




ICAO

Security & Facilitation

75
YEAR ANNIVERSARY
OF ANNEX 9
FACILITATION

2024 YEAR OF
FACILITATION

FACILITATION GLOBAL SUMMIT
RIYADH, SAUDI ARABIA, 21-22 MAY 2024

HOSTED BY:  **GACA**
الهيئة العامة للطيران المدني
General Authority of Civil Aviation

Past, Present, Future: 75 Years of Enabling Air Transport

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Past, Present, Future: 75 Years of Enabling Air Transport

01

Why we must remove barriers to air travel

02

Change is happening at airports

03

How ACI helps airports on their accessibility journey



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Past, Present, Future: 75 Years of Enabling Air Transport

01

Why we must
remove
barriers to air
travel



Courtesy: Incheon Airport

Past, Present, Future: 75 Years of Enabling Air Transport

A human, societal and business imperative

Accessibility and inclusiveness are not just the right thing to do



180 Member States have ratified the Convention on the Rights of Persons with Disabilities.

A human imperative



15% of the world's population, or one billion people, are persons with disabilities.

A societal issue



75% of disabled people and their families have walked away from a UK business because of poor accessibility or customer service

A business opportunity

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02

Change is
happening at
airports



Courtesy: London Gatwick Airport

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Innovation at airports for Persons with Disabilities

New equipment, software and apps can transform the experience



Seoul Incheon Airport

Autonomous People Movers and robots



Istanbul International Airport

Sign Language initiatives



Vancouver Airport

Assistive Navigation app

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Innovation at airports for Persons with Disabilities

Awareness activities



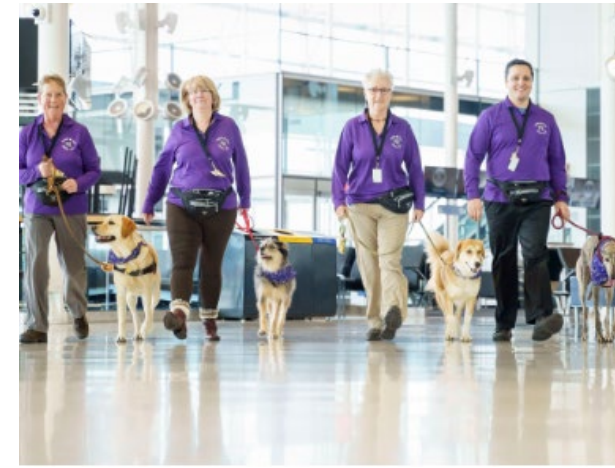
Minneapolis Saint Paul Airport

Travel Confidently MSP Education Center



Dubai Airport

Travel Planner Visual Guide



Montreal Trudeau Airport

Pet Squad

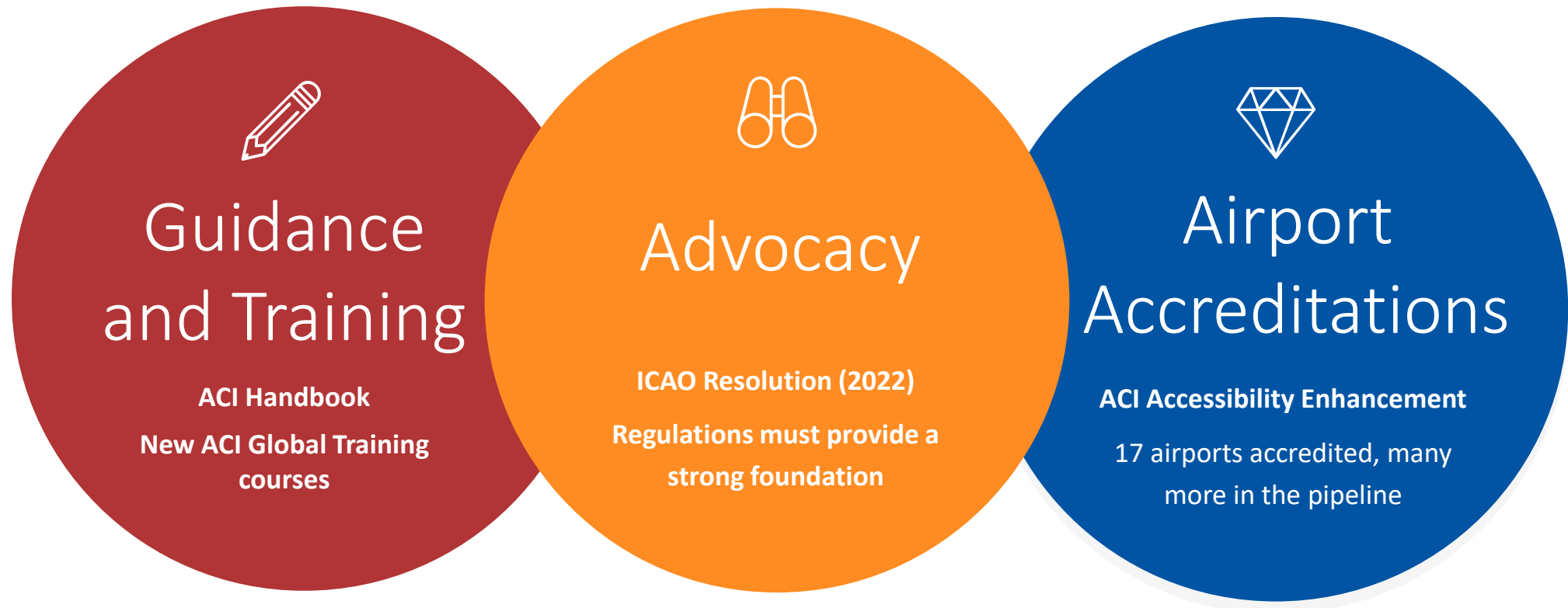
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03 ACI helps airports on their accessibility journey



Past, Present, Future: 75 Years of Enabling Air Transport

Assistance, regulation and accreditation play **complementary roles** in enhancing accessibility in aviation



Past, Present, Future: 75 Years of Enabling Air Transport

An ICAO Accessibility Strategy should reflect newer accessibility and inclusion themes:

A few ideas from ACI



Awareness training for **all** passenger-facing personnel



Consultation with Persons with Disabilities before decisions are taken affecting them



Extend accessibility to persons with **invisible** disabilities



Understand need for **autonomy** of many, and that there is no one-size-fits-all approach

Thank You

