

**Agenda item 9 - Approval of Resolution recognising the impacts of COVID-19 on the airport industry; health and hygiene measures at airports; and, improving passenger confidence**

The Resolutions were approved by the World Governing Board when it held its virtual meeting on 5 November 2020. They are presented to the Assembly for approval.

**Action by the General Assembly**

The General Assembly is invited to approve the four Resolutions, as follows:

**RESOLUTION No. 2**

**The Thirtieth ACI World Annual General Assembly:**

*Noting that* aviation has been a major catalyst in supporting growth in other industries, such as tourism, and is essential to the social and economic welfare across the world;

*Noting that* the COVID-19 pandemic has had a devastating economic and social impact on aviation and airports;

*Recognizing that* health authorities have primary responsibility for additional health measures including testing and quarantine where they deem it to be necessary;

*Noting that* in order to help industry recovery and restore passenger confidence, airports need to implement the highest standards of health and hygiene;

*Recalling that* the International Civil Aviation Organization (ICAO) created the Council Aviation Recovery Task Force (CART), has developed common policies and specific measures to reduce the health risk to passengers and aviation workers, and that ACI was a core member of that Task Force;

*Noting that* ACI has implemented the Airport Health Accreditation program, supported by ICAO, to encourage adoption of the ICAO guidelines and help to restore passenger confidence in travel;

*Noting* that ACI has deployed new ASQ Departure survey airport hygiene questions and launched an ASQ Global Traveller survey to better monitor passengers' expectations and improve passenger confidence;

*Noting* that ACI and its members have developed tools, such as Check and Fly, to support the sharing of information regarding the measures in place at airports; and,

*Recognizing* that passengers are demanding touchless, hygienic processes and a safe experience at airports

**The General Assembly resolves to support recovery by:**

- a) Urging airports to implement best practices for the accommodation of health measures in accordance with global and regional guidance, based on the ICAO supported ACI Airport Health Accreditation;
- b) Supporting ACI's efforts to encourage State regulators to recognise Airport Health Accreditation as part of a risk-based layered approach to lifting quarantine restrictions and travel bans;
- c) Encouraging airports and States to enter into bilateral arrangements as a short-term means to alleviate quarantine restrictions;
- d) Working with international, national, and regional health authorities to develop consistent and effective protocols for prospective travellers, which may include testing, ensuring that measures are simple, practical and based on medical evidence;
- e) Encouraging States to recognise equivalency of measures and take a risk-based approach to travel restrictions and new process requirements;
- f) Encouraging airports to use passenger feedback data available through ACI ASQ surveys to best adapt to passengers' expectations and improve confidence;
- g) Coordinating and collaborating with regulators on the development and implementation of best practices to incorporate short and long-term requirements for health and hygiene, and amended passenger processes to facilitate the return to normal operation;
- h) Communicating changes and requirements clearly to manage the expectations of passengers, build consumer confidence, minimise the impact on customer experience and ensure efficient operation;



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- i) Urging airports to continue to share information about their experiences of implementing health measures with ACI to foster a process of continuous improvement; and,
- j) Urging ACI to continue to publish best practices and guidance regarding testing, health measures and innovation to assist with industry recovery.

END