

# EES – Industry Perspective, IATA

ACI Europe – Regional Airports Conference, 28-29 April



# Industry views



IATA **supports** the EES/ETIAS long-term purpose being essential that they:

- consider the impact on **facilitating** passenger travel and
- are built on international **standards/ practices** and aligned with existing industry **operational systems** and **processes**.



IATA **supports** the EU plan for an EES/ETIAS **progressive** roll out

# Areas of Attention



**Border crossing points** and **procedures** being effective



**Comms. campaign** to public



**Connectivity** and increased border control processing times

# Areas of Attention (cont.)



**Airlines departing procedures** jeopardized due to exceptions handling and the lack of 24/7 phone support from EU



**Crew** handling

A man in a dark suit and pink tie is smiling and interacting with passengers on an airplane. He is leaning over a passenger's seat. In the background, an exit sign with the text "← 出口 Exit" is visible on the ceiling.

# Thank you

**Nuria Fermoso**  
**Senior Manager, Customer Facilitation**  
**[fermoson@iata.org](mailto:fermoson@iata.org)**

