

**ASSOCIATION OF ASIA PACIFIC AIRLINES  
RESOLUTION NO. 4  
Series of 2009**

**A RESOLUTION ON PASSENGER FACILITATION**

The AAPA ASSEMBLY OF PRESIDENTS, in its 53<sup>rd</sup> meeting duly assembled,

RECOGNISING THAT:

- I. Air travel is an essential means of transport for many, with the global airline industry transporting more than two billion passengers annually;
- II. Government agencies, including immigration, customs and health departments, together with airport authorities play a key role in all countries in facilitating the smooth flow of passengers and cargo transported by air;
- III. Joint efforts are being made by the aviation industry and other stakeholders to use new technologies, including the use of biometrics and self-service check-in facilities, to streamline a passenger's journey;

NOTING THAT:

- IV. The use of flexible, interactive and largely automated passenger pre-clearance systems is a positive attempt to expedite passenger processing;
- V. Notwithstanding the increased use of ICAO standardised Machine Readable Travel Documents (MRTD) and other new technologies, this has not necessarily led to speedier passage of travellers through airport controls;
- VI. Airports seek to utilise their facilities and resources more efficiently, whilst airlines constantly strive to improve the levels of service provided to passengers;
- VII. Self-service check-in facilities are now a common feature at airports, especially in the US and Europe, but the adoption and implementation of such facilities on a wider scale at airports in the Asia Pacific region has been lagging;

BELIEVING THAT:

- VIII. Any government mandated regulations or measures related to passenger processing must be designed from the outset to be practical, cost-effective, efficient and sustainable;
- IX. The adoption of self-service facilities facilitates a speedier check-in process for passengers, and improves the efficiency of airport ground facilitation, thus enhancing the overall travelling experience;

RESOLVES:

- X. TO CALL on governments to recognise the true costs, both direct and indirect, of implementing various rulemakings, and the corresponding impact on the travel and tourism industry and wider economy;
- XI. TO CALL on governments and airport authorities to positively consider the benefits of the further use of technologies to streamline passenger travel; and
- XII. TO CALL on governments and airport authorities to continue to work with other aviation stakeholders, including the airline industry, to broaden the use of self-service facilities, in order to improve the efficiency of ground facilitation of passengers, thereby enhancing the overall travel experience.

APPROVED this 20<sup>th</sup> day of November 2009.

Certified correct:

Attested by:

ANDREW HERDMAN  
Director General

CHEW CHOON SENG  
AAPA Chairman – 2009