

## APTRA “encouraged” by ICAO aviation recovery report



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APTRA (Asia Pacific Travel Retail Association) has said it is “encouraged” that a new report from the International Civil Aviation Organization (ICAO) council task force has paved the way for the travel retail and duty free industry to plan the tentative recovery of operations in airports.

ICAO published its Aviation Recovery Task Force Report on June 1, with a range of global recovery guidelines across the aviation sector, including specifics on achieving personal safety standards in airport airside areas. The report supports the facilitation of a measured approach to retail and food & beverage operations in airports.

APTRA approached ICAO in May to lobby for the Asia Pacific region’s duty free industry.

“Since the outbreak of COVID-19, APTRA has accelerated our advocacy work, this time campaigning with ICAO representatives in Asia Pacific as part of a wider campaign to 26 governments across the region,” said APTRA President Sunil Tuli. “We wrote to Ms Fang Liu, ICAO council Secretary General, explaining the essential role our industry plays in the aviation ecosystem asking for ICAO recognition of the unique dynamics of our industry and in considering measures to enable a level of recovery. We welcome the positive indications in these guidelines for the resumption of airport commercial operations in airports.”

APTRA's approach to ICAO set out the vital contribution made by the travel retail and duty free industry to employment and to the essential commercial income of airports. It detailed the industry's proposed measures to enable operators to function while prioritizing the health and safety of passengers and staff. These include:

Protection of colleagues - with training, PPE and safety equipment, prioritization of contactless payment, increased hygiene measures in-store;

Protection of customers - clear signage, traffic flow, hygiene, encouraging short dwell times;

General retail operations - protocols on hygiene in-store and on delivery procedures, streamlining of store furniture to ensure efficient passenger flow with supervision by store staff.

APTRA's approach to ICAO included a retail map of Singapore Changi Airport's Terminal 3, illustrating how outlets are integrated within the terminal infrastructure and space, allowing for ease of flow.

APTRA is communicating with several aviation authorities to reach as many decision-makers at country/government level to ensure the voice of travel retail across Asia Pacific is heard, said Tuli.