RESOLUTION #1

Support airport industry alignment on health and hygiene measures; and, encourage airports to gather feedback from passengers to improve travellers' confidence and experience

The Thirty-first ACI World Annual General Assembly:

Recognizing the aviation industry needs to encourage alignment in terms of airport health and safety deployed measures;

Recognizing the value and benefits of the International Civil Aviation Organization (ICAO) Aviation Restart Task Force (CART) Take-Off Guidance recommendations;

Noting the value of the ACI Airport Health Accreditation (AHA) programme, supported by ICAO, to encourage adoption of ICAO guidelines;

Noting the importance for airports of collecting feedback and information from its passengers during their time at the airport;

Noting that passengers' expectations have changed and that travellers need to be informed and their confidence in travel restored; and,

Noting the value of the ACI Airport Service Quality (ASQ) passenger survey tools and their enhancements to best identify changes in travellers' expectations and key drivers of satisfaction.

Resolves **that the General Assembly:**

a. Encourages airports and regulators to align health related measures within the industry;
b. Encourages airports and regulators to continue supporting and using the ACI AHA programme based on ICAO recommendations;
c. Supports coordination and collaboration between airports, aviation stakeholders, and regulators to continue adapting to the evolving health requirements in ways to protect the travelling public and maintaining efficient airport related processes and general operations;
d. Encourages airports to survey their passengers and collect information to better understand the changing needs of their passengers and enhance their confidence in travel;
e. Encourages ACI members to continue deploying enhanced ASQ survey tools and support services to better understand and adapt to changing expectations from passengers; and,
f. Supports efforts to continue developing guidance, tools and best practice to support airports and regulators in delivering a strong recovery of the industry.

END