

10 COMMITMENTS TO OUR PASSENGERS, COMMUNITIES AND AUTHORITIES



IN CO-OPERATION WITH:



European airports commit to confidently and safely work to restore European air connectivity and the economy by:

- 1 Implementing all necessary measures to ensure a swift, safe and coordinated recovery of operations. Our priority is delivering the highest quality passenger experience
- 2 Fully implementing the guidelines agreed at national level. We call for national alignment with the EASA/ECDC [COVID-19 Aviation Health Safety Protocol](#) - in order to achieve optimal and harmonised risk mitigation for passengers and staff health along with their psychological well-being
- 3 Enhancing standards of cleaning and disinfection throughout airport premises in close cooperation with all relevant stakeholders; including health and aviation authorities, customs, border control, airlines, service providers and retailers
- 4 Ensuring clear, up-to-date and comprehensive communication of health and sanitary measures to passengers and staff, in particular our most vulnerable travellers - passengers with reduced mobility and the elderly
- 5 Encouraging greater use of touchless technology, biometrics and innovative solutions to reduce queues, bottlenecks, crowded areas and cross-flows. Enhancing cooperation with airlines to promote the exchange of passenger information in advance of travel
- 6 Encouraging responsible passenger behaviour, especially by encouraging passengers to assess their own level of health risk ahead of their journey and avoid travelling in case they have any symptoms
- 7 Continuing climate action towards the target of Net Zero CO2 emissions for operations under their control at the latest by 2050, while at the same time supporting the broader decarbonisation of aviation - in line with the objectives of the European Green Deal
- 8 Continuing to contribute positively to their communities and seeking to minimise any negative impacts
- 9 Guaranteeing safe and secure operations throughout the passenger journey to ensure that aviation continues to be the safest and most comfortable travel experience possible, for all passengers. Through continued investment, ensuring that European airports remain world leaders in safety and security
- 10 Striving to jointly develop with industry and institutional partners a new air transport system that is resilient to future crises.