

ICAO FACILITATION CONFERENCE 2025 (FALC 2025)
(Doha, Qatar, 14th to 17th April 2025)

Script Intervention on
Agenda Item 4: Passenger Experience

Bismillahir Rahmanir Rahim.

Your Excellencies, Distinguished Delegates, Ladies and Gentleman,

Assalamualaikum Warahmatullahi Wabarakatuh, and a very good (morning/afternoon).

First and foremost, I would like to take this opportunity on behalf of the Government of His Majesty the Sultan and Yang Di-Pertuan of Brunei Darussalam to thank the Minister of Transport, States of Qatar for inviting Brunei Darussalam to attend the International Civil Aviation Organisation (ICAO) Facilitation Conference 2025 (FALC 2025).

Your Excellencies, Distinguished Delegates, Ladies and Gentleman

1. It is both an honour and privilege for me to address this distinguished gathering at the ICAO Facilitation Conference, where we come together to shape the future of seamless and secure air transport globally.
2. Brunei Darussalam recognizes that aviation facilitation plays an important role in driving economic growth, regional connectivity and international cooperation. As the global aviation continues to evolve, we are called upon not only to ensure operational efficiency, but also to uphold trust, resilience, and inclusivity in the passenger journey.
3. As a Member State of the International Civil Aviation Organisation (ICAO), Brunei Darussalam remains fully committed to implementing the Standards and Recommended Practices (SARPs) of Annex 9 – Facilitation. Our national policies are aligned with ICAO's objectives to facilitate the movement of aircraft, passengers, crew, and cargo across borders, while ensuring compliances with relevant laws and regulations. This includes, facilitating on improving border clearance processes, enhancing passenger experience, and addressing emerging challenges, such as health risks and unruly passengers.
4. Through our national Airport Facilitation Committee, we ensure continuous collaboration among civil aviation, immigration, customs, health and law enforcement agencies. This approach enables us to achieve greater efficiency, security, and a seamless passenger experience.

Your Excellencies, Distinguished Delegates, Ladies and Gentleman

5. Brunei International Airport has undertaken a number of initiatives aimed at enhancing facilitation to meet future demands. These include the implementation of digital clearance processes to minimize waiting times and physical contacts, the upgrading of security equipment, and the development of robust public health applications (BruHealth) as part of the country's pandemic preparedness efforts. These improvements demonstrate our strong commitment to not only reinforcing operational safety and security but also to restoring passenger confidence and fostering resilient and sustainable growth in the air transport sector.

6. Looking ahead, Brunei Darussalam also remains committed to advocating for the harmonisation of facilitation procedures, the streamlining of documentation processes and the consistent implementation of the international standards across the aviation sector.

7. We commend ICAO's leadership in promoting facilitation, innovation, and regional cooperation. Let us collectively strategies ensuring a future where air travel remains a catalyst for sustainable development for the benefit of future generation.

Your Excellencies, Distinguished Delegates, Ladies and Gentleman

8. In closing, I reaffirm Brunei Darussalam's full support for ICAO's goal and commitments and look forward the valuable outcome of this Conference. Let us continue working hand-in-hand to shape a global air transport system that is not only efficient and resilient, but also inclusive and human-centric.

Lastly,

Waabillahit Taufiq Walhidayah.

Wassalamu'alaikum Warahmatullahi Wabarakatuh

Thank you.

