



# COVID-19 Survey Results – Operational Impacts at Asia- Pacific Airports

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March 2022

# 13 Responses

Australia

Cambodia

China

Chinese Taipei

Fiji

French Polynesia

India

Japan

Malaysia

South Korea

Thailand

Vietnam



# 3 top operational challenges for airport operators

Health document check  
**58%**



COVID testing at airports  
**25%**

Resources constraint  
**17%**



**Challenges closely intertwined**



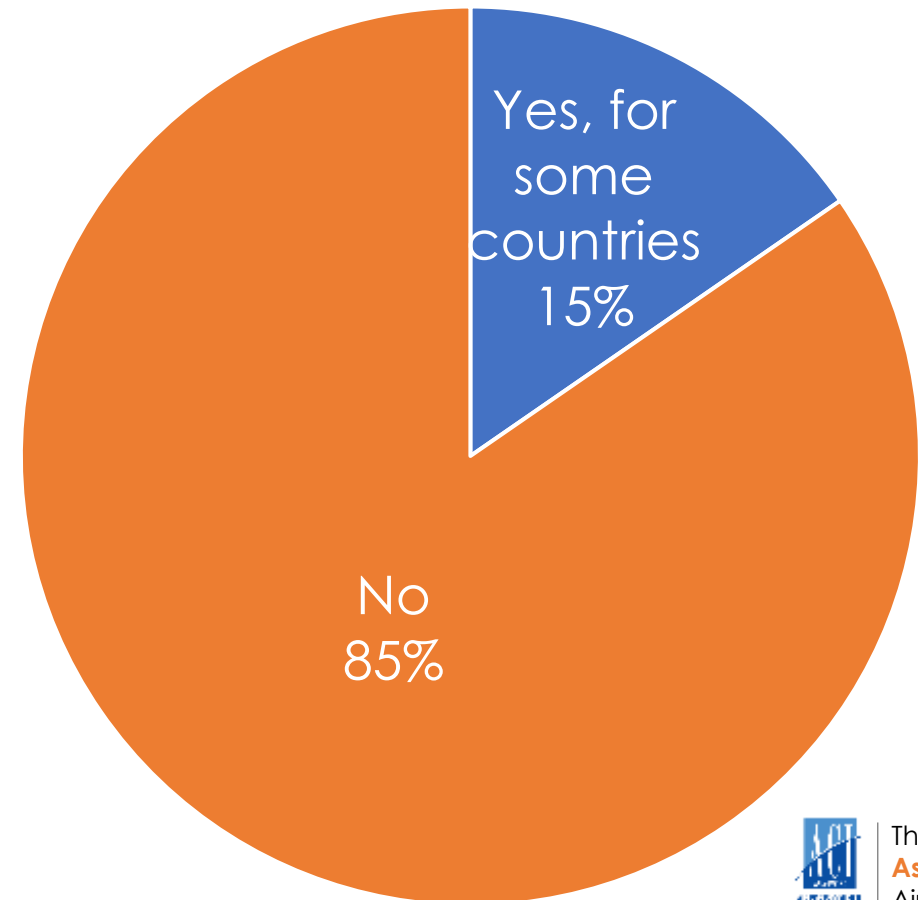
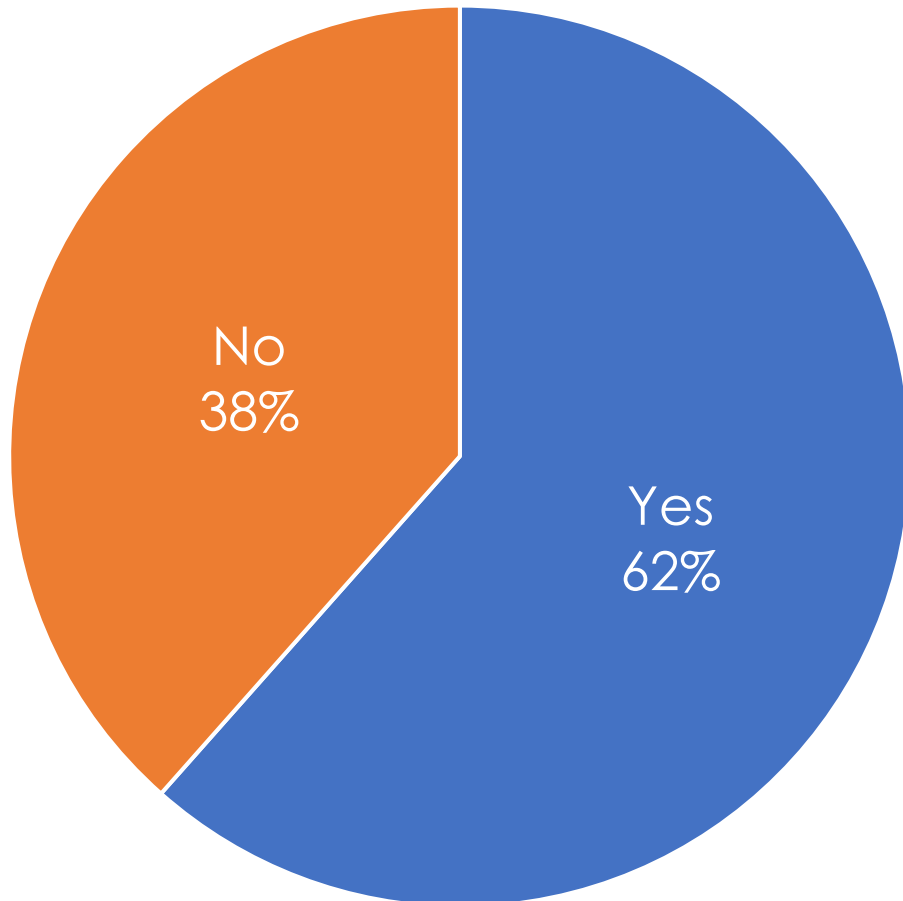
**Digital app for travel is increasingly available at national level,**

**but largely not interoperable**

National digital application introduced?

3<sup>rd</sup> party digital application recognized?

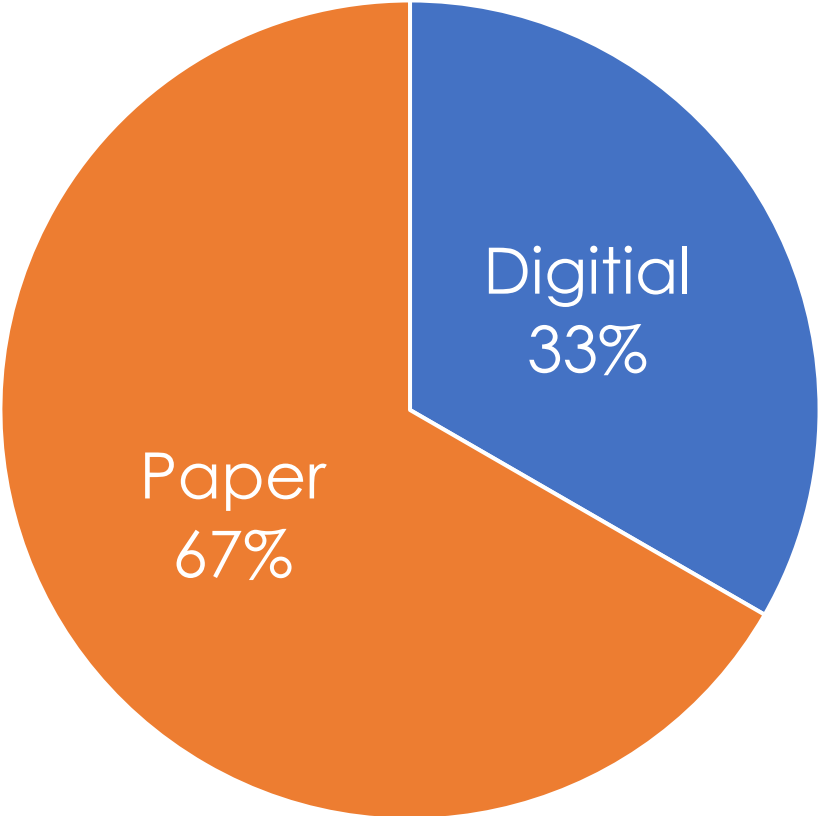
\*Some countries (e.g. EU DCC)



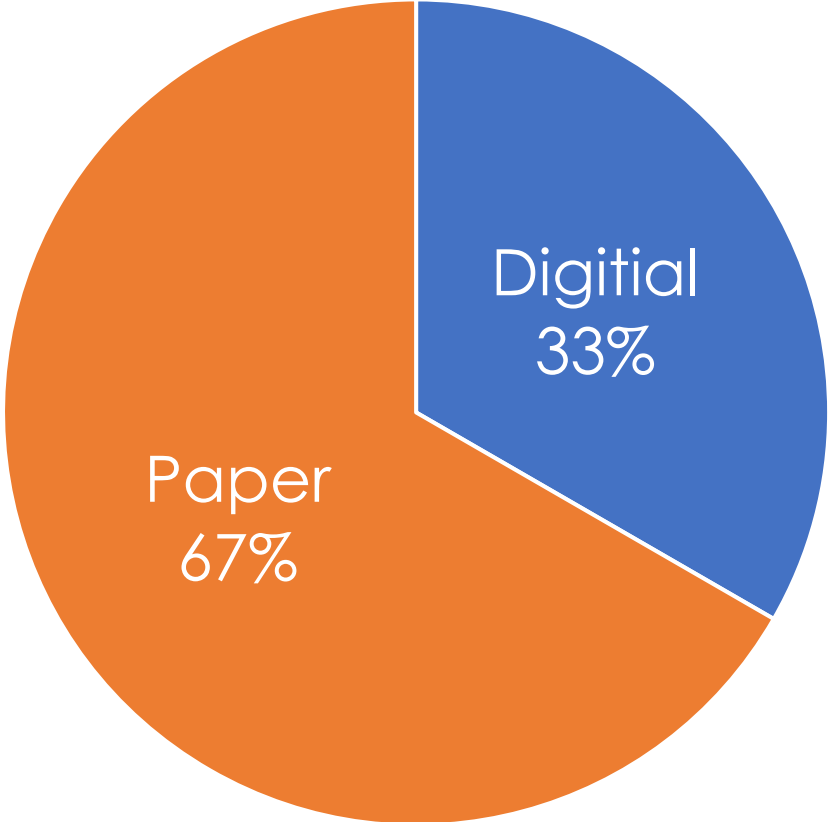
# Health documents check predominantly in **paper format**

In what format are health documents checked at airports?

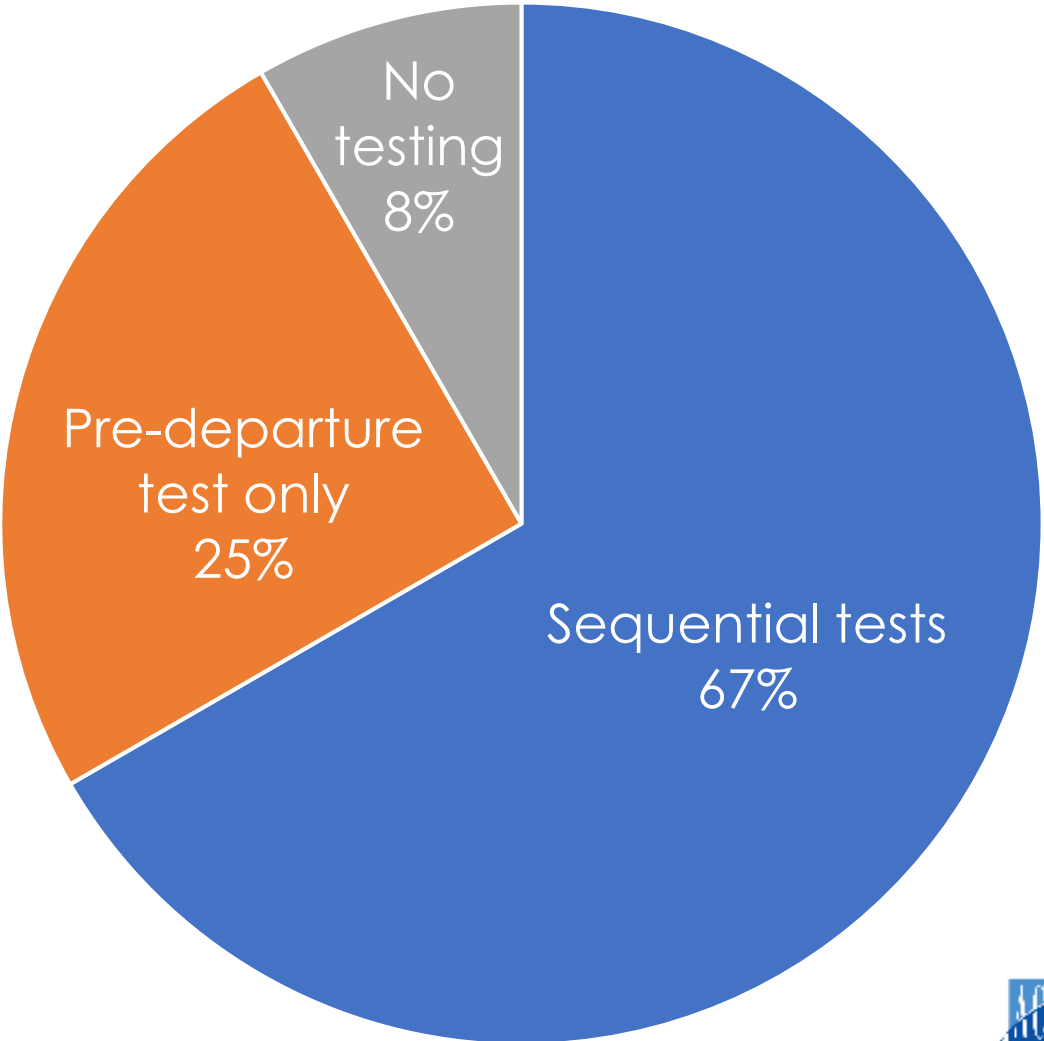
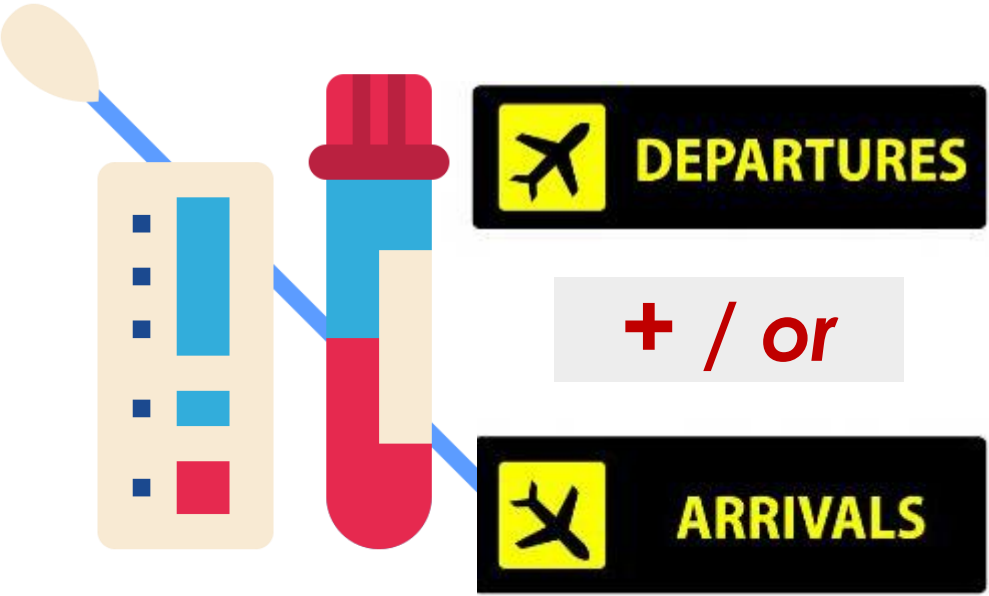
*At departure*



*At arrival*



# Passengers in the majority of States are still required to do **sequential tests** (pre-departure and arrival)

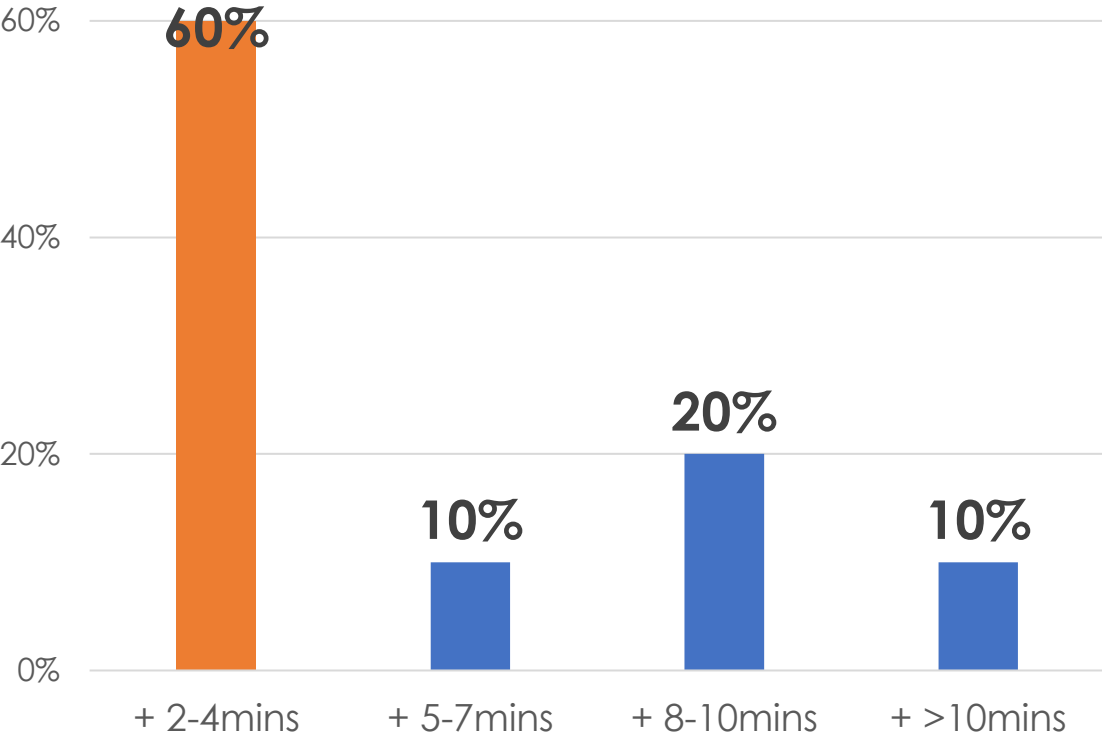


# Lack of optimization of health documents check leads to **extra processing time** of passengers

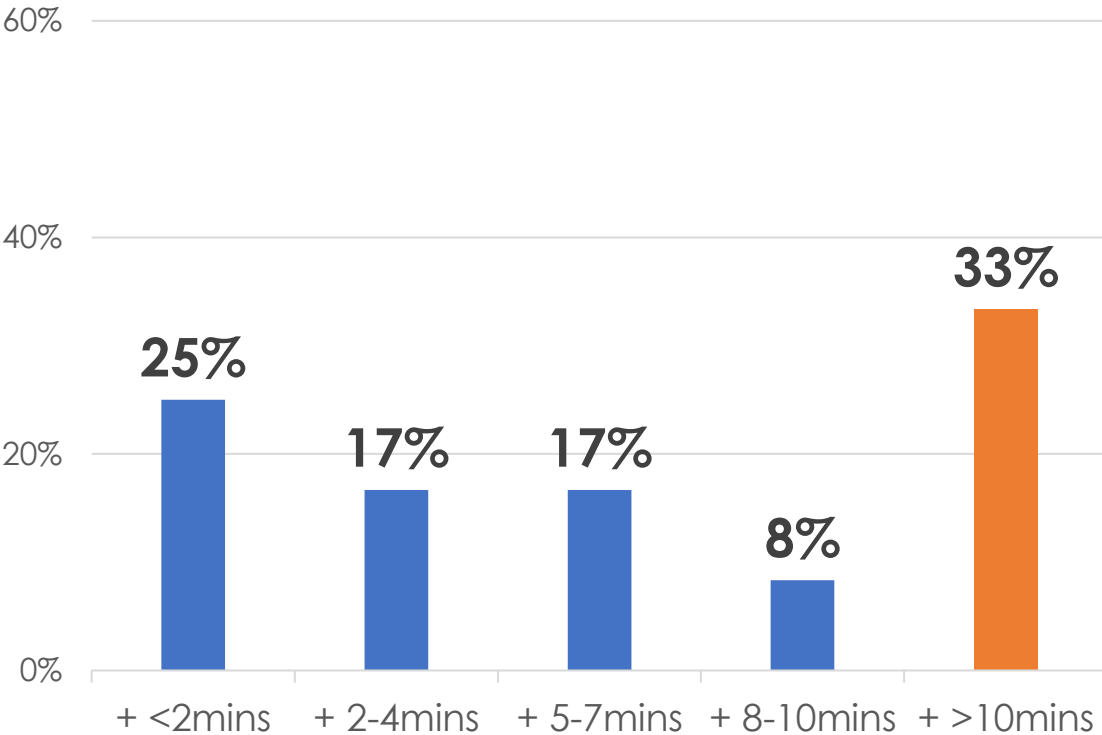


# Extra processing time at departure / arrival

At departure



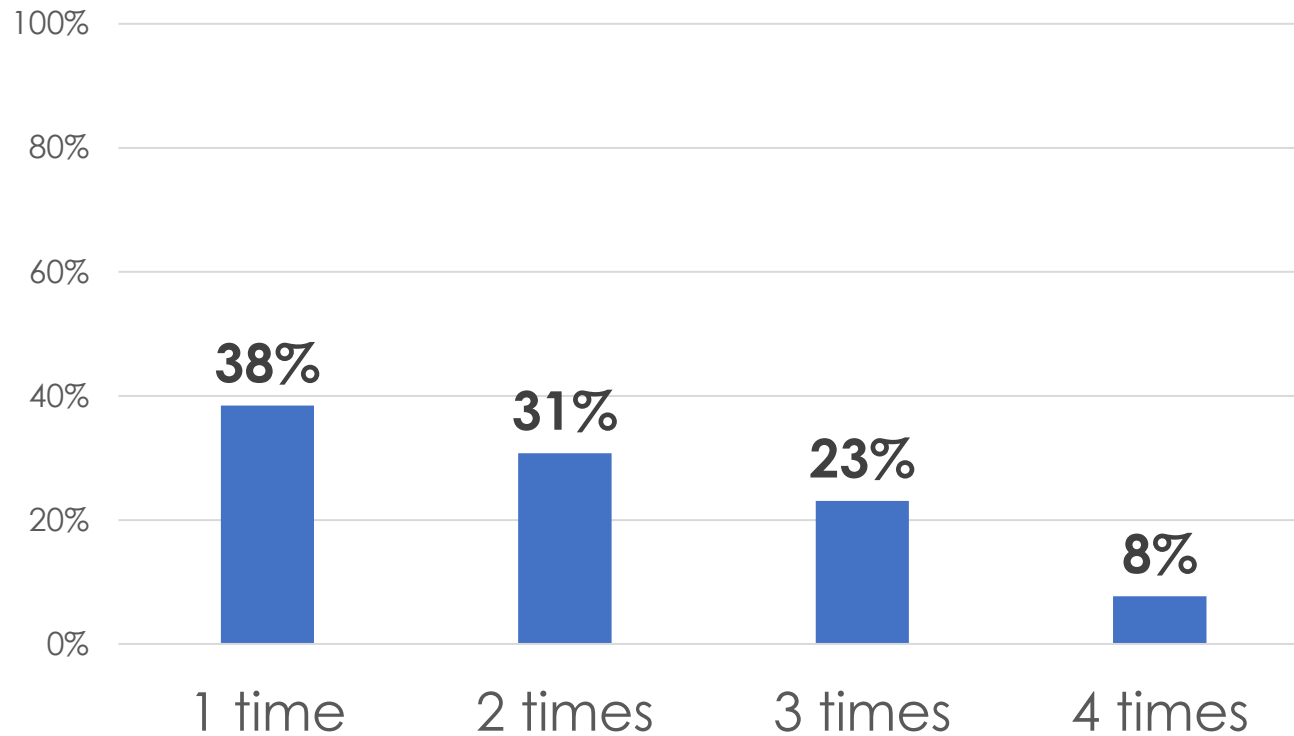
At arrival



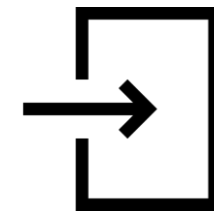


# Repeated document checks at airport

## Number of checks (at departure)?



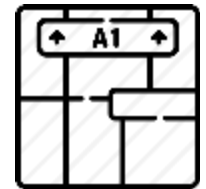
## Where to check usually?



Terminal  
Entrance



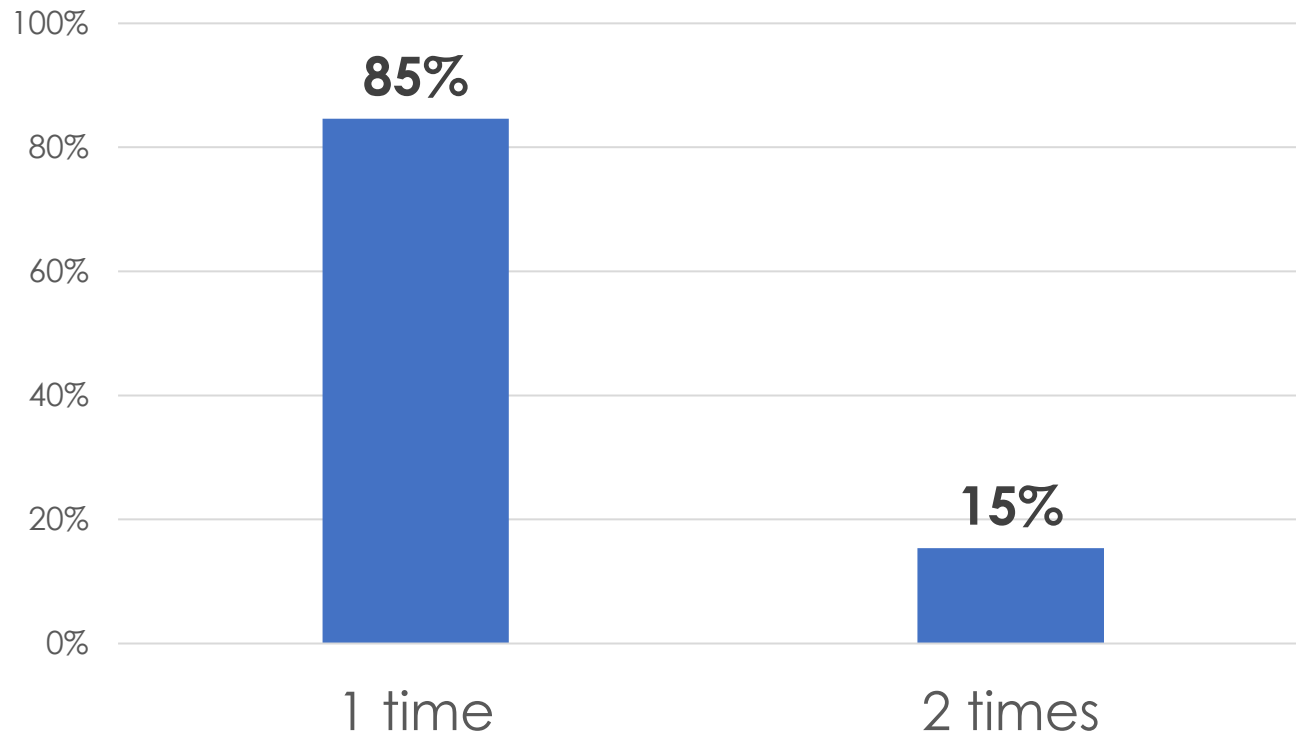
Check-in



Boarding gate

# Repeated document checks at airport

## Number of checks (at arrival)?



## Where to check usually?



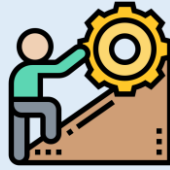
Arrival gate



Immigration

# Conclusions

## Operational Challenges



Three top operational challenges for airport operators are strictly **interrelated** and risk becoming more acute with increasing traffic levels if protocols are not reviewed

## Interoperable Digital Solutions



Digital apps for travel are increasingly available at national level but largely **not interoperable at international level**



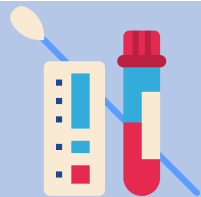
A **lack of interoperable digital solutions** leads to health documents to be checked predominantly in **paper format**

## Health Document Check



**Lack of optimization** of health documents check leads to **extra time for processing passengers** (especially at arrival) and **repetitive document checks** (especially at departure)

## COVID Testing



**Sequential testing** is still greatly applied in Asia-Pacific States. Recommendation: if required, test prior to the first point of departure only/avoid on arrival testing