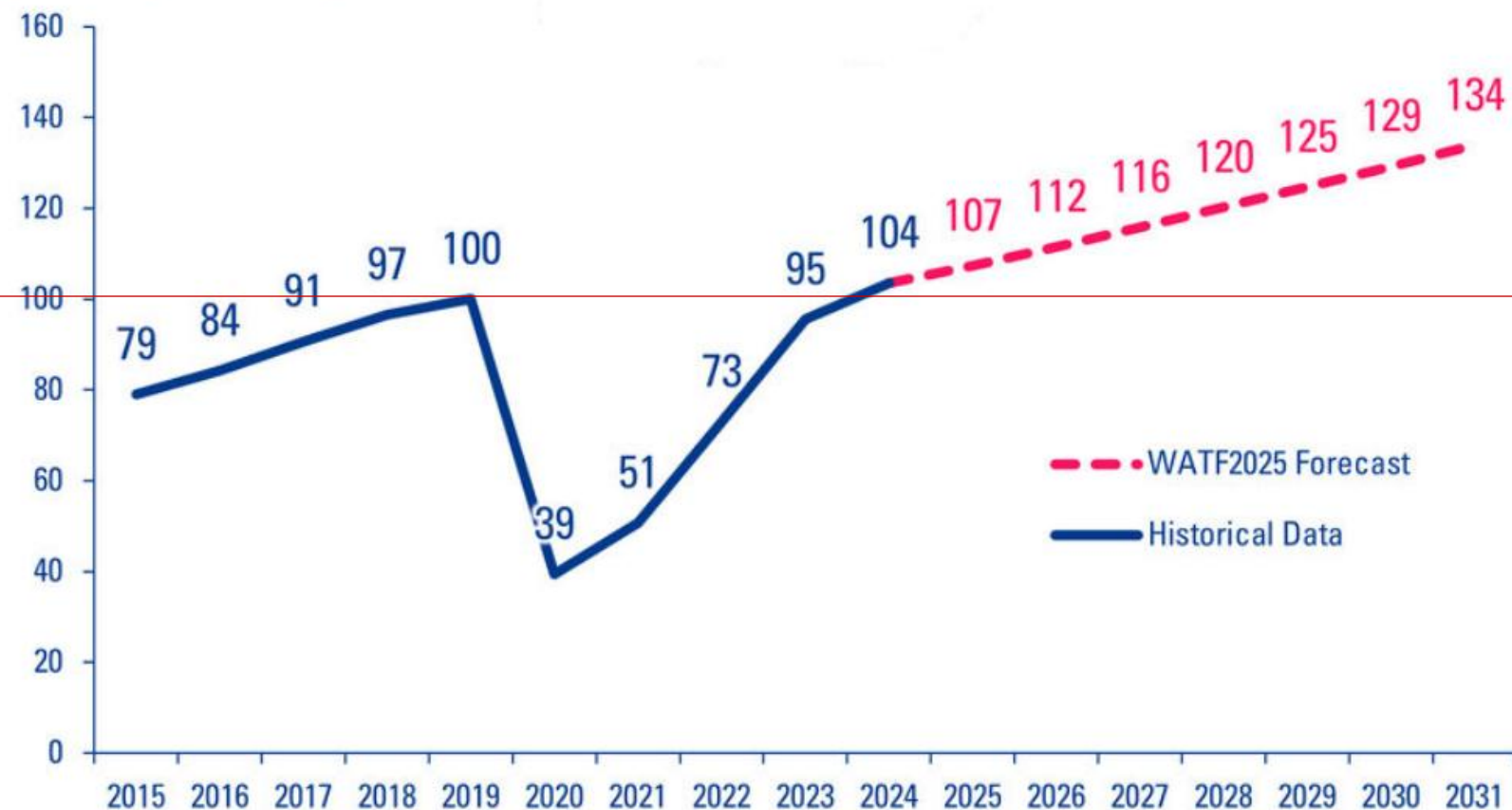
Quarantine arrangement (e.g. quarantine for arrival pax)



Passenger traffic have well suppressed pre-COVID level

Medium-Term Global Total Passenger Traffic Forecast

(indexed, 2019 = 100)



2019 traffic level

APAC becoming the main driver of global traffic growth

2025 busiest airports by international passenger traffic*

Rank	Airport		2025 International Passengers (M)
1	DXB, Dubai		95 M
2	LHR, UK		80 M
3	ICN, Korea Republic		74 M
4	SIN, Singapore		69 M
5	AMS, Netherlands		69 M
6	IST, Turkey		67 M
7	CDG, France		66 M
8	HKG, Hong Kong, China		61 M
9	FRA, Germany		58 M
10	DOH, Qatar		54 M
11	MAD, Spain		51 M
12	BKK, Thailand		50 M
13	TPE, Taiwan		48 M
14	KUL, Malaysia		45 M
15	BCN, Spain		43 M

*Based on ACI Traffic Data

Some fundamental changes since the COVID pandemic

- Passengers' expectation of airports
- Airport's readiness to public health emergency

Air passenger profiles are changing in recent years



More **young leisure traveler**

(growing demand for travel for teenage & young adult group)



More **bleisure traveler**

(combining business & leisure travel)



More **flexi-traveler**

(demand for flexibility in schedule & ticket option)



More **premium-seeking traveler**

(opting for luxurious experiences & premium comfort)

Evolving factors that drive passenger satisfaction in airports

Latest top 5 key drivers of satisfaction



Ambience



Cleanliness



Waiting time and ease of making to flight (Processing)



Health safety



Terminal signage

Newly added focus on “health & hygiene” in ACI ASQ awards



ASQ survey questionnaire

- Added survey Qs on cleanliness & hygiene

ASQ award category

- Best airports at departure
- Best airports at arrivals
- Best airports (most dedicated staff)
- Best airports (easiest airport journey)
- Best airports (most enjoyable airport)
- **Best airports (cleanest airport)***

*added in 2023 as a new category

Some award winners of “cleanest airport” in 2025



北京大兴国际机场
Beijing Daxing International Airport



海口美兰国际机场
HAIKOU MEILAN INTERNATIONAL AIRPORT



Incheon Airport



CHANGI
airport singapore

**Soekarno-Hatta
International Airport**
by InJourney Airports

*these are examples only. There are other winners in this category

Some fundamental changes since the COVID pandemic

- Passengers' expectation of airports
- Airport's readiness to public health emergency 

Examples of improvement at airport level



Physical measures

- Temperature screening
- Regular cleaning & disinfection routines
- Sanitizer & PPE availability



Infrastructure & facilities

- Isolation & triage areas(activate on demand)
- Flexible terminal layout for PH emergency
- Equipment readiness (stands/testing facilities)



Emergency planning

- PH integrated into airport-wide BCP/emergency planning
- PH scenarios included in exercises/simulations
- Swift from prevention→ resilience

Examples of improvement at airport level



Governance & accountability

- Dedicated PH & Safety committee (or integrated in SMS)
- Documented roles & responsibilities on PH events



Stakeholder cooperation

- Cross-agency coordination (e.g. health authority, airlines, hospitals, medical providers, customs, immigration)
- Regular info exchange channels between stakeholders



Communications to staff & passengers

- Standardized health messaging (signage, announcements)
- Regular info dissemination to staff
- Joint communication protocols between stakeholders

Equipping airports to be ready for the next health crisis



Physical measures



Infrastructure & facilities



Emergency planning



Governance & accountability

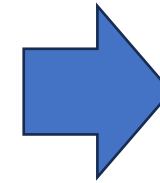


Stakeholder cooperation



Communications to staff & passengers

Recent examples of concern



ACI established an accreditation on public health & safety



- Established in 2022 for airports
- ~70 airports participated*
- Major areas of assessment:
 - Public health programme
 - Corporate oversight
 - Customer experience (health perception)
 - People & communication
 - Coordination – escalation/de-escalation
 - Technology/equipment & material
 - Terminal facilities
 - Continuous improvement

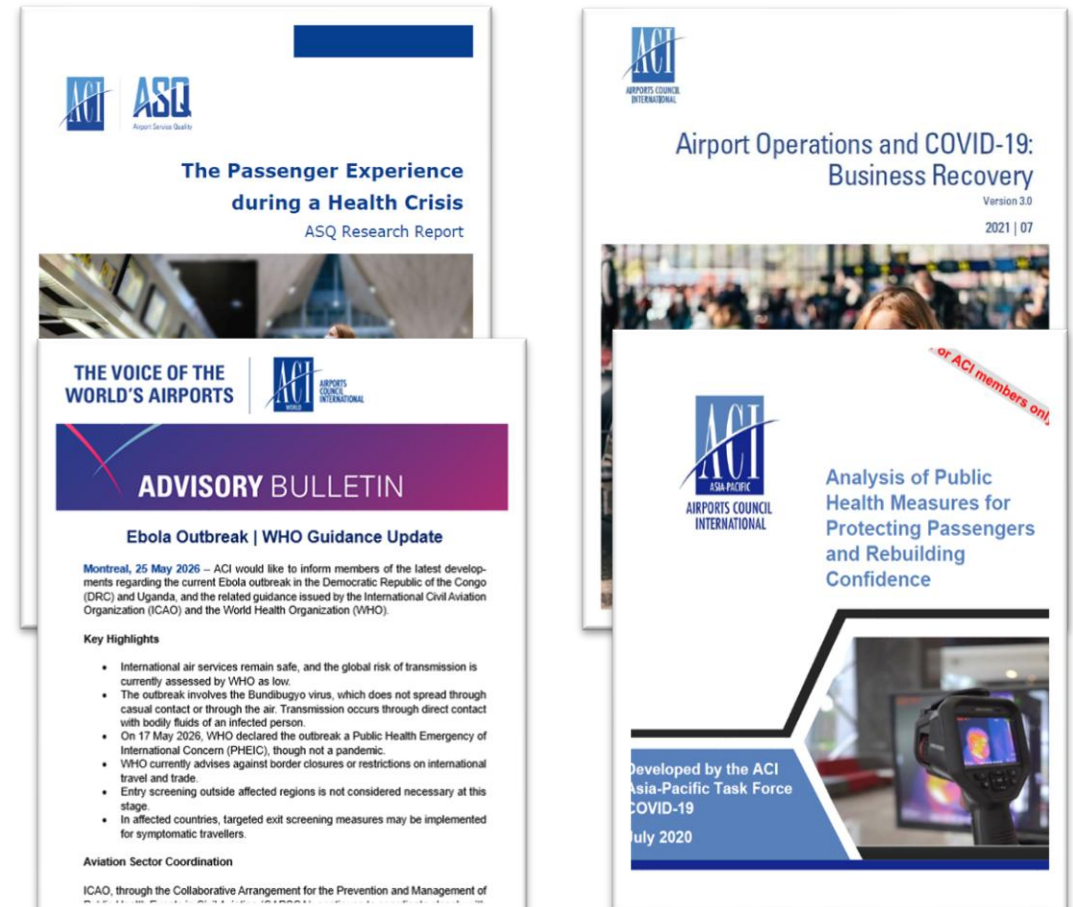
* As of Jun 2026

Other recent initiatives to help airports improve preparedness

ACI webinars



ACI guidance



*Click [HERE](#) for ACI webinars & guidance

But airport is only 1 piece of the puzzle....



Cross-disciplinary cooperation is important

Considerations for policy makers to manage future health events



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

Only if these measures are necessary.....

Importance of CAPSCA by bringing together all stakeholders



CAPSCA-AP is invited to:

- Note the continued efforts by airports to strengthen preparedness for international public health events.
- Ensure a “balanced approach” when implementing any additional health measures at airports, if needed, to minimize impacts on normal operations.
- Encourage your airport operators to use ACI’s tools and initiatives highlighted in this presentation.

THE VOICE OF ASIA-PACIFIC AND MIDDLE EAST AIRPORTS



W

www.aci-asiapac.aero

E

info@aci-asiapac.aero

T

+852 2180 9449



[@ACIAPACMID](https://twitter.com/ACIAPACMID)



[@Airports Council International – ACI Asia-Pacific & Middle East](#)



The Voice of
**Asia-Pacific &
Middle East** Airports