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

CAPSCA EUR/MID/10

14-15 Feb 2023

What is ACI?

- Association of airports

- Worldwide membership: >1900 airports

- Asia-Pacific membership: 618 airports from 46 countries/territories*

ACI World:
Montreal, Canada

ACI Europe:
Brussels, Belgium

ACI North America:
Washington DC, USA

ACI Asia-Pacific:
Hong Kong

ACI Latin America-
Caribbean: Panamá

ACI Africa:
Casablanca, Morocco

The Voice of
Asia-Pacific
Airports

Table of content

1) Airports' responses and challenges during COVID-19

2) Post-COVID expectations towards airports

3) Lessons learnt for future pandemic

The Voice of
Asia-Pacific
Airports

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
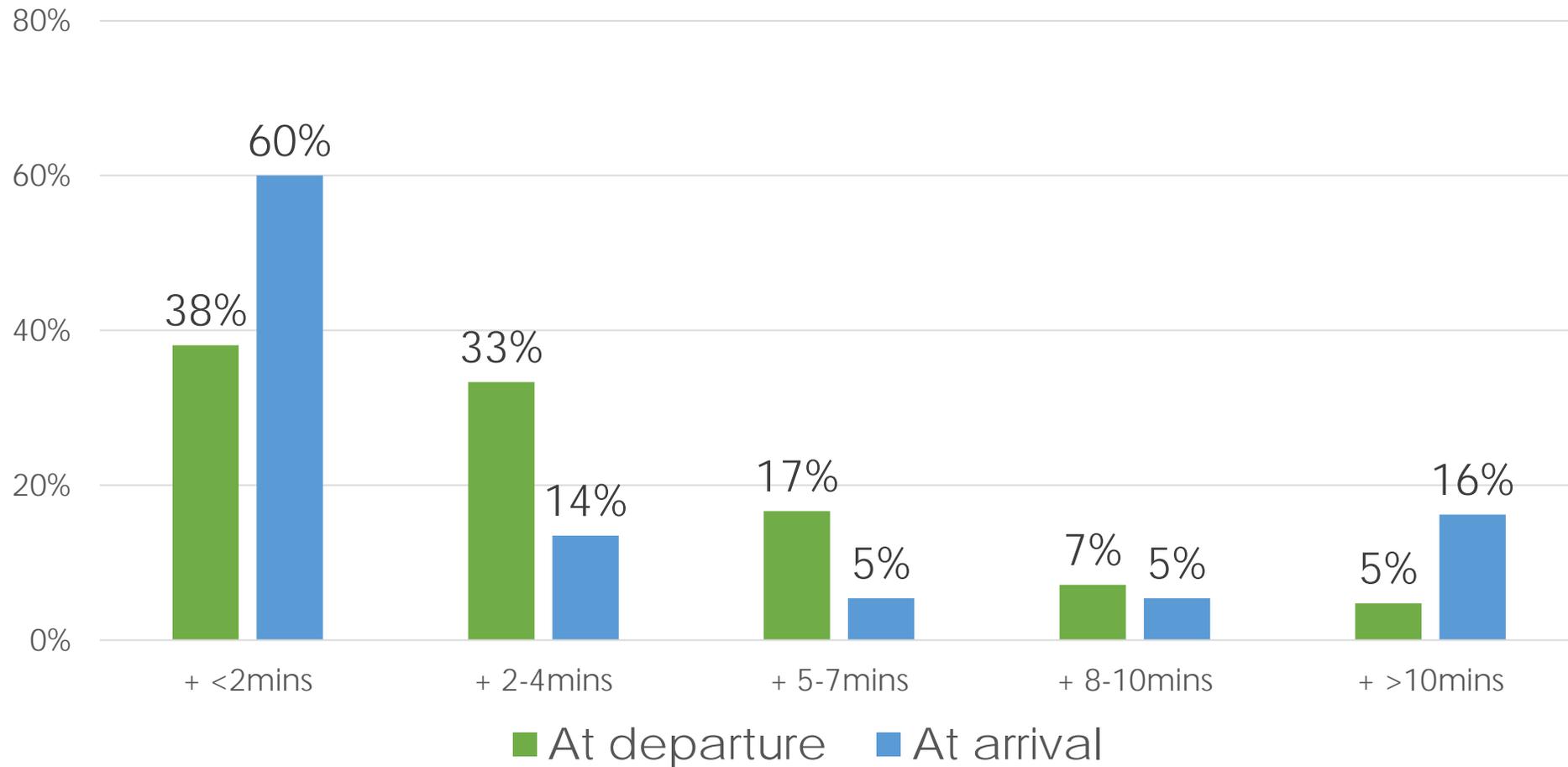

Mandatory use of mask by pax

Health declaration

The Voice of
Asia-Pacific
Airports

Health document checks leads to extra processing time of passengers

The Voice of
Asia-Pacific
Airports

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

Chart: Extra processing time per passenger for health doc check

Extra time	At departure	At arrival
+ <2mins	38%	60%
+ 2-4mins	33%	14%
+ 5-7mins	17%	5%
+ 8-10mins	7%	5%
+ >10mins	5%	16%

■ At departure ■ At arrival

*based on ACI survey conducted in Apr 2022 with responses from 46 airports in APAC + MID

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
- 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 across the world

The Washington Post
South Korea reopens to tourists without quarantine

Fortune
More Southeast Asian countries open borders for quarantine-free travel, to help recover millions of jobs lost to COVID-19

The PIE News
Malaysia to re-open border to international travellers

The New York Times
Australia Reopens to International Travelers

CNN
New Zealand announces plans to reopen to the world

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
Saudi Arabia lifts all Covid-19 travel restrictions

The Diplomat
Indonesia Lifts Quarantine Requirements for International ...

Bloomberg.com
Thailand Eases Rules for Tourists as Global Travel Revives

South China Morning Post
Singapore to open travel corridors with 8 'living with Covid' nations

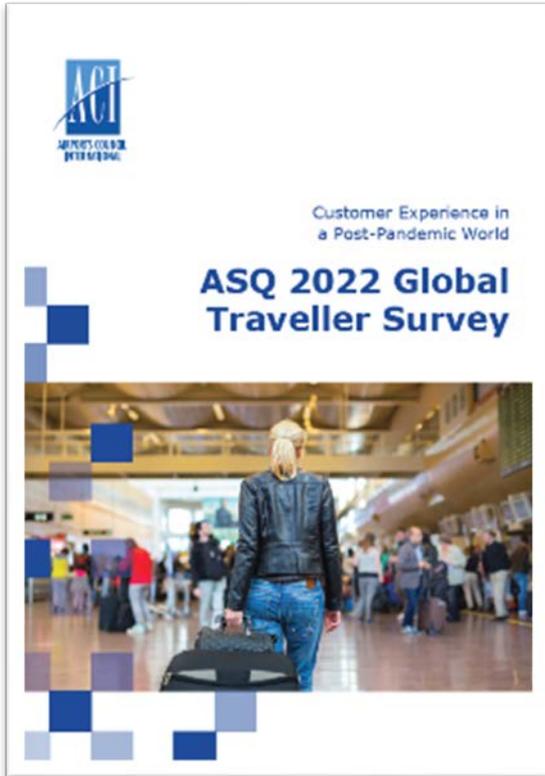**Travel Off Path**
India Opens For Tourism Allowing International Flights and ...

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...
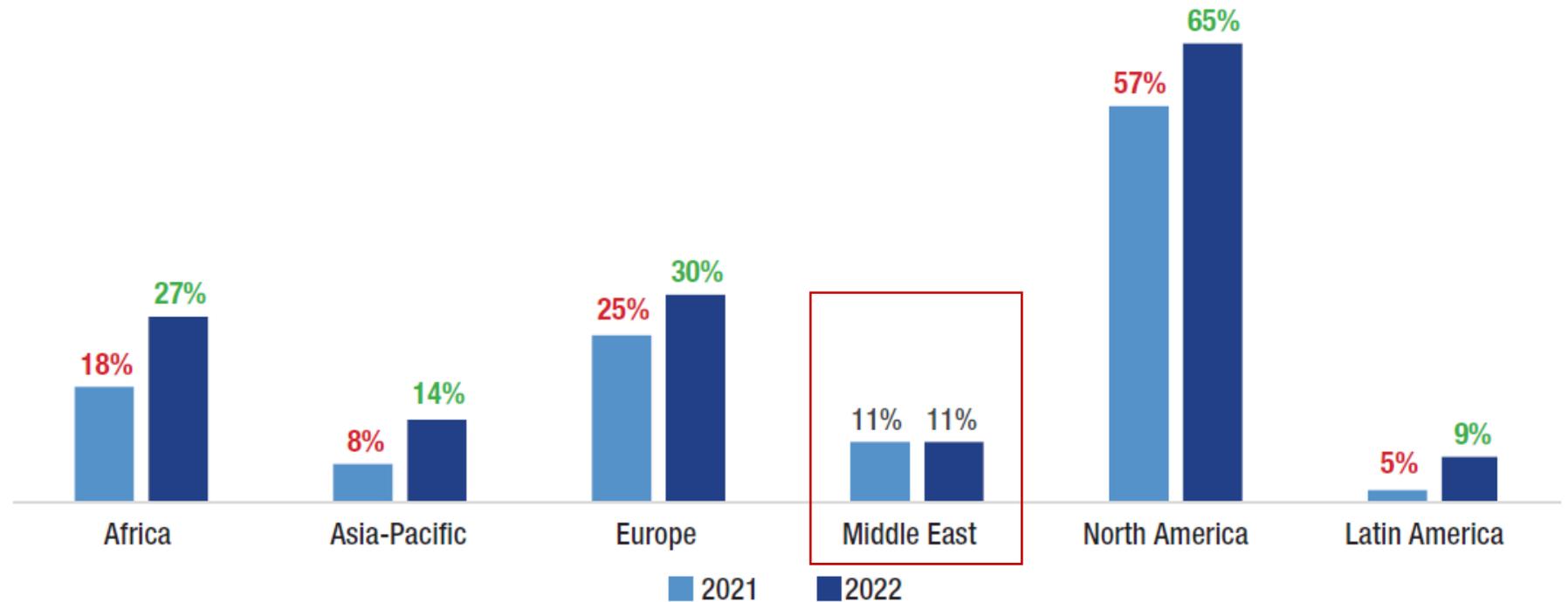1 month ago

New expectations from travellers post-COVID

Health

Nature

Domestic travel

Seamless Journey

New Premium

(Re) Discovery

The Voice of **Asia-Pacific** Airports

Most MID travelers still expect some measures at airports

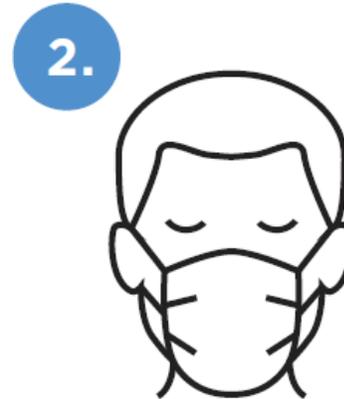

% of respondents who DO NOT expect measures at airports

Africa: 18% (2021), 27% (2022)
Asia-Pacific: 8% (2021), 14% (2022)
Europe: 25% (2021), 30% (2022)
Middle East: 11% (2021), 11% (2022)
North America: 57% (2021), 65% (2022)
Latin America: 5% (2021), 9% (2022)

■ 2021 ■ 2022

ASQ 2022 Global Traveller Survey
Customer Experience in a Post-Pandemic World

(Published in Nov 2022)

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.
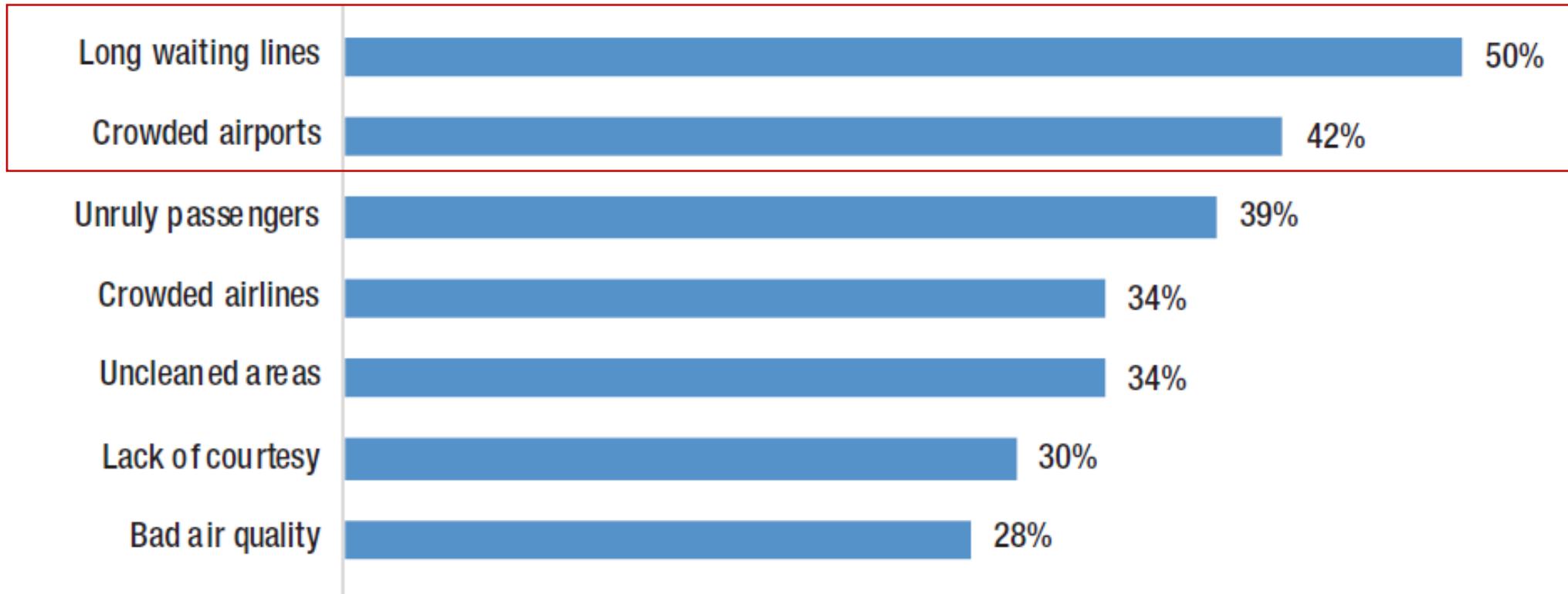
1. Enhance cleaning

2. Face mask by staff & pax

3. Hand-sanitizing stations

Sources of concern or anxiety about travelling

Source	Percentage
Long waiting lines	50%
Crowded airports	42%
Unruly passengers	39%
Crowded airlines	34%
Uncleaned areas	34%
Lack of courtesy	30%
Bad air quality	28%

*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

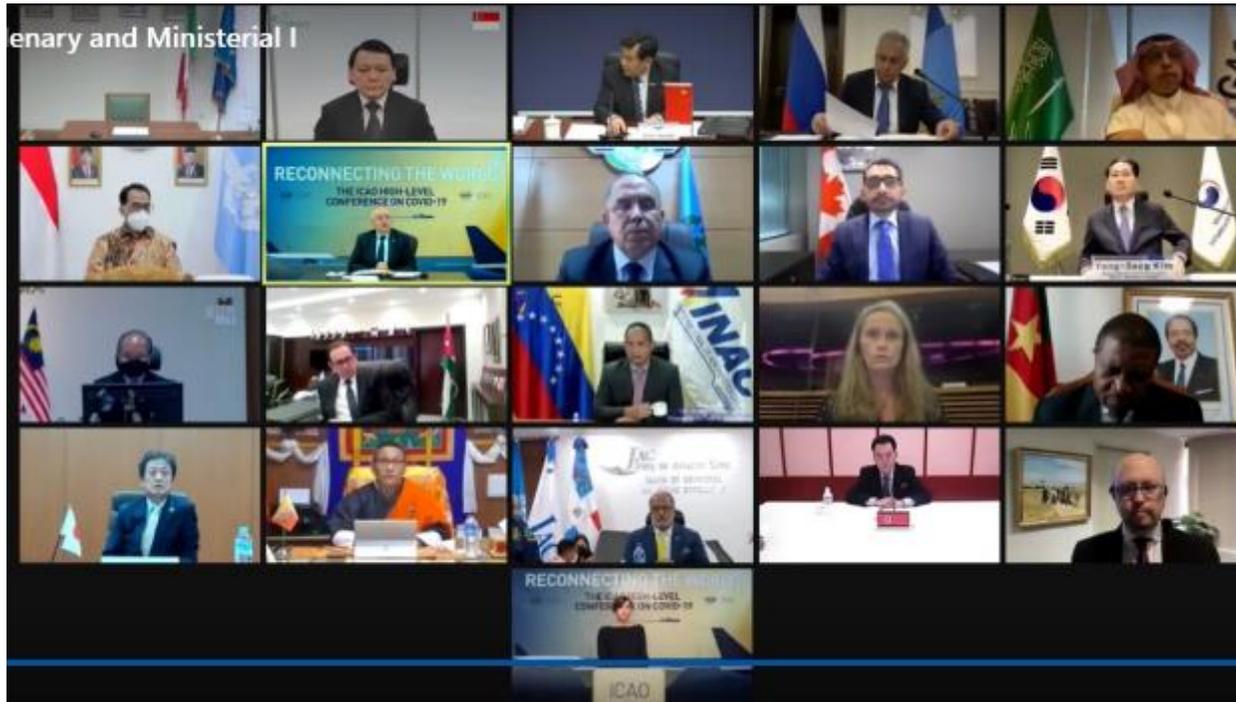Automated Border Control

AI & robotics
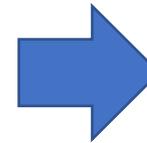

Wayfinding & Virtual Queueing

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 of the High-level Conference on COVID-19
"One Vision for Aviation Recovery, Resilience and Sustainability beyond the Global Pandemic"

We, the Ministers;

– Recognizing the continued, unprecedented global crisis caused by the COVID-19 pandemic and its serious public health, social and economic consequences;

– Recognizing also that the civil aviation sector is profoundly affected, including employment by renewed outbreaks and resulting travel restrictions, thus hampering global mobility, including of key air transport personnel as well as essential connectivity and supply chains, with a heavy strain on the global economy;

– Recognizing further the key role played by the operation of cargo air services, allowing for the global distribution of critical medical supplies and keeping the essential supply chains in operation;

– Underlining that ICAO's top and immediate priority is to enhance the cooperation among States to enable the safe and efficient recovery of civil aviation while managing risks to public health;

– Stressing the need to ensure the resilience and sustainability of civil aviation as an irreversible path towards recovery, inclusive growth and addressing the climate change challenge;

– Emphasizing that all passengers should benefit from fair and equitable treatment and the ability to travel, and that vaccination is not a precondition for travel although it is highly desirable that it be used to safely facilitate mobility;

– Underlining that travelling solutions should be made available to or be appropriate for all passengers, taking into consideration access to and types of vaccines, so as to ensure that no country is left behind in the global aviation recovery effort;

– Recalling that all States are sovereign and responsible for their own domestic public health-related measures, and remain free to implement any risk mitigation measures if and when necessary, consistent with their national legislation and international obligations;

– Supporting the work of the ICAO Council Aviation Recovery Taskforce (CART) and stressing the importance of common standards for travel, including interoperability and mutual recognition of digital applications, as well as the importance of drawing lessons from the current pandemic to better manage future crises; and

– Noting with appreciation the World Health Organization's (WHO) partnership on public health risk management in the aviation sector throughout the COVID-19 pandemic, including on vaccine certification and considering the conclusions from the Safety and Facilitation Streams of the Conference;

Have adopted the following Declaration:

1. We welcome ICAO's global leadership to facilitate aviation's recovery from the COVID-19 pandemic

Ministerial Declaration (Nov 2021)

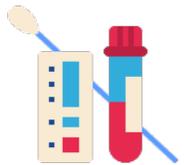# Considerations for policy makers to manage future pandemic

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**

in   **@Airports Council International – ACI Asia-Pacific**