

Agenda item 15 – Approval of Resolution affirming airports’ commitment to accessibility of their facilities for passengers with disabilities

The Resolution below has been approved by the Governing Board and is submitted to the General Assembly for approval.

Action by the General Assembly

The General Assembly is invited to approve the Resolution, as follows:

RESOLUTION No. 1

The Twenty-ninth ACI World Annual General Assembly,

Noting that airports worldwide place excellence in delivering the airport passenger experience among key priorities and objectives within their strategic plans;

Noting that airports have significantly increased their role in the passenger processes, quality of services and accessibility to and within their facilities;

Noting that airports need to accommodate the demand of growing number of persons with visible and invisible disabilities, including persons with reduced mobility;

Recognizing that passengers are demanding more customized services based on their specific needs and accessibility requirements;

Recognizing that accessibility regulations vary significantly between countries and regions;

Recalling the United Nations (UN) Convention on the Rights of Persons with Disabilities (CRPD) which specifies accessibility rights, and full and effective participation and inclusion in society of all individuals, including freedom of movement and freedom of choice;

Recalling the relevant Standards and Recommended Practices in Annex 9 of the Chicago Convention - Facilitation, of the International Civil Aviation Organization (ICAO), as well as the procedures and principles stipulated in the Manual on Access to Air Transport by Persons with Disabilities (Doc 9884);

Recalling that ACI produced a Handbook in 2018 drawing together best practices for the accommodation of passengers with disabilities; therefore;

Resolves to:

- a) Affirm the commitment of airports to continuously strive for excellence in customer service and experience including accessibility for passengers with disabilities;
- b) Urge airports to implement best practices for the accommodation of passengers with disabilities while meeting or exceeding regulatory obligations;
- c) Recognise and address the differing needs of passengers with visible and invisible disabilities;
- d) Encourage member airports to take into consideration the need for facilities that accommodate passengers with disabilities as they develop their Master Plans;
- e) Encourage member airports to conduct regular assessments of their facilities and operational procedures to strive for continuous improvement in how passengers with disabilities are accommodated;
- f) Urge ACI to continue promote the rights of passengers with disabilities and highlight airports' efforts to address them.

END