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Symposium on **ACCESSIBILITY**

in International Civil Aviation 2026

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Safety, Security & Dignity: Building a Holistic Facilitation Environment

A Practical and Operational Approach



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The “Magic” Ingredients

ACCESSIBLE EXPERIENCES DEPEND ON THREE SYSTEMS WORKING TOGETHER

Governance

Who does what, why, and to what standards?

Strategy • service levels • procurement
• partnerships • quality assurance

Facility design

Does the environment enable independent and equitable use?

Universal design • infrastructure
• wayfinding • signage • digital touchpoints

Service delivery

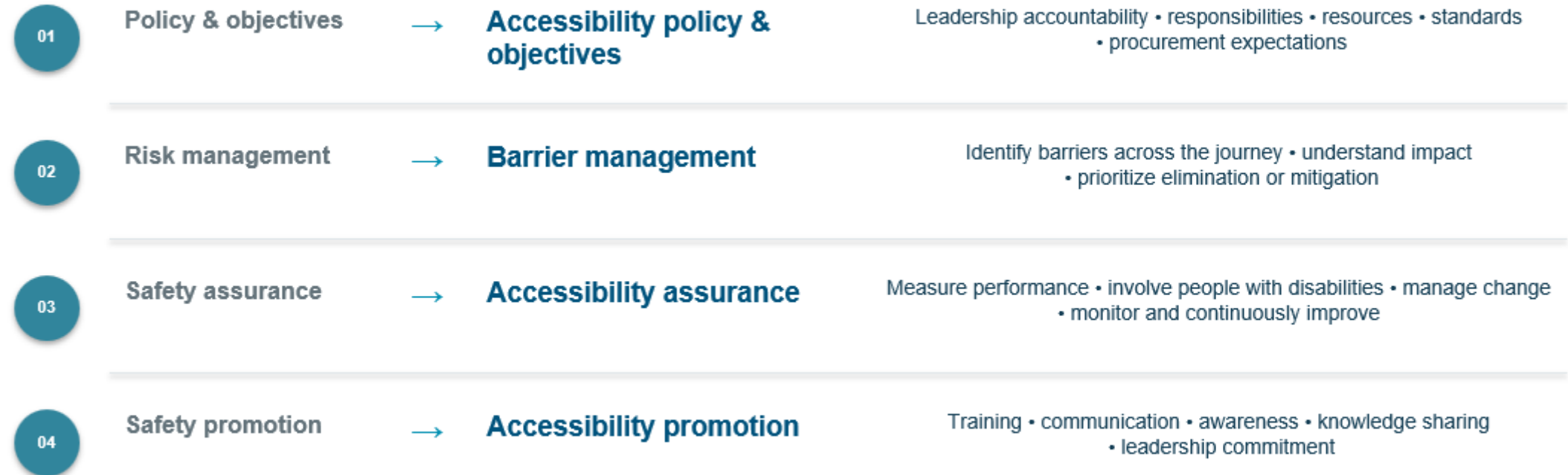
What is offered, and how is it experienced?

People • processes • operational
excellence • personalization
• communication

When one ingredient fails, the passenger experiences the gap.

What can we take from the world of aviation safety?

ANNEX 19 SHOWS HOW A CROSS-CUTTING PRIORITY CAN BECOME PART OF HOW AVIATION IS MANAGED



**Safety became embedded when aviation moved from individual actions to a structured management system.
Accessibility can follow the same path.**

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