



| ICAO

# TRIP 2022

**SEAMLESS AND CONTACTLESS**

Sharing data to accelerate the recovery

13 - 15 SEPTEMBER 2022

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The  
**voice** of the  
world's airports

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## Session 9 : Way Forward – Achieving Seamless & Contactless Processes to Accelerate Recovery

The perspective from Airports Council International

# What have we learned with COVID-19 ?

- We need to think outside the box and rethink our systems, processes and tools
- The surge for demand in travel, staff shortages and baggage pile ups due to poor stakeholder collaboration
- Bring back predictability in air travel journeys to improve customer satisfaction
- Aviation workforce challenges are just beginning...



### 'Beyond a joke!': Furious flyers share pictures of huge passport control queues at Heathrow and Stansted and long 3.45am wait to get through security at Manchester as airport chaos continues

- Passengers took to Twitter to bemoan delays in the early hours of this morning
- In recent days families have felt compelled to arrive up to six hours before flight
- Airports up and down the country have been struggling with staffing for months

By TOM PYMAN FOR MAILONLINE  
PUBLISHED: 03:59 EDT, 11 May 2022 | UPDATED: 10:29 EDT, 11 May 2022



Furious flyers shared pictures of huge passport control and security queues this morning as chaos continues to hit airports across Britain.

Passengers at Heathrow and Stansted bemoaned the substantial delays in the early hours, apparently due to a lack of staff on desks, while there was also disruption in Manchester.

Toronto

### Travellers facing 'chaotic' delays as Pearson airport navigates long lines, staffing issues



Canadian Air Transport Security Authority says it's working to hire, train more staff  
Julia Knope - CBC News - Posted: May 02, 2022 2:44 PM ET | Last Updated: May 3

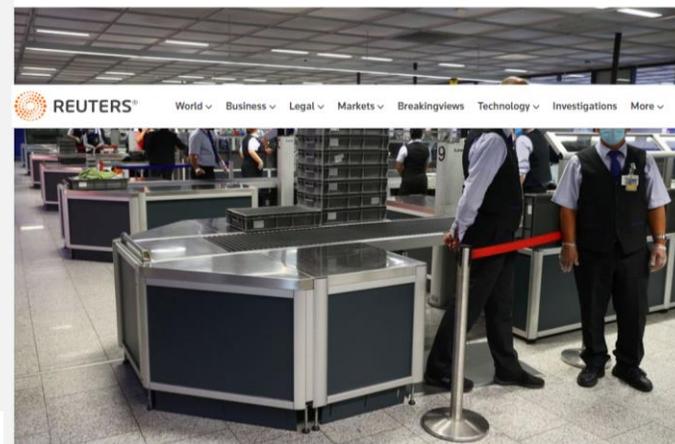


Staff shortages blamed for long security lines at Canadian airports  
14 days ago | 2:34

### Fraport cancels flights due to personnel shortages

Reuters

1 minute read



### Updated: Schiphol airport in for hellish weekend with more queues and cancellations



BUSINESS

### Cargo stuck at Changi Airport as Covid-19 causes shortage of manpower

Clement Yong  
© Feb 05, 2022 07:56 pm



A double whammy of Covid-19 infections among airport staff and the Chinese New Year holidays have led to severe delays in the processing of cargo at the usually efficient Changi airport terminals.

Containers that usually take hours to process now take days, The Straits Times has learnt.

Concerned freight forwarders wrote to ST saying the unprecedented bottleneck has



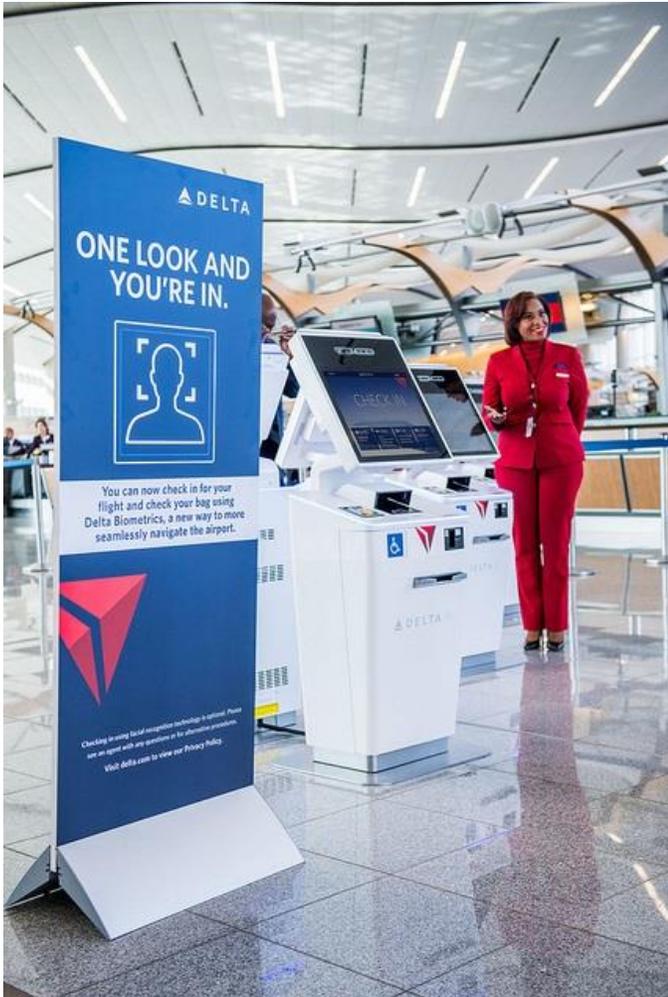
### Spain holiday chaos: 'Nightmare' as Britons face 'overcrowded' Majorca airport

BRITISH tourists have serious health concerns after reports that it is taking an hour to get through security checks at Majorca airport. The Balearic hotspot is one of Spain's top holiday destinations.

By ESTHER MARSHALL  
11:55, Mon, May 16, 2022 | UPDATED: 14:47, Mon, May 16, 2022

# Delays inevitable at majority of Europe's airports this summer, top industry body warns

# Can technology be part of the solution to a better capacity management?



Ineffective alignment creates bottlenecks, queues and crowds and overall passenger dissatisfaction



Industry and governments to further collaborate to sustain expected growth without adding costs and ineffective processes



Pre-travel verification should be here to stay, ideally in off-airport locations, to ensure passenger fulfil conditions prior to their trip



Digital identity technology to enable convenience, better use of infrastructure, fewer crowds and better security

# Employee satisfaction is key

- COVID-19 accelerated workforce trends, challenges and opportunities
- Meeting traffic growth, passenger expectations and employee needs
- Technology to assist humans in added-value tasks and meaningful work



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# Thank You

