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WHITEPAPER

Gatwick's new technology has a **99.9 per cent microbe disinfection rate**

Abhi Chacko, Head of Innovation and Commercial IT Services at London Gatwick Airport, discusses how deploying UV treatment of security trays will help restore consumer confidence.

INNOVATION is thriving in the COVID-19 world, from the fast-track development of vaccines and treatments to the implementation of new ways of living and working that protect against the onward spread of the virus.

Airports are no exception and, by going above and beyond standard health guidelines, airports can give passengers extra reassurance and help restore consumer confidence in flying. This is particularly important as we look likely to be living with – and be conscious of – viruses for some time to come, even with vaccines and new treatments in place.

Anti-viral systems

Like other airports, Gatwick deployed a range of anti-viral systems across passenger and staff-facing areas, including spraying security trays; a high-touchpoint where there is a recognised risk of passing on infection.

The established spray coating protection dissipates over time however, so Gatwick trialled a new system that treats every tray just before every passenger or staff member uses it – ensuring maximum protection and a reduced risk of passing on infection.



Ultra-violet technology

Smith's Detection Ultraviolet (UV) Light Upgrade Kits reduce the transmission of bacteria and viruses by automatically disinfecting checkpoint trays when they pass through a covered 'UV-tunnel' fixed underneath the hand luggage screening system.

The ultraviolet germicidal irradiation used in the process has been deployed in disinfection applications for over 100 years, often in medical sanitation and sterile work facilities with high-hygiene requirements.

Gatwick leveraged this technology for tray disinfection, with low pressure mercury bulbs emitting short wavelength ultraviolet C light to kill or

inactivate microorganisms by disrupting their DNA or RNA, leaving them unable to perform vital cellular functions. Boston University recently validated the effectiveness of UV lamps in killing COVID-19.

The kits are also safely shielded from any UV leakage using robust metal housing and by closely following relevant safety standards and – following a one month trial on a single security lane in July 2020 and laboratory tests demonstrating a 99.9 per cent microbe disinfection rate – the new system was rolled out on eight lanes, six for passengers and two for staff, in Gatwick's North Terminal at the end of September 2020. ➤

“

...by going above and beyond standard health guidelines, airports can give passengers extra reassurance and help restore consumer confidence in flying”



Results from the trial also showed the system to be extremely reliable, providing a high degree of reassurance – as every passenger can now use a tray that has just been disinfected – and that the system did not slow down that security screening process.

Responding to COVID-19

Other health measures in place at Gatwick include: The frequent, enhanced deep cleaning of common-use surfaces throughout the airport; the installation of approximately 500 perspex screens; social distancing procedures at check in, security, gate rooms, seating in departure halls and in restaurants, bars and shops; ample, well signposted hand washing facilities; and around 200 sanitising stations.



ABHI CHACKO

Chacko is Head of Innovation and Commercial IT Services at Gatwick Airport, and is accountable for providing IT services to airlines, ground handlers and airport tenants, as well as for driving tech-led innovation for the campus. With more than 20 years of experience, he has led several industry-first initiatives at Gatwick, such as the award-winning Airport Community App, machine learning for predicting flight departure times, airport chatbots and a beacon-based indoor navigation system.

More information

London Gatwick Airport has also trialled a new ECAC EDS CB C3 approved computed tomography cabin baggage screening system; enhancing the passenger journey. CT technology offers a number of advantages to security screening processes at airports, including minimising the time passengers spend in line with other travellers and decreasing the level of contact between passengers, screeners and surfaces, such as trays.

Allowing liquids and laptops to be left in bags during screening, the HI-SCAN 6040 CTIX not only increases operational efficiency and passenger throughput, but also reduces the number of touchpoints and, therefore, the risk of virus transmission.

The data richness of volumetric CT technology enables the systems to make very precise decisions about baggage contents and, as a result, the best can deliver a false alarm rate as low as five per cent. This will be fundamental to reducing the number of secondary screenings – requiring close interaction of screeners with passengers and their belongings – and will further increase passenger throughput, which will positively impact personal space.

All passengers are also advised to bring and wear their own face covering throughout the airport.

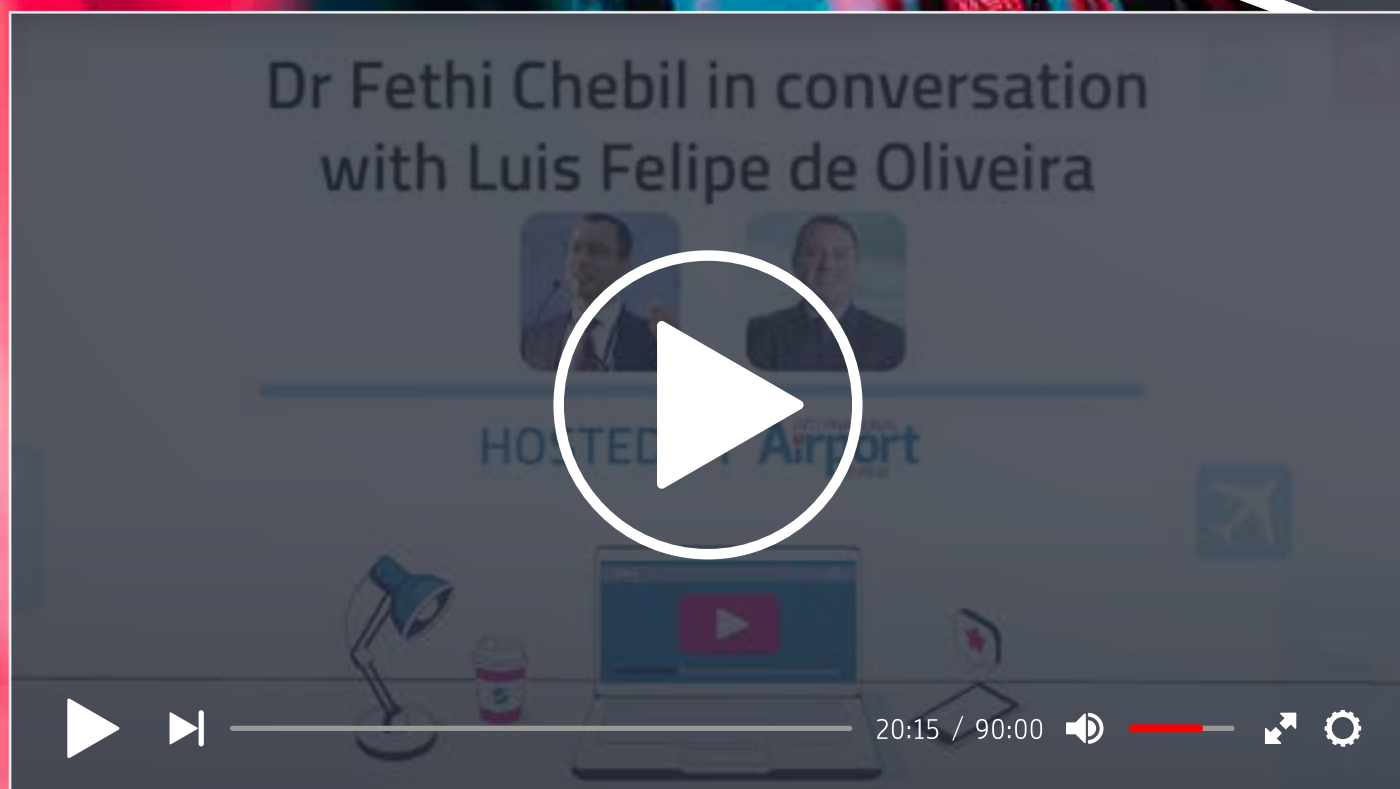
The introduction of the UV-C kits demonstrates Gatwick's interest in ensuring the highest standard of care for passengers and staff in response to COVID-19. As an airport, it is important that we continue to explore innovative health solutions like this that reduce the spread of coronaviruses and other infections, not least to restore consumer confidence, which will be vital for our industry's recovery going forward. ✕



AN INTERVIEW WITH...

Luis Felipe de Oliveira, Director General of ACI World

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The **function** of an airport will need to **change**

To many, airports are seen as a gateway – just part of the process of getting from A to B. However, the amenities they host have the potential to generate income, not just from passengers, but also from those living in the local area. In the wake of COVID-19, do owners and operators need to re-evaluate their priorities to consider how they can generate more revenue landside? *Cristobal Correa*, Associate Principal at Buro Happold, gives his view.



TO MOST PEOPLE, the function of an airport is simple and singular – it's where you go when you want to travel over a long distance quickly. In reality however, we use them for so much more. Airports provide vast spaces which accommodate abundant amenities; dozens of restaurants and retail outlets which provide a comfortable setting for travellers in and out of the country. Many airports pride themselves on being the first and last thing someone sees in a city or country and strive to

create the best possible impression. Currently, the bulk of this is located airside. However, to maximise benefits, there is a strong case to also target those who are landside.

What operators should be looking at more and more isn't just how to impress tourists, but how to draw in local people for the same experience. The function of airports is no longer singular – and the need for operators to find other sources of income has been accelerated considerably in recent months. ►►



CRISTOBAL CORREA

Correa is a principal in Buro Happold's New York office with over 20 years of experience. Throughout his career he has been at the forefront of innovative design in structural engineering. Correa has led the design of tension structures, facades, art installations, long-span structures, stadiums and temporary buildings, as well as more traditional buildings of concrete and steel. He is also the Director of Technology and Professor at the Pratt Institute school of Graduate Architecture and Urban Design (GAUD).

The impact of COVID-19

Every industry, to different extents, is having to adapt to survive as a result of the COVID-19 pandemic, but there are few that have been hit as hard as aviation. Airports across the world have closed their doors, resulting in significant redundancies for those in the industry – with over 350,000 job losses reported worldwide so far.

Even as we attempt to return to some semblance of normality, the long-term effects of coronavirus are going to make many unwilling to travel, and leave others lacking the resources to do so. A summer of travel has already been disrupted and, for many passengers, post-pandemic trips are on the back burner. Without these passengers, airports must find a way to stay afloat, continue operating and work through the current crisis.

Offsetting revenue declines

For airport owners and operators, this presents an extreme problem as they attempt to make their businesses viable. Overall, the concept of readjusting focus to offset a drop in revenue is something which airports had already begun to consider before the pandemic hit – though this has certainly made the need more urgent. For example, driverless car technology and increased environmental awareness are both likely to reduce the number of cars travelling

to airports and, therefore, reduce parking revenue – traditionally a substantial revenue stream for airports.

To offset these drops, some of the newer airports have been designed to draw in additional custom from the local community – a solution which, with coronavirus likely to affect the industry for the medium term at least, I believe more operators will look to mimic. The overall concept is this: For years, airports have been places designed to help people reach their destination. Now, they will evolve to become destinations in their own right.

Becoming a destination instead of a gateway

Airports themselves will need to play a greater role in providing a source of income beyond air travel. The design of new facilities and the redesign of old will continue to change to accommodate that – considering how they can create new revenue streams which attract landside visitors.

The basic design concept is reasonably straightforward. Large, open plan recreational areas located landside and designed as places local people want to visit – essentially competing with other attractions in the area. Retail is obviously a large component of this. As it stands, in most airports, retail is constrained to the group of travellers who have gone through security, but this change would make it and other amenities accessible to everyone.



Jewel at Changi Airport

At Buro Happold, we've recently worked on one of the earliest examples of this – the Jewel development at Singapore Changi Airport (SIN), which opened its doors in 2019 and was designed by Safdie Architects. A new structure in the centre of the airport, located between existing terminals on the site of a former open-air car park, Jewel features landside retail, accommodation and leisure facilities, as well as a 5.6 acre garden that houses the largest indoor waterfall in the world.

Jewel epitomises this idea that airports can be more than places people are forced to pass through en route to where they want to be. There are attractions onsite designed to encourage stopover passengers to choose Singapore over Hong Kong and other prominent transit airports. Jewel is there to entice people into Singapore, and placing the amenities landside attracts locals in as well.

Focusing on responding to COVID-19, the approach at Jewel also lends itself an additional element to redesign – that of protecting traveller health and wellbeing. Embracing the use of robotics, self-service kiosks and automated services to aid people to practise social distancing will begin to restore the confidence needed for more hesitant travellers to return

to aviation. The key here is to ensure more effective mobility throughout the airport. To keep both tourists and locals safe, the other facet of this is in extensive public space – easing the task of creating an environment conducive to social distancing.

In the design, we were able to use a 'big data' approach to consider how to create an open structure, with the single layer gridshell structure allowing and modulating increased light, air and openness. Moving onto the day to day procedures, Jewel incorporates technology in the running of the airport, which allows operations to change smoothly in the event of unforeseen needs, such as social distancing.

Right now, Jewel is a public space like no other in the world. But, as priorities and business realities shift, this is certain to change. Redesigning airports so that they become destinations in their own right, for locals as well as tourists, is the clear way to ensure that revenue continues to come in – offsetting drops which can be planned for and those which can't.

There is no reason why airports can't compete with other local amenities to become popular people-centric destinations. We need a change which keeps the industry robust amidst an uncertain future. As Jewel proves, we have the space, the technology and the ability to achieve this. ✖

Redefining the airport experience to

Qatar's *Hamad International Airport* has amended its airport experience to ensure



The five-star airport recognised the hardship that comes with being separated from family and friends for months amidst a pandemic and therefore adjusted its arrival procedure ”

THE GLOBAL travel industry is undoubtedly one of the most affected sectors from the COVID-19 pandemic. Governments around the world quickly imposed travel restrictions and border closures were put in place to safeguard the population. This led to a significant drop in global air traffic and left countless airports empty in its wake. The global travel industry is working hard to stabilise in the midst of the crisis, facing its toughest challenge yet: Rebuilding passenger confidence in air travel.

Meeting passenger needs in the midst of a pandemic

All over the world, the pandemic left many passengers stranded at airports and eager to return home to their families. Now, with the easing of restrictions, countries are gradually re-opening their borders and airports are readjusting their procedures to align with the 'new normal'. Rising above and beyond the challenge to exceed passenger expectations,

Hamad International Airport (HIA) has emerged as one of the leading airports in the world when it comes to welcoming passengers back by successfully transforming the airport experience to implement stringent and innovative health and safety measures.

The world-class airport remained operational despite the pandemic and showed incredible operational nimbleness and resilience in adapting to the ever-changing circumstances surrounding aviation, including facilitating a sharp increase in cargo flights in the early days of the pandemic. The international hub unlocked the power of technology to rebuild travel trust with innovative travel experiences. HIA was one of the pioneers in implementing disinfection robots and advanced thermal screening helmets, effectively turning the terminal into an airport of the future. However, more importantly, putting the passengers at the heart of its strategy, the airport prioritised the emotional wellbeing of passengers during these unprecedented times.

accommodate emotional wellbeing

that passengers experience a smooth and welcoming journey post COVID-19.

At the top of HIA's agenda was to ensure that passengers arriving home after being stranded outside the country for several months received a safe, welcoming and seamless arrival experience. The five-star airport recognised the hardship that comes with being separated from family and friends for months amidst a pandemic and therefore adjusted its arrival procedure to ensure that passengers arriving home found the transition smooth and simple.

With passenger comfort at the heart of HIA's strategy, the airport also reopened the Qatar Duty Free (QDF) South Node food court for passengers to enjoy whilst adhering to strict physical distancing guidelines and cashless transaction measures.

A new entry process

HIA's newly modified procedures for arriving passengers is customised based on the categorisation of the passengers, into those arriving from 'high-risk countries' and 'low-risk

countries', to ensure a smooth arrival process – the classification is defined by the Ministry of Public Health (MoPH). In preparation for diverse passenger processes, HIA constructed clear guidelines tailored to each group to ensure a safe, seamless and stress-free passenger experience upon arrival. All arriving passengers are first thermally screened and required to install the EHTERAZ mobile application, Qatar's COVID-19 tracing app.

To further facilitate the entry process, Qatar's airport, in collaboration with Qatar Red Crescent Society (QRCS), has volunteers available at the airport to assist passengers in setting up their EHTERAZ application. In addition, all arriving passengers are required to fill out a health assessment form and sign a quarantine pledge agreement upon arrival.

High-risk passengers

Passengers arriving from high-risk countries then proceed to present their quarantine hotel booking »



Qatar's airport believes that these unprecedented times call for unprecedented measures ”



with Discover Qatar's 'Welcome Home Package' – an initiative launched in partnership with the national carrier, designed for the sole purpose of safely welcoming citizens and residents back home. Once all arrival formalities are completed, passengers are transported to their quarantine hotels.

Low-risk passengers

Passengers arriving from low-risk countries are diverted to designated airport testing facilities where they receive a swab test. Once their testing is complete, they proceed to immigration for processing and entry to the State of Qatar where they are required to home quarantine.



HIA has also recently become one of the first airports in the world to adopt a holistic and contactless airport experience ”

Continually improving the passenger experience

Qatar's airport believes that these unprecedented times call for unprecedented measures: The safety of airport staff and passengers is a priority. Nevertheless, the airport continues to exceed the expectations of travellers by integrating choice, convenience and flexibility to the passenger experience.

Becoming contactless

HIA has also recently become one of the first airports in the world to adopt a holistic and contactless airport experience by combining a passenger's flight, passport and facial biometric information in a 'single travel token' at the self-check-in kiosk. This digital identity record ultimately makes the passenger's face their pass at key airport touchpoints, such as the self-service bag drop, pre-immigration and the self-boarding gate. This approach and early investment in biometric identification technology will prove to be an extremely efficient tool in HIA's battle against COVID-19, allowing passengers to breeze through key touchpoints with minimal physical contact.

Security screening


Security measures at the global travel hub also further improved in July 2020 with the addition



of the latest security screening technology. The new C2 technology established a more efficient security screening protocol by allowing transfer passengers the freedom to keep electronic devices – such as laptops, tablets and digital cameras – in their hand luggage while going through security checkpoints, reducing queuing times and possible cross-contamination among passenger carry-on bags, while improving the levels of customer service.

Future developments

To further advance the effectiveness of its operations and rebuild passenger trust, HIA is looking into deploying new technologies at the airport, such as body scanners, anti-bacterial trays at checkpoints, automated UV-emitting modules for automatic tray disinfection, UV baggage disinfection tunnels and touchless elevator controls in order to offer an even greater experience for all passengers.

HIA continues to make great strides to maintain and innovate its operations during the COVID-19 pandemic by putting its people first and exploring technological advancements to enhance airport operations. With the introduction of the latest arrival procedures, the state-of-the-art airport demonstrated a clear understanding of passenger needs in times of crises. 



HIA staff wearing UV helmet scanners

Exploring the blueprint to recovery for airports

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High hygiene levels

are now the backbone of passenger experience

Sue Hudson, Head of Service Proposition at Heathrow Airport, details how Heathrow examined what passengers need to regain confidence to travel.

OUR HEATHROW vision is to give passengers the best airport service in the world. Putting people at the heart of what we do means everything to us. Like many companies in aviation, we began 2020 with ambitious plans and we had clear priorities to realise our vision. However, the reality of the COVID-19 pandemic kicked in hard and fast. Within weeks of the first headlines, Heathrow's mindset was focused directly on our customer and colleague's safety, whilst taking the measures required to protect our business.

Heathrow was quick to act, inviting both customers and colleagues to use masks, calling for a Common International Standard for health screening and trialling new technologies which

would help to reduce the risk of transmission.

Restoring passenger confidence

So, the exam questions we set ourselves: How do we keep our passengers and colleagues safe, encourage customers to fly again, and increase consumer confidence?

We explored what customers would need to have enough confidence to make the decision to fly through Heathrow. We discovered that communication and engagement would be essential.

Heathrow has been an international airport for well over 70 years – until recently serving over 80 million customers a year. Our well-established knowhow and operational credentials gave us confidence to design



We established clear and open customer communications and our digital channels

From regular interaction with our Heathrow Rewards loyalty customers, through to email conversations and enabling 'push notifications' to customers as they arrive at Heathrow to make them aware of the new measures and providing links to useful information, we ensured open communication was a priority. We also produced several short customer films explaining what might be different to the last time people travelled and importantly, that customers can continue to rely on a warm welcome and high quality service.

“High levels of hygiene and cleanliness are now the bedrock of any customer experience, and airport environments are no different”

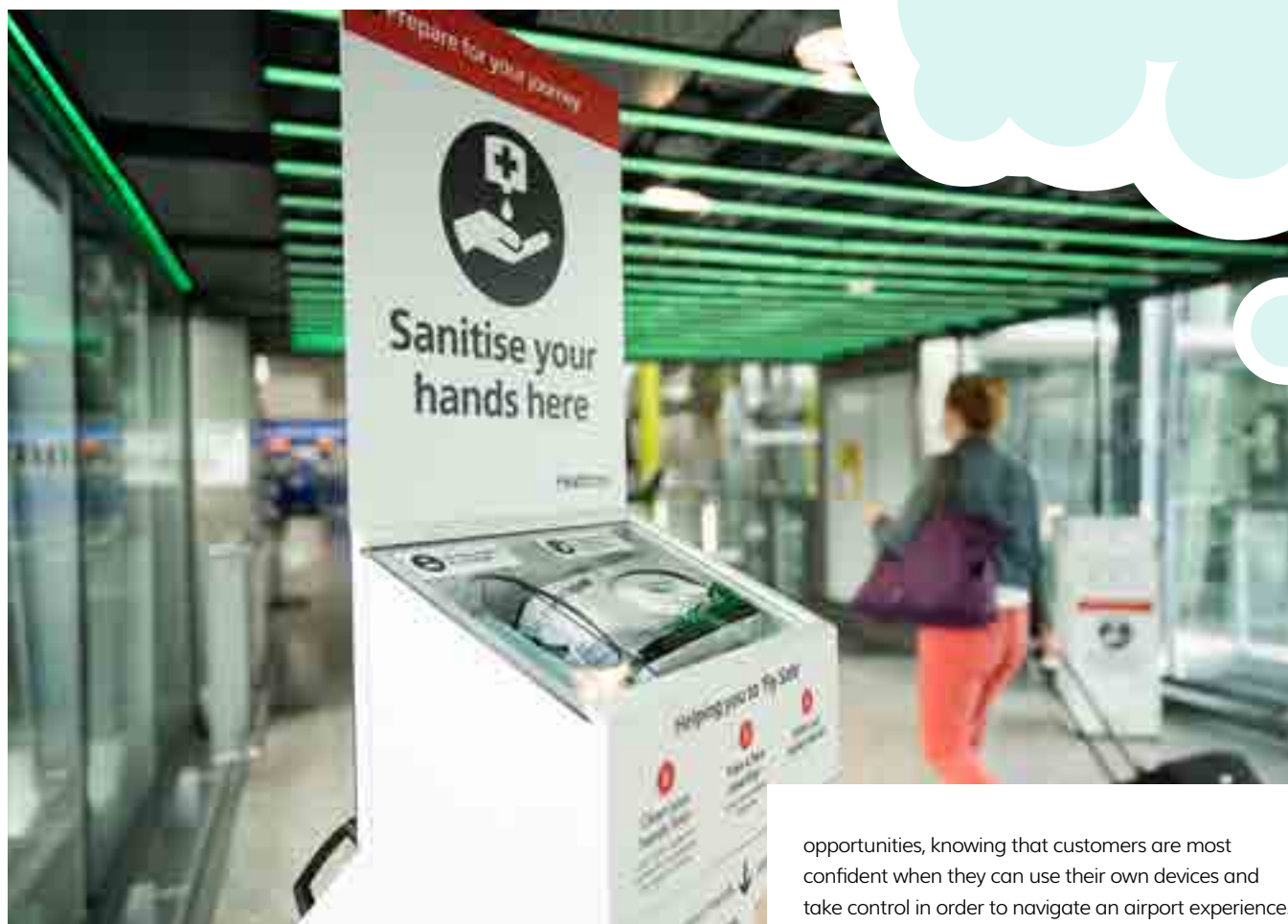
and deliver the best solutions to look after everyone during these unprecedented times, creating robust processes and safe environments.

We are proud of our colleagues and partners across Team Heathrow, together we are well placed to take care of customers and continue delivering the highest service levels. Giving excellent service instils confidence, which is needed now, more than ever, as we navigate through the COVID-19 crisis.

Importantly, when implementing measures, we wanted to ensure that any change to our operation was scientifically proven to reduce the risk of transmission, boost consumer confidence and was suitable to an airport environment.

We adopted a strong and consistent approach to signage and information

At the very start of the crisis the team created a bespoke set of guidelines for COVID-19, which have now become a familiar thread across the whole customer experience. During times of anxiety and unfamiliarity, most people find it difficult to absorb a lot of information; they crave simplicity and clarity. »



opportunities, knowing that customers are most confident when they can use their own devices and take control in order to navigate an airport experience.



SUE HUDSON

Hudson, Head of Service Proposition at Heathrow, has over 30 years of experience working in aviation and for the past three years has led the Service Proposition agenda at Heathrow. She focuses on helping Heathrow understand and gain value from service experience within the airport environment, including embedding Heathrow's unique service personality which reflects the airport's people, customers and heritage.

We've found that adopting a consistent approach to messaging, across the whole journey, has helped enormously – regular patterns and familiar symbols make it easier to feel in control and reassured.

We instilled the highest levels of cleanliness

High levels of hygiene and cleanliness are now the bedrock of any customer experience, and airport environments are no different. Across Heathrow we've installed hundreds of hand sanitiser stations in key locations. We've applied technology with virus resistant wraps and sprays on trolleys, door handles, lift buttons and security trays, and we continue to explore new and innovative products. We also have a dedicated team of Hygiene Technicians. These colleagues are highly visible through their unique uniforms and make sure they blend their essential enhanced technical activities with proactive customer engagement.

We have embraced a greater rollout of touchless technology

Heathrow already had several well established, automated 'touchless' solutions across the customer journey. These include automatic access gates, boarding gates, reserve-and-collect options for retail purchases and food pre-order through the Heathrow App. We're actively exploring many other touchless

We have adapted quickly to drive innovation

The pace of change and need to find solutions to 'open up' the aviation sector has led us to trial many emerging technological solutions. From crowd monitoring systems to help with social distancing and temperature checking technology, right through to exploring a range of COVID-19 testing options to be ready when the UK government supports aviation testing, we're adapting and learning every single day.

We have co-created the airport experience with our customers

As the Heathrow team we'll do all we can to create a safe and welcoming airport, but we're acutely aware that we need to 'co-create' the experience with our customers. Social distancing signage and 'nudges' are in place to encourage safe flow and waiting at the airport, reminders to wear a mask and keep clean hands are prevalent. We are in this together, so we keep observant and listen to what our customers are telling us.

Without a doubt – there is plenty more we will be doing over the coming months to build and sustain customer confidence and everyone at Heathrow is learning as we navigate our altered reality.

It is up to us all to do everything that we can in this 'new normal', to continue to deliver our vision of giving passengers the best airport service in the world. ✨

WATCH THIS WEBINAR

ON-DEMAND



WEBINAR

CREATING SAFE AIRPORT ENVIRONMENTS FOR PASSENGERS WHILST OPTIMISING COSTS

Preparing for the new normal in airports: The global coronavirus outbreak has created an increasing number of challenges to individuals, communities and companies while strongly impacting travel, transportation and healthcare.

While some governments across the globe announced stimuli packages, the aviation industry

is still working to determine how the current health crisis will reshape the sector.

In this webinar with *International Airport Review*, Honeywell experts discussed specific solutions that enable airports to prepare for what can be expected to be the new normal, in a post COVID-19 world.

THIS WEBINAR WILL ADDRESS:

- ✓ How airports can create safer environments for passengers through specific indoor air quality integrated solutions to prevent the spread of viruses and infection
- ✓ How airports can avoid checkpoint-induced congestion in post-COVID times through integrated security and screening solutions that improve situational awareness
- ✓ How technology can help airports maximising the utilisation of their current assets and reducing operational expenses.

KEYNOTE SPEAKERS:



HIMANSHU KHURANA

CHIEF TECHNOLOGY OFFICER – HONEYWELL BUILDING SOLUTIONS

Dr. Himanshu Khurana is Chief Technology Officer for Honeywell Building Solutions. Honeywell Building Solutions provides critical applications for energy, safety, physical security and operations for building management systems. In the CTO role, Himanshu drives product innovation with new software architectures, cloud, mobile and analytics technologies to realise new IoT solutions and experiences in commercial buildings.



DAVID RAUSCH

CRITICAL ENVIRONMENT SPECIALIST HEALTHCARE AND RESEARCH MARKETS, PHOENIX CONTROLS – HONEYWELL

David Rausch joined Phoenix Controls in 2006, and is currently the Business Development Manager for the Healthcare and Research Markets. He has been involved in many aspects of product management and project design of unique mechanical devices and controls within the healthcare and research industry for over 20 years. As an active member and distinguished speaker of ASHRAE, he has held executive positions in TC 9.10 (Lab Systems) and was a past Chair for TC 2.2 (Plant and Animal). He now is an associate member of TC 9.6 (Healthcare) and TC 9.11 (Clean Rooms) and speaks at numerous critical environment conferences throughout the year.



GERT TAEYMANS

SENIOR SALES MANAGER EUROPE – HONEYWELL AIRPORTS BUSINESS

Gert Taeymans has been active in international airport projects for the last 15 years. His field of expertise is ground traffic management systems. Gert has a passion for system integration, and interconnecting previously siloed systems to improve safety, increase efficiency and reduce operational costs. In his current role with Honeywell, he leads the airports business in Europe and has the opportunity to help airports transition into the connected era.

WATCH THIS WEBINAR ON-DEMAND

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INTERNATIONAL AIRPORT REVIEW
**LEADERS'
SERIES**

Handling COVID-19 and safeguarding the airport for the future

John Holland-Kaye, CEO of Heathrow Airport, stresses the importance of the industry working together on a Common International Standard for aviation health testing, because, once the pandemic is over, the next hurdle will be climate change.

2020 HAS BEEN a year that those within the aviation sector had never thought possible. The impacts of COVID-19 have been collectively worse than the effects of 9/11, the last global recession, the Gulf War and the Icelandic ash cloud of 2010 combined. In January 2020, London Heathrow Airport (LHR) was enjoying its ninth year of consecutive growth and was Europe's busiest airport.

The collapse in demand during March 2020 was staggering, as countries closed their borders. We worked with the rest of the international sector to make it safe to fly. We reviewed every step of the passenger journey, installed safety measures where needed and adopted pioneering technologies. These include UV cleaning robots - which kill bacteria and viruses - UV handrail technology, hand sanitiser stations and newly trained hygiene technicians to protect passengers and colleagues.

The feedback from passengers has been positive, and we know that the appetite to fly remains strong. The issue for aviation is that countries around the world have been cautious about reopening borders. In the initial stages of the pandemic, this was understandable. But, as we have learned more about how the disease is spread, and how we can detect it, we don't need such blunt instruments as closed borders, or even blanket quarantine, to prevent transmission across borders. As the crisis has dragged on, the economic and social cost of lockdowns and closed borders is becoming more severe, as a health pandemic turns into an unemployment pandemic.

We must remember that aviation is not just another industrial sector, it is the lifeblood of the global economy. A typical flight from Heathrow to Tokyo will carry Japanese businesspeople returning from visiting their factories in the

UK, British consulting engineers going to visit clients, tourists and students and, under their feet, the cargo hold is taking high quality fresh salmon to the sushi markets within 24 hours of leaving the farm in Scotland. Without passenger planes flying, the UK's economy is stuck in second gear, risking hundreds of thousands of jobs across the country.

Blanket bans and quarantines treat every passenger as if they have COVID-19. What we need is a Common International Standard for aviation health testing, just as we have for aviation security. Ultimately, this might be agreed at the International Civil Aviation Organization (ICAO), but we could make a great start if we could get consistency between the U.S., UK and European Union (EU). There is already some alignment developing on a 'traffic light' system, with free travel from 'green' low-risk countries, and tighter controls from 'red' high-risk countries. But there is huge confusion over what those tighter controls should be.

Many countries have introduced testing for 'red' countries, which makes complete sense as a way to reopen the economy without introducing a health risk. The testing methodologies are getting faster and cheaper, and will soon become a routine part of life, at least until a vaccine is widespread. Some countries, including the UK, have been very slow to move to testing, and the impact can be seen in both the poor economic performance and the damage to their aviation sectors. Let us hope that this changes quickly for everyone's sake.

But, even where testing is used, every country seems to have its own way of doing things: Different tests, different timings, different



Our industry has shown before how we can reinvent ourselves for the needs of tomorrow. Now is the time to do so again. This is Mission Possible!

quarantine requirements. It is quickly becoming unmanageable for the sector and confusing for the passenger. We have shown in aviation security the benefits of having a common standard, and now we need to work collectively again. A Common International Standard for health should include pre-departure testing for passengers from high-risk countries, but no quarantine on arrival. That gives each passenger the confidence that they can travel freely, but also removes any possibility of transmission during the journey because everyone will be known to be 'COVID-free'. Global aviation can only work because there are common standards, and we are much better than many other sectors at working together. But we will need to, because, once we have tackled COVID-19, we will have an even bigger challenge to tackle: Climate change.

As a sector, we need to play our part in getting the world to net zero by 2050 – we cannot look our children in the eye and say we did nothing when we had a chance to act. There are many changes that we need to make as a sector – more efficient aircraft and engines, battery powered planes, shorter flight paths. But the single biggest change needed is to switch from fossil fuels to sustainable aviation fuel (SAF). This should be a flagship policy for the COP26 Climate Change Conference in November 2021, ahead of a global agreement at the ICAO General Assembly in September 2022. There is a global coalition of the willing coming together to support it. The entire UK aviation sector has signed up to a plan to get there, as has the oneworld airline alliance, as well as energy giants such as BP. Our industry has shown before how we can reinvent ourselves for the needs of tomorrow. Now is the time to do so again. This is Mission Possible! ✕

JOHN HOLLAND-KAYE

John is the Chief Executive Officer of Heathrow Airport Holdings Ltd. During his time as CEO, Heathrow has consistently improved service levels for passengers, while reducing costs, and it is now rated one of the best airports in the world. Heathrow was named "Sustainable Business of the Year" at the 2019 edie awards and one of the Best Companies to Work For by the Sunday Times in 2017. Before becoming CEO in July 2014, he was Development Director, responsible for delivering the £2.5 billion Terminal 2 on time and on budget.

An app to

help restore

passenger confidence

in **air travel**

ACI has launched a new Airport Health Measures Portal, which will enable passengers to access all of the information that they need online or via an app. This free tool will aid the recovery of the aviation industry says Nina Brooks, Vice President of Security, Facilitation and Innovation at Airports Council International (ACI) World.



Travel restrictions, partial lockdowns and the continued imposition of restrictive quarantine measures continue to hamper international passenger markets' attempts to recover from the COVID-19 crisis.

The recovery of air travel is crucial in the wider global economic recovery, but to succeed, it will need passengers to have confidence in the industry's focus on their health and welfare.

Studies¹ show that the additional health and safety measures introduced by airports and airlines mean that the likelihood of COVID-19 transmission during air travel is extremely low.

Airports Council International (ACI) World recently published its ASQ Global Traveller Survey, which reveals that half of those surveyed want to travel again soon. This can be attributed to a strong level of confidence in the environment safety provided by airports and airlines.

The survey found that 48 per cent of travellers considered themselves likely to travel within the next three months, but despite this eagerness to travel, the recovery is dependent on a multitude of factors. Passengers expect new measures to be put in place to address health risks.

The continuing complexity of measures in place have added to passenger confusion, but passengers expect new health and safety measures to be put in place throughout their journey, and need a reliable source of information to enable them to properly prepare.

Alongside its Airport Health Accreditation programme, with more than 100 airports now accredited, ACI has launched a set of tools which provide passengers with information about the health measures in place at airports around the world.

The set of tools ensures that passengers can see what measures they can expect when departing, arriving or transiting through airports, as well as providing information to the airport community and across the industry.

Check and Fly

ACI has made available a set of tools on its Airport Health Measures Portal to enable passengers to get all of the information that they need in one place, in the way that they need it.

Currently, more than 300 airports have made their information available. The tools include a public facing, user-friendly web portal »



NINA BROOKS

Nina Brooks is the Director of Security, Facilitation and IT at Airports Council International (ACI) World. She has extensive experience in facilitation and security for both airlines and airports. Nina has a degree in Computer Science and started her career in the UK as a programmer, analyst and project manager. Having caught the aviation bug, Nina worked on border and aviation security regulation and facilitation for Virgin Atlantic Airways in the Government Affairs Team. She moved to the International Air Transport Association (IATA) in Canada in 2007 as Head of Security and Facilitation Projects, and also worked as Director of Borders and Security at InterVistas Consulting, prior to joining ACI in 2015. Nina teaches Aviation Security at McGill University in Montreal.

and a mobile app for passengers and a website for airports to record and update their information, as well as query other airports' information, and an application programming interface (API) that can be used by third parties to obtain and use the data.

The information contained in the system is provided directly by airports themselves.

The information recorded includes:

- The airport's COVID-19 team's contact information
- Passenger requirements pre-travel, on departure and arrival, such as testing or self-declaration, kiosk availability, recommended arrival time at the airport and new security processes
- Facilities provided, such as a medical centre, hand sanitiser stations and masks and pick-up and drop-off arrangements
- Safety measures in place, such as additional cleaning, plexiglass screens, physical distancing, communications, ventilation and entry to terminals for non-passengers.

Passengers can obtain the information they need in a number of ways. The Check and Fly mobile app is available for passengers to search for their departure, arrival or transfer airports. Information is arranged into departure and destination, so that passengers can easily determine what is applicable

for their journey. A website is also available for passengers' use, displaying the same information.

The feedback from airports is extremely positive. Airports identified a need to be able to compare themselves with others, and to be able to provide information to their stakeholders (passengers and airlines) at destinations served by their airport.

For this reason, an airport-centric app, 'AirportCheck', was developed to enable airports to find statistics on measures implemented and study regional and country-based information. This is supported by an airport-centric website that provides a regional breakdown.

The process

Airports enter their information directly into the web portal. Multiple contacts can be set up for an airport, and new users are approved by ACI to ensure that they are associated with an airport.

The airport contact can then enter all of their data into a web-based form and submit it for approval. ACI checks that the answers are in a valid format (but does not verify measures or amend



data) and adds the airport health accreditation if it has been awarded. ACI will contact an airport if something is flagged that may need adjustment.

Information is then published to the web and the apps. Airports can update their responses at any time and, once validated, the new responses will be available.

The tools are based on the Aviation Community Recommended Information Services (ACRIS) – ACI's standard for industry data exchange. This means that data is also available through an open API that can be used by any industry stakeholder who wishes to use and publish the data themselves. A great deal of interest has been generated, from airline alliances to major tech providers. ACI does not charge for the use of the app, or the API, given that this is such an important tool to aid industry recovery.

Progress

A group of airports, led by San Francisco International Airport (SFO), alongside several of ACI's World Business partners, ACI World and ACI North America, developed the tools on a voluntary basis, giving up their own time and resources, often stretching over weekends and holidays.

On initial launch, data was gathered from participating airports by survey, in order to

populate the database with real data and enable the development team to work quickly to make the tools user-friendly. The database has been developed in a flexible manner that enables ACI to add further questionnaires as the need arises.

Ian Law, Chief Information Officer at SFO and Chair of the ACI ACRIS Working Group, said: "The ACI Airport Health Measures initiative exemplifies the power of game-changing, cross-industry technology collaborations. I am proud of the airports and business partners that rose to the challenge in these extraordinary times."

From the initial 40 airports participating in testing, now over 300 airports have provided their data, representing 57 per cent of the world's air traffic (based on 2019 traffic). The IOS app has been downloaded more than 1,800 times, and we expect a similar response from the Android app.

ACI is proud to have worked with its member airports and partners in such a collaborative way to provide tools for passengers and the industry, alike. ✉

“...passengers expect new health and safety measures to be put in place throughout their journey, and need a reliable source of information to enable them to properly prepare”

REFERENCE:

1. Harvard T.H. Chan School of Public Health, www.hsph.harvard.edu/news/hsph-in-the-news/with-proper-precautions-flying-can-be-safer-than-grocery-shopping/

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