



GMR Hyderabad International Airport Limited

# Passenger Facilitation under Pandemic

ACI Asia-Pacific Young Executive Awards - 2021

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## EXECUTIVE SUMMARY

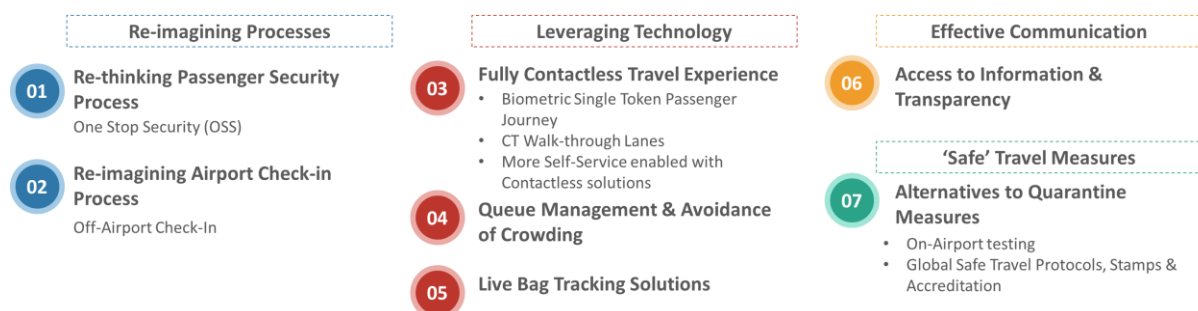
Novel Coronavirus Disease (COVID-19), which was declared a pandemic by the World Health Organization in March 2020, has resulted in an unprecedented disruption of global economy and evinced to be an existential threat to air travel industry and airport industry in particular.

In the history of aviation industry, the worst decline of passenger numbers and dramatic decline in revenues are recorded. It is accompanied by negative passenger sentiments associated with risk of infection during travel and resulted in a diminished passenger experience. Most of the airports re-defined their operating protocols to put in place various virus containment measures for fever detection, infection control, social distancing, increased communications etc. which in turn added pressure on the airport infrastructure & resources.

The pandemic has caused a major shift in the passenger behaviour with travel being seen as potentially a life threatening activity and clearly, Health & Safety have emerged as top priorities. Passengers want reassurance from Airports that safety measures are in place, wait times would be as low as possible, minimal crowding, contactless processes and transactions, friendly staff, navigational aids for wayfinding and real-time & precise information along entire passenger journey. Also, travellers indicated that the availability of rapid COVID-19 testing is among the top three signals that they will look to for reassurance that travel is safe.

Airports need to alter or update pre-COVID-19 strategies to align with new customer expectations to restore passenger confidence, enhance passenger satisfaction in the 'new normal' and also balance the impact on airport assets and better optimize the allocation of airport resources.

While the pandemic had devastating impact on the airport industry, it also presented opportunities in terms of accelerated adoption of technology. Airports' focus should be on promoting safety, reinforcing trust on air travel & recovery of demand, and contactless & innovative airport operations. The following interventions can enhance passenger experience, boost confidence and revive air travel demand during recovery phase and gain sustainable edge post pandemic:



In conclusion, the airport and various stakeholders need to come together as a community to pursue the joint vision of enhancing passenger facilitation during COVID recovery phase and post pandemic era and also be able to create sustainable value to the entire aviation industry.

## INTRODUCTION

Novel Coronavirus Disease (COVID-19), which is affecting over 200 countries and territories as of November 2020, was declared a pandemic by the World Health Organization in March 2020. In an effort to contain spread of virus, almost all major economies introduced strict travel restrictions and border shutdowns, either partial or complete. It is accompanied by change in passenger sentiment and behaviour viz. fear of travel and confusion due to dynamic and evolving situation related to travel rules & norms, emergence of 'home-body' economy, preference to closer travel/vacation destinations to home town to minimize contact among others and reduced travel budget due to job losses & restriction on corporate travels.

As a consequence, the pandemic resulted in an unprecedented disruption of global economy and evinced to be an existential threat to industries dependent on open borders and regular consumer behaviour in particular.

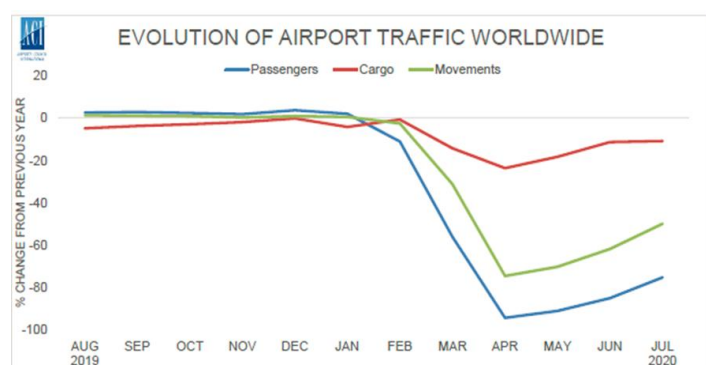
## IMPACT OF PANDEMIC ON AIRPORT INDUSTRY GLOBALLY

The air travel sector, especially the airport industry is one of the most severely affected industries. The impact on Airport industry and challenges faced by Airports are undermentioned.

### Impact on Traffic

All major airports, and especially those handling international passengers, faced dramatic declines in traffic volumes, and, in many instances, either near-total or complete closure of infrastructure. By the end of March, both supply and demand for air transport recorded one of the largest year-over-year declines<sup>1</sup>

and the worst decline of passenger numbers in the history of the aviation industry of -94.4% (recorded in April)<sup>2</sup>. The passenger traffic started recovering gradually since then due to easing of travel restrictions, gradual opening of country borders and bubble arrangements between countries etc.



Reference: ACI Airport Traffic Data – WATR July 2020

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## Impact on Financials

This unprecedented drop in aviation and commercial activity negatively impacted both Aeronautical and Non-Aeronautical revenue channels. While the Airport industry was expected to generate about \$172 billion in 2020, it is estimated to lose over 45% i.e. over \$76 billion by the end of 2020 due to the pandemic<sup>3</sup>.

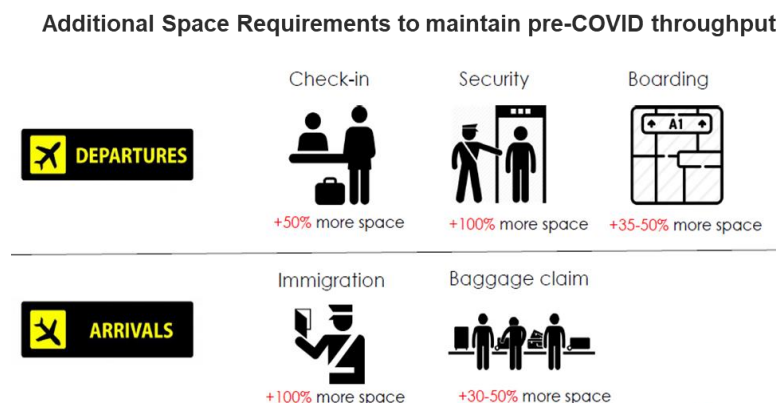
While battling the drastic decline in income, Airports must also continue to meet their expenses obligations as they remain characterized by predominantly high fixed costs, added costs of COVID 19 containment related measures and remain open for cargo operations which are essential not only to industries and communities but also critical for fighting the ongoing pandemic. This proved to be a double whammy for the books.

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## Impact on Terminal Operations

Airports re-defined their operating protocols to put in place various virus containment measures for fever detection, infection control, social distancing, increased communications and other health-related measures.

As the passenger demand for air travel recuperates & grows progressively, the continuation of COVID 19 containment measures would warrant additional space and infrastructure to maintain pre-COVID throughput, meet passenger expectations and sustain enhanced service quality levels while implementing COVID 19 containment measures.



Ref: ACI The Voice of Asia Pacific Airports; Impact assessment of COVID 19 measures on airport performance (EuroControl)

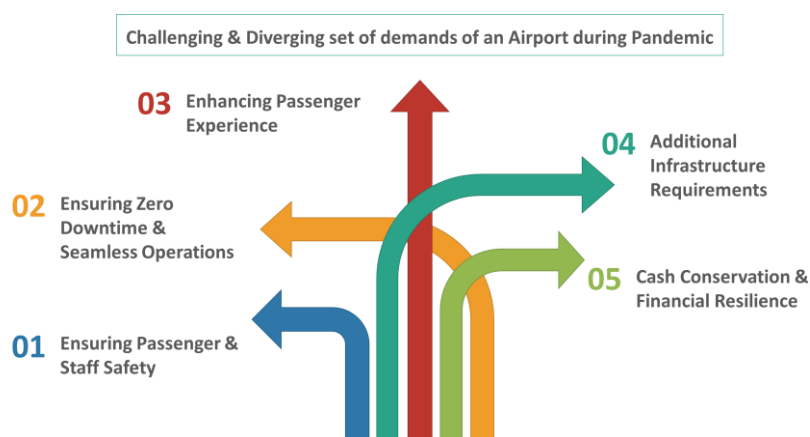
In addition to stress on infrastructure, Airports face human resource constraints due to altering of working models to ensure social distancing, placing employees on furlough or restructuring as part of cash conservation efforts and employee absence to pandemic.

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## Impact on Passenger Experience

The prevailing negative sentiments associated with the risk of infection during air travel, coupled with various measures introduced by the governments, regulators, airlines and airports aimed at curbing the spread of the virus have resulted in a diminished passenger experience overall, in terms of new processes and paperwork, longer wait times and high levels of uncertainty and anxiety.

Bottom-line is, as a consequence of COVID 19, Airports had to and continue to deal with a diverse, new and challenging set of demands than before. What makes it even more difficult is the fact that most of the demands are opposing in nature.



In addition to the above, the new task at hand for Airports and entire air travel industry is to **restore trust in travel** and also **reinforce confidence** among public that **air travel is the safest** mode of travel.

## A NEW SOCIAL DEAL

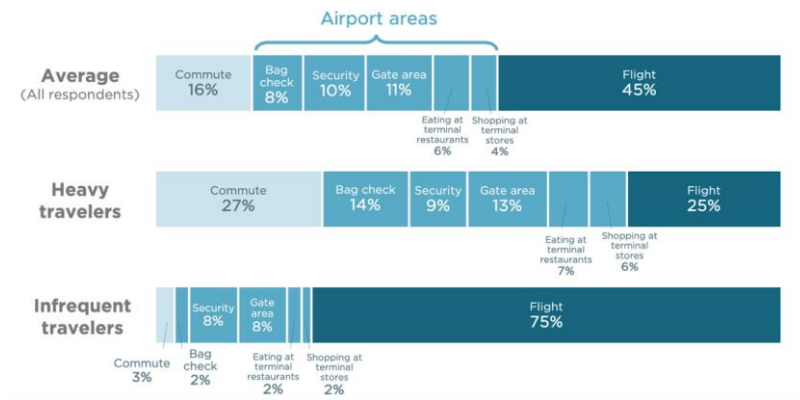
The COVID 19 pandemic has caused major shift in the consumer sentiments, habits, concerns and demands. Consumers have changed the way they look at travel – what was once a means to escape from daily routine is now potentially a life threatening activity. The perceived risk of spending time in an airport is higher than it has been since the immediate aftermath of the 2001 terror attacks<sup>4</sup>, passengers are now watchful for signs of danger.

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## Changing Consumer Priorities & Concerns

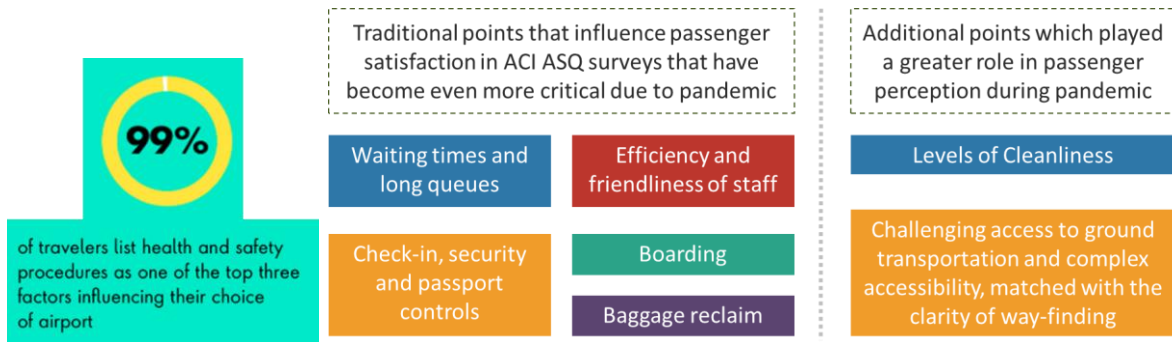
Passenger needs and expectations have evolved due to the pandemic and clearly, Health and Safety have emerged as top priorities<sup>5</sup> for consumers. Among frequent travellers, the airport emerged as the highest area of concern (49%) and three key areas of concern inside the airport are baggage check, security, and the gate area.

What part of the travel journey are people most concerned about?



Ref: "The Return to Travel" by Gensler/View

The key factors that influence passenger perception are as depicted below:



Ref: The Digital Life Index – Publicis Sapient, ACI blog - COVID-19: Top 10 customer experience recommendations

Also, Industry experts<sup>6</sup> opine that while the desire to fly has not diminished completely among members of the public, the current sentiment has been largely negative due to ever changing travel rules and restrictions, need for additional steps such as health screening & quarantining requirements and exhaustive planning, in addition to fear of contracting virus.

### What do Passengers need during Pandemic?

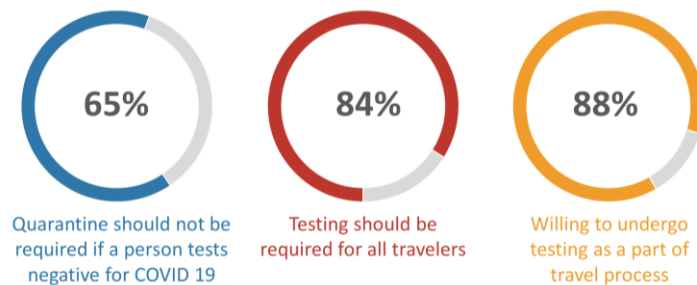
Passengers want reassurance from Airports that safety measures are in place, wait times would be as low as possible, minimal crowding, contactless processes and transactions, friendly staff, navigational aids for wayfinding and real-time & precise information along entire passenger journey.

People are more likely to fly through an **airport** that offers health and safety assurances and procedures



Ref: The Digital Life Index – Publicis Sapient

As per survey conducted by IATA, respondents identified the implementation of COVID-19 screening measures for all passengers as effective in making them feel safe, second only to mask-wearing. In addition, the availability of rapid COVID-19 testing is among the top three signals that travellers will look to for reassurance that travel is safe<sup>7</sup>.



## NEW WAY OF WORKING AT AIRPORTS

In the wake of pandemic, the operating protocols at airports across the world were re-designed to ensure safe passenger facilitation across complete lifecycle of a passenger's journey through airport environs in line with the directives from Government and relevant health authorities. The Airports were quick to implement preventive & protective measures to contain the spread of virus such as thermal screening facilities, social distancing, enhanced cleaning, disinfection, re-pumping fresh air in closed spaces at enhanced frequency, hand sanitizers, masks, protective screens and other preventive measures in addition to collaborating with the Governments and other stakeholders to support screening, tracing and tracking COVID 19 patients and contacts.

Since the virus is known to spread primarily through touch of contaminated surfaces, most airports have embraced technology to minimize human contact by providing, accelerating and/or enhancing deployment of contactless solutions across passenger touchpoints & journey to ensure paperless, touchless and seamless journey.

The image below depicts few of the innovative ideas and solutions adopted by some airports to improve passenger experience during pandemic.



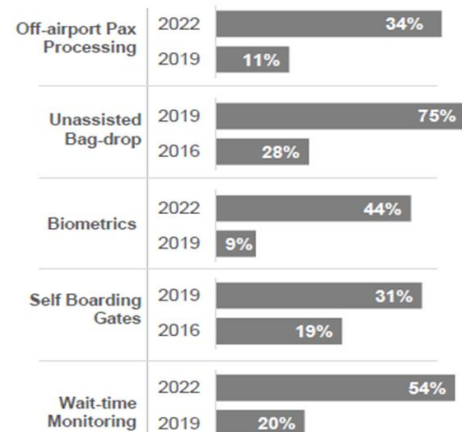
1. Touchless technologies including passenger search & pat down screening	6. Facial recognition payments	12. Contactless retail payment solution (WeChat, BigPay, Touch-N- Go)
2. Disinfection channel (Abu Dhabi airport SterixGate)	7. OpenCV social distancing detectors	
3. Smart infrared vision wearable helmets (Guayaquil airport)	8. Guest reservation solutions (airport luxury retail shops)	
4. Virtual queue & traffic management (Gatwick airport)	9. Autonomous drive wheelchairs at airports (Haneda airport)	
5. Mobile QR ticket scanning solutions	10. Digital service outsourcing. Outcome based pricing mode	
	11. Large-crowd body temperature screening	
		13. Contactless document reader including travel visas
		14. tNexus airport view app
		15. AtYourGate app
		16. Augmented reality boarding procedures / mobile virtual carpet (Santos Dumont airport)

Ref: The Seven Pillars of an Airport Survival Strategy during and post COVID 19 – ACI Blog

Also, in order to restore confidence in air travel, Airports have enhanced communications to increase awareness about COVID 19 precautionary measures and to give confidence that the airport is taking all steps to ensure safe travel.

### THE PANDEMIC: FROM GREAT CHALLENGE TO UNIQUE OPPORTUNITY

Though the pandemic has been an unprecedented disruption for the airport industry, it also offers opportunities. And airports that are future ready can embrace change to enrich passenger experience further. Biggest opportunity provided by the pandemic is **accelerating the rate of technology adoption and shift in passenger preference to choosing more self-service options**. As per SITA study, global trends indicate higher penetration of passenger self-service systems and digital technologies in the aviation ecosystem.



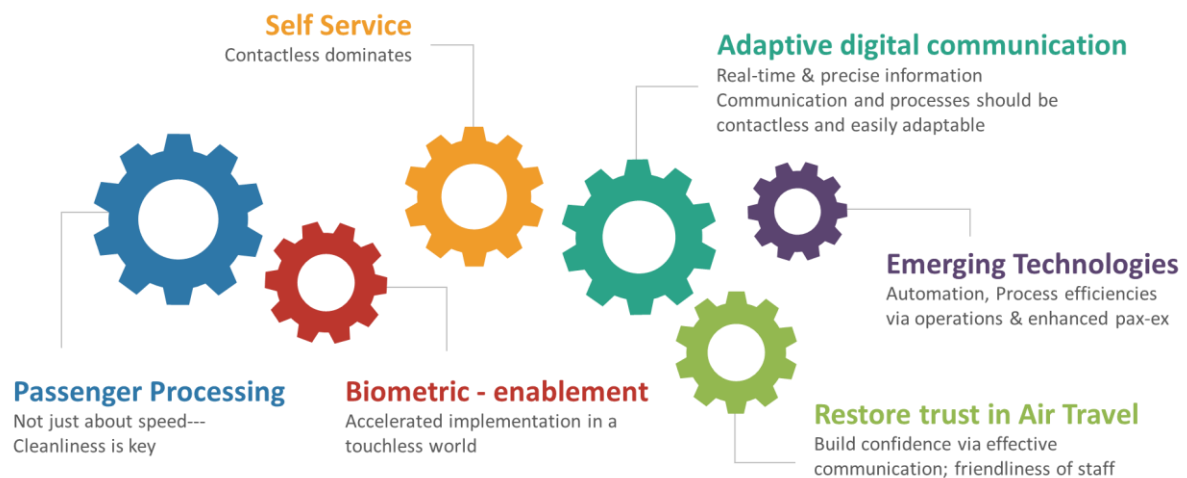
Ref: SITA study - % represents number of airports adopting new processes

Even before the pandemic, most airports have been in the process of deploying increased technology based solutions to provide contactless journey, automation of processes etc. and the behavioural changes have only helped airports further their efforts.

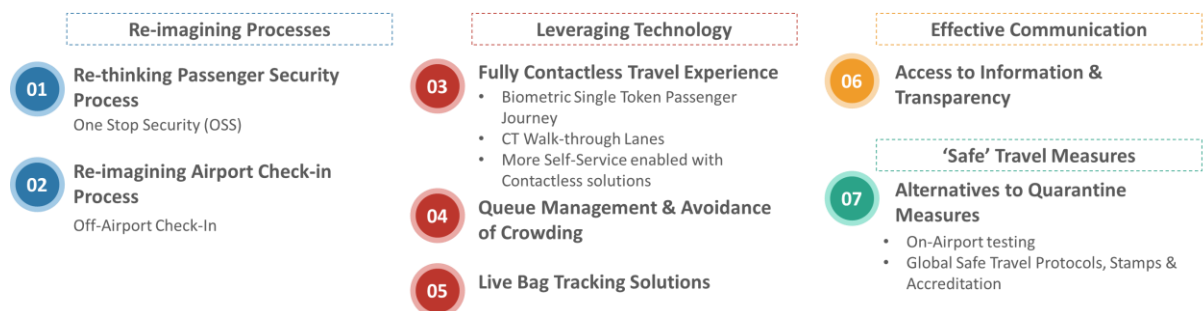
### ENHANCING PASSENGER FACILITATION IN THE RECOVERY PHASE

Airports need to understand how to alter or update pre-COVID-19 strategies to align with new customer expectations to enhance passenger satisfaction in the 'new normal' and also balance the diverging demands of an Airport.

Airports can enhance passenger facilitation amid pandemic by focusing on understated aspects:



This paper intends to provide interventions that can be deployed by an airport to reduce stress on airport assets and better optimize the allocation of airport resources while ensuring social distancing, minimizing contact and also enhancing passenger trust in airport, and thereby enhancing passenger experience.



Deploying most of the solutions may require clearance from regulatory authorities and bilateral/multilateral agreements and airports are expected to collaborate with all the industry stakeholders, leverage international and regional airport forums such as ACI etc. to take up policy advocacy initiatives to further the efforts.

### 1. Re-thinking Passenger Security processes – One-stop Security

One-Stop security (OSS) is the concept where transfer passengers and/or hold baggage are not re-screened at transfer airports if they were adequately screened at the airport of origin. Going through security screening twice, at the departure and transfer airports, increases number of contact instances. Exemption from security screening at transfer airport enables elimination of one contact point, thereby improving the passenger experience and boosting passenger confidence during pandemic.

OSS is made possible by two ICAO Annex 17 – *Security Standards* (4.4.3 and 4.5.4) and one *Recommended Practice* (2.4.9), provided a recognition of equivalence process for security measures has been put in place.



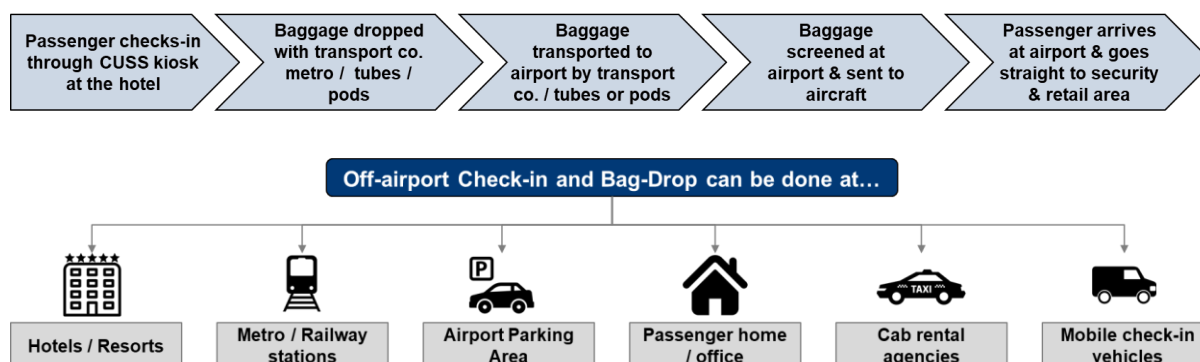
Reference: One-Stop Security Toolkit by ACI 2020, \*based on 2019 information

Stakeholders	Passengers	Aviation Ecosystem
<b>Likely Benefits</b>	<ul style="list-style-type: none"> <li>Ability to skip transfer screening and completely eliminating one point of contact</li> <li>Stress free and less complex screening process</li> <li>Reduce flight connection times</li> <li>Minimize the possibility of missed connections concerning baggage</li> <li>Minimize 'Minimum Connection Time'</li> <li>Enhanced passenger experience</li> </ul>	<ul style="list-style-type: none"> <li>Reduced congestion at airport</li> <li>Opportunity to reduce stress on airport infrastructure and resources</li> <li>Better re-allocation these resources to areas of value-addition</li> <li>enhances the overall efficiency and competitiveness of the air transport network</li> <li>Re-ignite aviation demand by enhancing passenger confidence</li> </ul>
<b>Challenges</b>	-	<ul style="list-style-type: none"> <li>Provides a number of challenges outside of the airport operator's control in that a State needs to physically verify that the security measures at the point of origin are equivalent to their own</li> <li>Requires efforts and resources on the part of national authorities</li> <li>Airports would have to incur costs and might have to undergo layout changes to segregate transfer passengers that are exempted for screening.</li> </ul>
<b>Recommendation</b>	<ul style="list-style-type: none"> <li>OSS can be implemented by phases, beginning by hold baggage recognition, and can be expanded to more complex assessments including passengers and cabin baggage.</li> <li>In addition, OSS can recognize just one specific airport, not demanding the recognition of all airports with operations between two States and airports can nurture relations with foreign airports, particularly those with similar sizes and business models to enable OSS.</li> </ul>	

## 2. Re-imagining Airport Check-in process – Off airport Passenger processing

Off-airport handling comprises handling processes performed outside of an airport instead of within an airport. A passenger usually checks in his/her hold baggage at the airport check-in counter. If the baggage is picked up at a place convenient to the passenger, such as at home, a hotel, or a railway station, and delivered to the airport, handling of baggage at the check-in counter will be unnecessary. If combined with Web check-in, the passenger can directly go to the security checkpoint without visiting the check-in counter at the airport.

### Illustrative Example of Off-Airport Passenger Processing



Stakeholders	Passengers	Airport
<b>Likely Benefits</b>	<ul style="list-style-type: none"> <li>Flexibility to passengers to drop baggage at place &amp; time of their convenience</li> <li>Stress-free check-in &amp; bag drop</li> <li>Possibility of avoiding airport queues at check-in counters</li> <li>Enhanced passenger experience</li> </ul>	<ul style="list-style-type: none"> <li>Frees up check-in hall spaces</li> <li>Enables better crowd management</li> <li>Picked up baggage can be screened at off-peak hours</li> <li>Easing stress on airport resources &amp; better resource allocation</li> </ul>
<b>Challenges</b>	Might have to incur an additional fee towards logistics cost	Need for some infrastructure set-up & changes at the Airport to transfer & process baggage received off-airport.
<b>Recommendation</b>	This mechanism enables airports to avoid crowding, ensure social distancing and boost passenger confidence.	

## 3. Fully Contactless Travel Experience

Airports need to adopt solutions which can provide end-to-end fully paperless, touchless and seamless journey to enhance passenger experience during pandemic and ensure safe travel.

### Biometric Single-token Passenger Journey:

In the current state of operations at most airports, passengers are required to present multitude of tokens (boarding passes, passports and other forms of ID) in a repetitive manner to various stakeholders in air travel ecosystem and for different purposes.

Biometric single token passenger journey aims at providing non-intrusive, contactless and fully digital processing across all touch points by mapping biometric identity (face, iris etc.) of the passenger to the travel/ticket details as the single token.

Stakeholders	Passengers	Aviation Ecosystem
<b>Likely Benefits</b>	<ul style="list-style-type: none"> <li>• End-to-end streamlined, contactless and hassle-free airport process</li> <li>• Reduced wait times in queues</li> <li>• Possibility to walk through the airport without breaking stride</li> <li>• Enhanced passenger experience</li> </ul>	<ul style="list-style-type: none"> <li>• Reduced congestion at airport</li> <li>• Increased throughput &amp; optimization of manpower</li> <li>• Each touchpoint in the entire passenger processing journey at the Airport can be recorded digitally with a timestamp leading to enhanced security</li> <li>• Ability to use data to improve for resource planning &amp; optimization, better passenger flow planning at terminal, retailer attraction</li> <li>• Enhanced passenger experience by providing real-time updates on wait-times</li> <li>• Helps boost passenger confidence</li> </ul>
<b>Challenges</b>	One-time initial biometric token registration and validation process	<ul style="list-style-type: none"> <li>• Ensuring adherence to data privacy regulations; standardization &amp; harmonization of frameworks, processes, data models and interchange protocols</li> <li>• Airports have to invest in the back end IT infrastructure to ensure integration with biometric systems</li> </ul>
<b>Recommendation</b>	<p>Since it needs a coordinated effort amongst all stakeholders at both destination and arrival locations to achieve a fully contactless experience, it helps to adopt a harmonized solution.</p> <p>Opportunity to explore <b>OneID</b> solution being developed by IATA in collaboration with ACI. When combined with digital 'health pass' such as <b>CommonPass</b> supported by World Economic Forum (WEF) and ACI World or <b>Digital Health Pass</b> being developed by IATA using which passengers can safely demonstrate their health status to safely return to travel, it would enable a streamlined, contact-less and hassle free passenger experience to the passengers and boost passenger confidence, which is essentially the need of the moment.</p>	

### CT walk-through lanes

Airports can consider replacing X ray scan equipment with walk-through Computed tomography (CT) scan machines that rely on creating 3-D image with 360° viewing capability and powered by sophisticated algorithms for the automatic detection of explosives for conducting a thorough contactless security screening. It allows scanning of passenger handbag without removing electronic gadgets and/or liquid from their bags and also passengers can walk through the CT lanes along with hand baggage through the scanners.

Stakeholders	Passengers	Aviation Ecosystem
<b>Likely Benefits</b>	<ul style="list-style-type: none"> <li>• Screening of hand baggage without having to remove electronics/liquids</li> <li>• Walk through CT lanes with hand baggage</li> <li>• Contact free screening experience with no pat down</li> <li>• Reduced queue times</li> <li>• Enhanced passenger confidence &amp; experience</li> </ul>	<ul style="list-style-type: none"> <li>• Allows airports to have gender-agnostic security lanes with real-time allocation of booths</li> <li>• Enables higher passenger throughput</li> <li>• Reduction in security area requirement</li> <li>• Avoids crowding</li> <li>• Security Authorities: Optimization of manpower</li> <li>• More dwell time at Commercial areas</li> </ul>
<b>Challenges</b>	-	<ul style="list-style-type: none"> <li>• Might need some infrastructure set-up and capital investment</li> </ul>
<b>Recommendation</b>	To implement solution to provide contactless screening experience (hand baggage & passenger) and boost passenger confidence amid pandemic.	

#### More Self-service options enabled with Contactless access:

Enhance adoption of Self Bag Drop and contactless CUSS solutions to manage queues.

**Commercial Experience:** Embracing technology to enable contactless commercial solutions (Retail and F&B) to passengers and enabling digital solutions. Creating a digital marketplace that provides Reserve and Collect services and provides real-time information on table availability at restaurant and enables booking.

**Smart Car Park Solutions:** Contact less digital toll management systems based on ANPR or RFID technologies enabled with digital wallets along with automated valet parking solutions.

Other smart solutions such as tag along robotic porter etc. to minimize contact.

#### 4. Queue Management and Avoidance of Crowding

Leveraging emerging technologies such as Computer Vision, Thermal imaging, AI/ML etc. to monitor all airport operations in real-time by automated systems which enable dynamic allocation of airport resources by identifying and acting without human intervention which leads to precise and instant response.

Stakeholders	Passengers	Aviation Ecosystem
<b>Likely Benefits</b>	<ul style="list-style-type: none"> <li>• Reduction of wait times</li> <li>• Real-time information on wait times, processing times at each check point – alleviates stress</li> <li>• Enhanced passenger experience</li> </ul>	<ul style="list-style-type: none"> <li>• Reduced congestion at airport</li> <li>• Dynamically allocating the checkpoint resources, opening/closing lanes and diverting passengers when pre-defined thresholds are met.</li> <li>• Monitor passenger experience metrics such as wait time, processing time</li> </ul>

		<ul style="list-style-type: none"> <li>• Create passenger profile and map their journey through the airport</li> <li>• Predictive analytics &amp; resource optimization</li> <li>• Ability to use passenger profile data to make personalized offerings, promotions and enhance Non Aero Revenue</li> <li>• Re-kindle aviation demand by enhancing passenger confidence</li> </ul>
<b>Recommendation</b>	The solution can be used for queue management and avoidance of crowding at the airports. Also, it enables to share real-time information on estimated times to clear check-points with passengers and help reduce passenger anxiety and improve passenger experience.	

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## 5. Live Bag Tracking Solutions

Solution to track bags real-time using bag tag recognition technologies and others to provide information to passengers on expected wait times. It helps in reducing passenger anxiety, avoid crowding and opportunity to convert idle time into non aero sales.

- Departing passengers are made aware when their bags are loaded onto the aircraft. This reduces passenger anxiety.
- Arriving passengers can be shown their expected wait time to collect their bags and convert the time into a sales/interaction opportunity

Also, by tracking & generating timestamped records at various check points enables airports ensure GHA accountability & SLA adherence and avoid bag loss.

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## 6. Access to Information and Transparency

Providing access to right data on a unified platform is essential to help boost passenger confidence. A platform which provides passengers with information about the health measures in place at individual airports around the world and also provides a way for airports to communicate to passengers directly as to what to expect when they plan to travel, helping them to meet any requirements, and making their journeys smoother and more efficient.

ACI World has launched a new globally coordinated smartphone app 'Check and Fly App' which provides passengers with information about the health measures in place at individual airports around the world.

Airports can also have a unified airport app which provides requisite information on travel requirements and protocols, digital commercial transactions, measures taken to enhance hygiene and health measures, waiting times etc. to alleviate passenger stress and enhance passenger experience.

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## 7. Alternatives to Quarantine Measures

The mandatory 14-day quarantine imposed by many nations post both international and domestic travel has been a major deterrent to travel and when it comes to ensuring personal safety, passengers have disregarded the norm. Instead, as per IATA, passengers desire for a consistent set of measures to make the journey safer – such as mandatory face coverings, or a 48-hour test before travel etc.

In order to rebuild passenger confidence and re-establish global aviation demand, deployment of rapid, accurate, affordable, easy-to-operate COVID-19 testing for all passengers before departure as an alternative to quarantine measures should be considered. Although it might not become a permanent fixture in air travel experience, but is a much need interim solution to restore confidence in air travel.

Airports should provide both on-site and off-site rapid testing facilities (to reduce on-site crowding). Testing before departure will create a ‘clean’ environment throughout the travel process and availability of accurate, fast and easily accessible testing solutions at airports can help boost authorities’ confidence in the travel health measures in place and help open up travel without mandating quarantines for all passengers.

There will be many practical challenges to integrating testing into the travel process and establishing the protocols to safely manage large-scale testing across all industry stakeholders. Airlines, airports, equipment manufacturers and governments will then need to work in total alignment to expedite adoption of testing as an alternative to quarantine.

A case in point is how India has become one of the first major countries in the world to permit quarantine-free international travel backed by a testing based regime that permits people carrying valid RT-PCR COVID negative tests to avoid mandatory quarantine easily. These tests can be obtained either at origin within 96 hours of travel or can be availed upon arrival at the Indian gateway airports.

Also, given the interconnectedness of global travel, it is vital to have a globally harmonized and trustworthy model for validation and authentication of health status (test results, vaccination records etc.) of passengers. As a solution, the **CommonPass** enabled by the **Common Trust Network** (covering Airlines, Airports, Governments, public transport, hotels etc.) and supported by WEF and ACI World, was first successfully trialled in Oct’20 and is expected to be globally rolled out in the near future. Another such initiative is the **Digital Health Pass** being developed by IATA. Having such digital passes which are recognized by the global travel & tourism stakeholders would create network effects, enable passengers to safely



demonstrate their health status and help boost authorities' and passengers' confidence in the travel health measures and pave way for implementing more flexible, risk based policies.

Further, in order to ensure a completely safe travel it is essential that all links in a passenger's journey including public transport, hotels, airports, airlines etc. are 'safe'. To achieve creating 'end-to-end safe channels' for passengers, it is crucial that all the players of travel and tourism industry including governments to collaboratively develop and adopt global harmonized safety protocols such as "**Safe Travels**", a global safety and hygiene stamp by World Travel & Tourism Council (WTCC), **ACI Health Airport Accreditation** etc. In addition to ensuring safe travel, such initiative would make passengers feel safe and boost confidence.

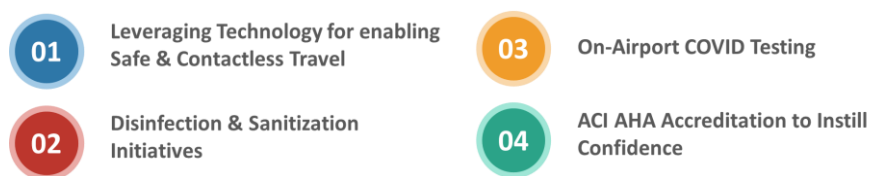
Also, since travel in domestic travel intensive economies started recovering at a faster pace, global travel and tourism industry associations may leverage these examples to instil confidence in air travel and encourage people in other economies to resume travel.

Although all the above mentioned interventions help enhance passenger experience and boost passenger confidence, it is vital to retain the **humane touch** by having friendly staff who can empathise with passenger needs and concerns and soothe passengers in times of distress and further elevate passenger experience.

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### Case study: Passenger facilitation at Hyderabad Airport during Pandemic

Few of the unique and effective interventions implemented by Hyderabad Airport to provide safe and seamless passenger experience in addition to the regular preventive measures deployed to minimize the risk of infection and contain pandemic are listed below:



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### Leveraging Technology for enabling Safe & Contactless Travel

Hyderabad Airport has been at the forefront of adopting new gen technology to enhance passenger experience and increase operational efficiency while ensuring robust security.

- Leveraging existing E-boarding solution for passenger processing which when combined with elimination of Hand Baggage stamping have enabled Hyderabad Airport to offer 100% paper less travel to domestic passengers and made it a fully stamping free airport



- Contactless solutions to provide touch-free seamless experience to passengers:

**Camera based Contactless terminal entry system:**

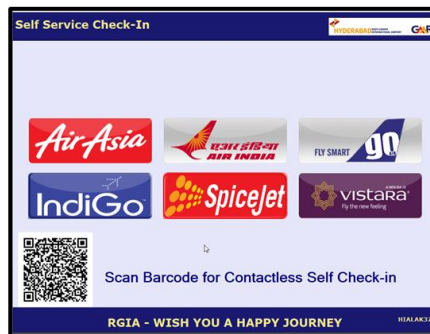
Travel & ID Details verified by CISF via video



**Contactless Elevator Control System based on Infrared technology**



**Contactless CUSS :** QR code linked, web browser based interface enabling passengers to control CUSS via own smartphone



**Virtual Customer Information Desk to assist passengers**



- Contactless & disinfection solutions at Retail and F&B outlets:

**Contactless F&B Ordering & Digital Payments through HOI Airport App**



**Corona UV Oven to sanitize purchased articles**



- Fully Contactless Car Park enabled with Fastag based digital charging mechanism, along with option to pay via mobile wallets/digital payment platforms



- Contactless water dispensers & sanitizer dispensers
- UNICEF funded mass fever screening systems installed at International Arrivals to screen arriving passengers' body temperature

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### Disinfection & Sanitization Initiatives:

- Trolley Disinfection Tunnel to disinfect trolleys before use by passenger and passenger can collect trolley from the tunnel
- UV based ATRS Disinfection System; Baggage belts retrofitted with an automated system which ensures 360° sanitization of passenger baggage
- Sanitization of transport options: Ensuring complete internal & external sanitization of taxis/cabs before each trip using WHO certified chemicals and also labeling the vehicles with date & time of sanitization to instill confidence in passengers
- Acrylic glass shields mounted on all counters to separate passenger facing regulatory officers & passengers and billing personnel & customers

Trolley Disinfection Tunnel



ATRS Disinfection System



Automated Hand Sanitizer Dispensers



Complete vehicle sanitization using WHO certified chemicals before each trip



Labels with date & time of sanitization to instill confidence



Acrylic glass shields at pax facing counters



The above measures of providing **contactless passenger processing solutions, enhanced & automated disinfection systems and effective & proactive communication to passengers** about COVID 19 precautionary measures, steps taken by the airport to ensure passenger, employee & entire airport community safety and advisory through all communication channels helped Hyderabad Airport to boost passenger confidence and minimize risk of COVID infections in the airport environment.

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#### On-Airport COVID Testing:

A 24/7 RT-PCR COVID testing facility with on-airport laboratory and waiting lounge has been made available to ensure passenger convenience

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#### ACI AHA Accreditation to Instil Confidence:

For its commitment towards passenger and employees Health and Safety, Hyderabad Airport received ACI AHA Accreditation. Hyderabad Airport is among the first batch of airports globally to receive this prestigious recognition which helps instill confidence in passengers.

### CLOSING REMARKS

The pandemic has disrupted the Airport industry at unforeseen magnitudes and airports had and continue to deal with unprecedented, challenging and diverging set of demands. It has caused a major shift in the passenger behaviour with travel being seen as potentially a life threatening activity.

Airports need to understand how to alter or update pre-COVID-19 strategies to align with new customer expectations to enhance passenger satisfaction in the 'new normal' while balancing its diverse demands to ensure sustained recovery.

Focus should be on promoting safety, reinforcing trust on air travel & recovery of demand, and contactless & innovative airport operations. Airports should use automation & latest cutting edge technology to provide fully contactless experience, keep passengers abreast with requisite information, reimagine in-terminal & security processes to better utilize space, resources, avoid crowds and enhance passenger experience & boost confidence. For now, most airports have deployed remedial interventions for retrofitting terminals to accommodate these solutions. Going forward, it is crucial to have these strategies as an integral part of the planning and design of all terminal projects and operations to gain sustainable competitive edge and create substantial value for the aviation community as a whole:

- Safe passenger facilitation during pandemic
- Enhanced passenger experience

- Re-inforce trust in air travel & re-kindle aviation demand
- Operational efficiencies
- Sustainable growth in top-line & bottom-line for Airports and other stakeholders
- Enhanced Brand & Reputation

In conclusion, it is essential for the entire aviation industry to work collaboratively to achieve holistic solutions and enhance passenger facilitation through-out passenger journey. And, it is imperative for airports, to actively engage with all stakeholders and industry forums to advocate interventions with involvement of multi stakeholder contribution.

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