

**IATA**  
**WORLD**  
**PASSENGER**  
**SYMPOSIUM**

# Unlocking Seamless Journeys and Airports for All

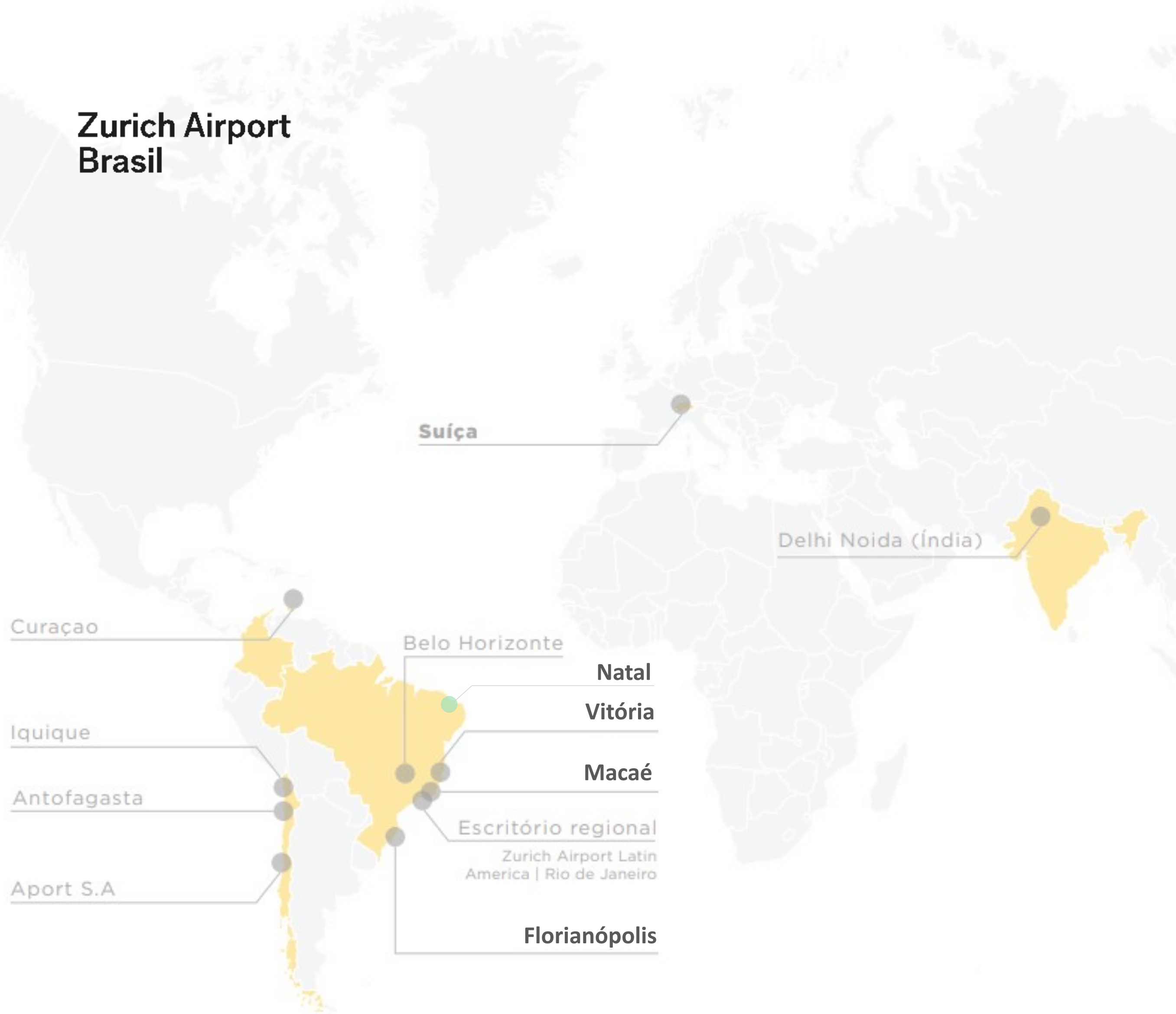
Zurich Airport Brasil

#IATAWPS





## Zurich Airport Brasil



**With 20 years of experience, the Zurich Airport Group is currently involved in the operation of 10 airports worldwide.**

Zurich Airport Brasil is responsible for the operations of the airports in Florianópolis, Vitória, and Macaé, and is in the process of assuming control of Natal.

The group has a unique vision of airport infrastructure in its DNA, based on the concept of being more than just airports.



**Is it possible to create a seamless experience in an Accessible and Inclusive approach?**

~~Regulations~~ **Empathy as a key driver**





**Mobility**

People with permanent or temporary reduced mobility.

**17 Million people**



**Visual impairment**

A person experiencing vision loss or a visual impairment.

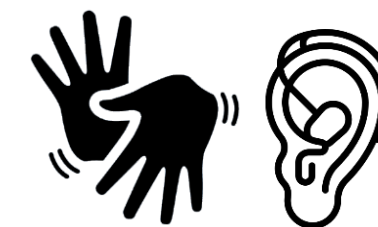
**6,5 Thousand people**



**Intellectual and Developmental**

includes conditions such as autism, Down syndrome, and intellectual disabilities that can impact cognitive and adaptive functioning.

**2,6 Million people**



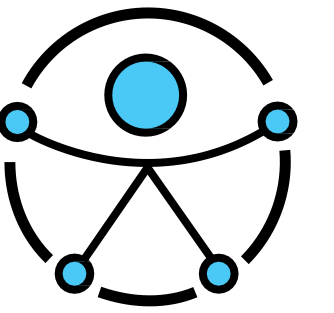
**Communication Disabilities**

Non-verbal communication, and conditions that affect an individual's ability to speak or communicate effectively.

**10,7 Million people**



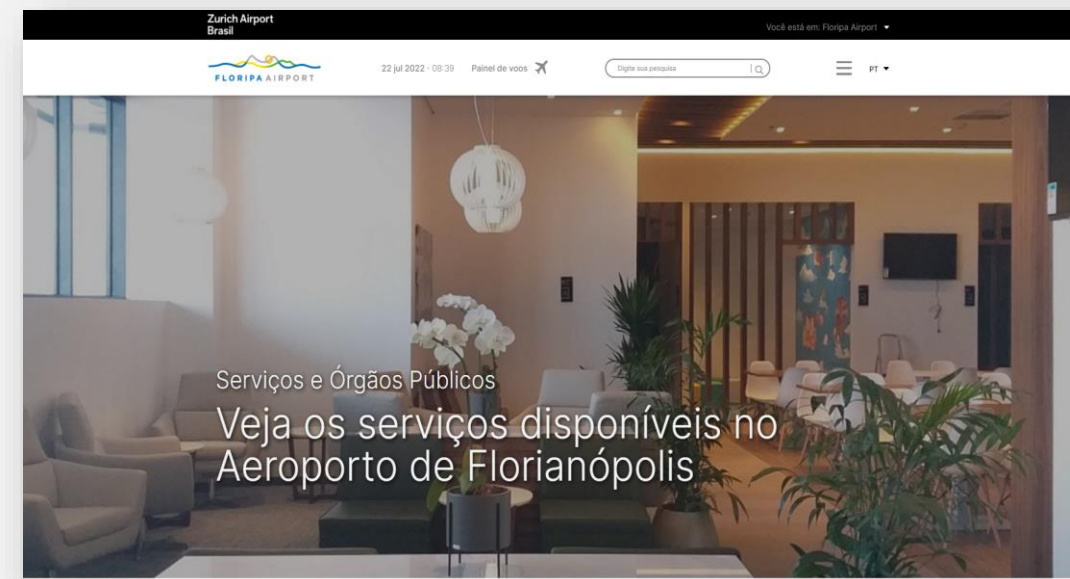
# Airport for All Initiatives



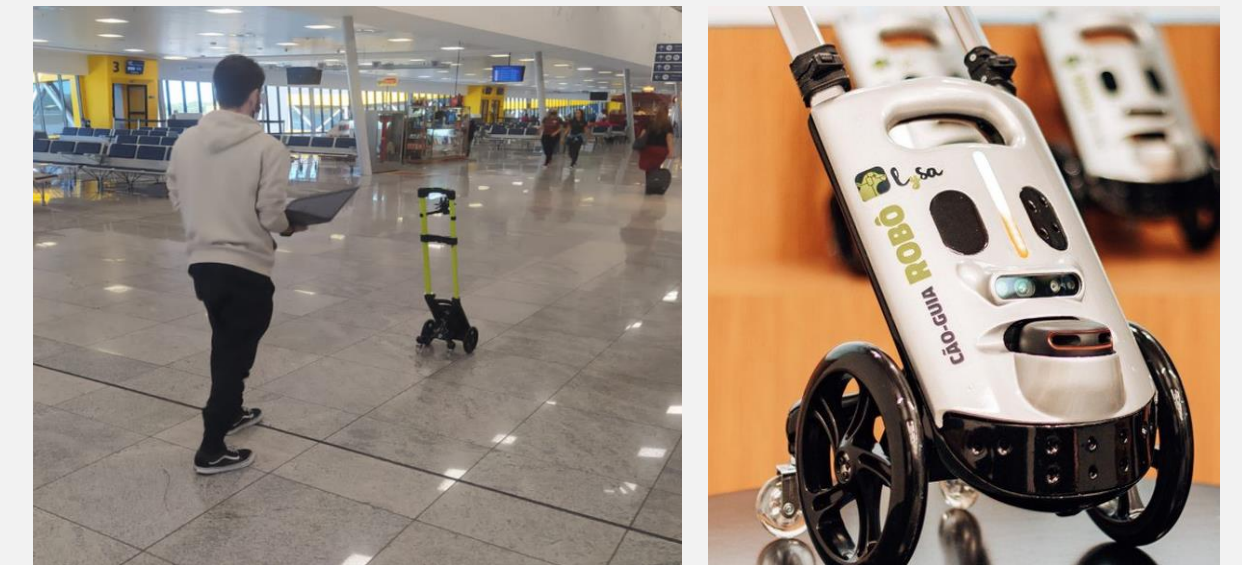
## Accessible bathrooms



## Accessibility on websites



## Lysa Dog Robot for the Blind



## Multisensory room for Autistic



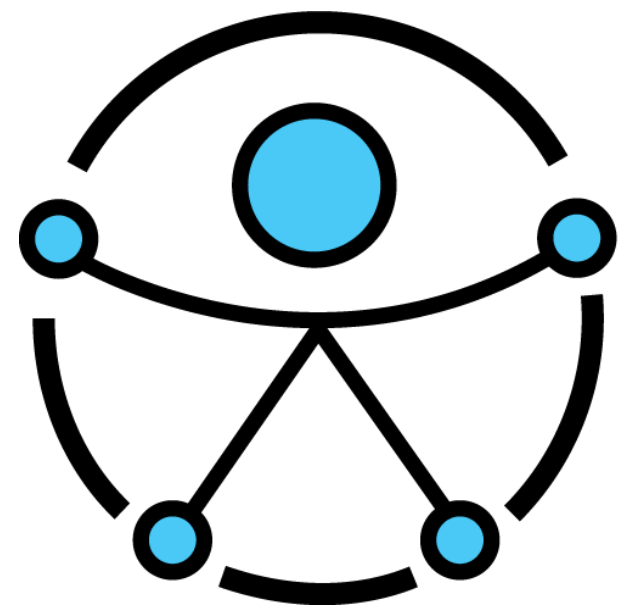
## Libras Training for the Customer Service team



## PET Relief







# Airports for All



# Zurich Airport Brasil



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**Thank you!**