

Travel in a New World



The
voice of
African
airports

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Something positive about the Pandemic !

- Act as a catalyst for change
- Foster greater innovation and integration of technology in the aviation processes
- Opportunity to think strategically and take a systematic approach
- Regulatory change to support the integration of technology and innovation



Airports' Priorities

- Reconsider normal business and operational processes
- Protect the health and welfare of passengers and staff
- Safe, secure, and hygienic travel experience is a normal expectation
- Touchless self-service processing



NEXTT, the Future of Travel

- The future of travel
- New Experience Travel Technologies, NEXTT, a joint vision of ACI and IATA
- Complete air travel experience focusing on:
 - i. Off-airport activities
 - ii. Advanced processing technology such as robotics and biometrics
 - iii. Interactive decision-making

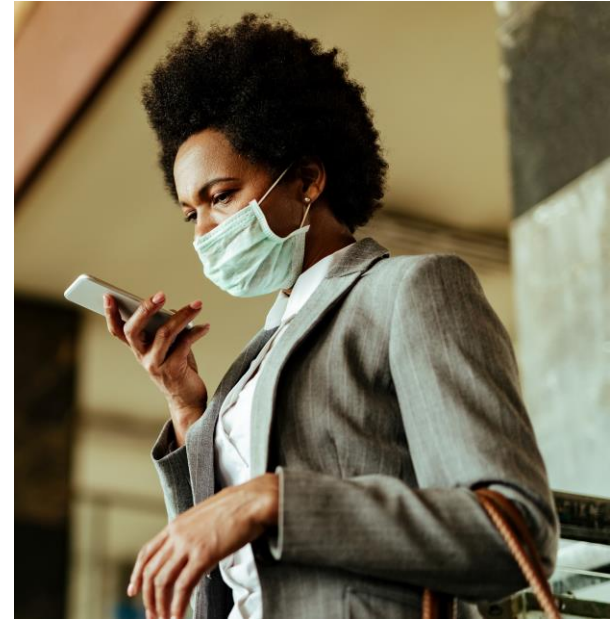


- Cashless mobile payment at retail stores
- Mobile remote ordering for food and beverages, in-terminal food and retail delivery
- Tracking technologies and situational awareness
- New drivers of satisfaction



What about Africa?

- Complexity of introducing digitalisation in airport processes
- Few biometric passports
- Data ownership issues
- Lack of stakeholders' collaboration
- Regulatory obstacles
- Opportune time for Africa!



About ACI-Africa

ACI Africa is the international association of African airports. It is the voice of African Airports and has as prime objective to advance the interests of airports and to promote professional excellence in airport management and operations on the African continent. ACI Africa is composed of 68 members from 53 African countries, managing more than 260 airports, and of 44 business partners.

ACI Africa Website <https://www.aci-africa.aero/>

