Dear Sir,

ICAO CIVIL AVIATION RECOVERY 'TAKE OFF' GUIDELINES

Further to our earlier communication on the recommended operational steps for reopening duty free retail outlets following the COVID-19 outbreak. Since then the International Civil Aviation Organisation has releases their guidelines for operations across the travel ecosystem, as the industry prepares for recovery. We are pleased to note that the guidelines are practical and take into account the uniqueness of the travel retail experience.

While the full guidelines, can be viewed here - https://www.icao.int/covid/cart/Pages/default.aspx

we would like to draw your attention, particularly, to the Airport Module, with regards to the Terminal Airside Area, accessible here - https://www.icao.int/covid/cart/Pages/Airport-Module---Terminal-Airside-Area.aspx - and which we annex to this letter.

As the body responsible for the protection and growth of the travel retail industry in the region, we write partly to bring these to your attention but also, to request that any local guidelines created for the resumption of operations in your market, take account of, and adopt these guidelines. We view these guidelines as well-considered and practical, having regard to traveller safety but also to enable operations to resume in a manner that enables our members to start their recovery since the decimation brought on by this crisis.

To that end we appreciate any support from you in also sharing this with your colleagues responsible for the development of such guidelines in your country, so they can be guided by and adopt the guidelines developed by ICAO.

We remain at your disposal for consultation on this matter and thank you in advance for your support in enabling our members to start to resume operations in a manner that enables them to quickly begin mitigating the impact of this crisis on their operations and revenue.

Thank you.

Yours sincerely

Mr. Sunil Tuli
President
APTRA

ANNEX:

ICAO CIVIL AVIATION RECOVERY 'TAKE OFF' GUIDELINES : AIRPORT MODULE – TERMINAL AIRSIDE AREA

The post-security terminal airside area is an area of high passenger traffic, with few physical barriers and usually wide-open space. Consideration needs to be given to the temporary need for physical distancing, while also providing passengers' access to the retail, duty-free concessions and food and beverage offerings. Gate areas, VIP lounges and other services in this area also see a high passenger volume. Various flow monitoring tools, physical installations, floor markings and adapted wayfinding need to be evaluated and deployed. Enhanced cleaning and hygiene measures may need to be scheduled and deployed to contribute to limiting the spread of the virus.

Considerations
- Encourage self-service options, where passengers have limited contact with retail, food and beverage staff.
- An orderly boarding process will be necessary to reduce physical contact between passengers, especially once load- factors start increasing. Close cooperation between the airline, airport and government is vital. Airlines will need to revise their current boarding process. Airports may need to assist in redesigning gate areas and governments may need to adapt applicable rules and regulations. The increased use of automation, such as self-scanning and biometrics should be facilitated.
- Especially during the early stages of the restart phase, carry-on baggage that would require use of the overhead bins should be limited to facilitate a smooth boarding process.
- Where possible, implementation of self-boarding technologies at the gate should be considered with units using automatic doors, integrated boarding pass readers, LCD displays for passenger instructions and a device for printing seat assignment changes.
- Increase use of all other opportunities of self-scanning of documents when identification is required.
- As a temporary measure, sitting areas (lounges, gates, restaurants) can open at limited capacity to accommodate the short-term need for physical distancing. As the recovery phase progresses and health requirements evolve, a return to regular capacity can be contemplated.
- Temporary closing or enhanced monitoring of certain service areas based on stages of mitigation measures, such as:
  o Self-service buffet food
  o Café seating, or multi-purpose seating
  o Smoking areas
  o Children's play areas
- Ensure multiple alcohol-based hand sanitizer stations are available throughout the airport with adequate signage for passengers.
- Installation of touch-free equipment in toilet facilities, such as:
  o Automatic toilet flushing system
  o Taps and soap/hand sanitiser dispensers
  o Automated hand towel dispensers

Means for uniform implementation
- Work with retail, food and beverage concessions to ensure the use of contactless technology payment options and self-serve options.
- Involve airline stakeholders in measures needed in airport lounges.
- Collaborate with relevant authorities, airlines and other aviation stakeholders for cost-effective solutions that protect the public.
- Use the Airport COVID-19 Cleaning / Disinfection Control Sheet (PHC Form 3) or a similar one where appropriate.