

**Talking Points for the UCAA Deputy Director General, Ms Olive Birungi Lumonya Delivered On January 20, 2023 at the VIP Press Room in relation to Mitigation Measures in place to enhance smooth facilitation of passengers through Entebbe International Airport.**

**Entebbe International Airport Stakeholders**

**Members of The Press,**

**Ladies and Gentmen.**

I warmly welcome you all to Entebbe International Airport this afternoon .

We have received valuable feedback from our key stakeholders , the users of the facilities at Entebbe International Airport, and I am sure many of you have seen and read some of that feedback.

We intially issued a statement that first acknowledged that feedback yesterday morning without going into specific details of actions taken .

We have now deemed it prudent to further update you on a number of measures that we have previosly implemented that we continue to implement and others that have been stepped up as follows;

- 1) In 2021, the Authority issued a directive to all airport stakeholders urging them to inform thier staff who interface with passengers in operational areas that use of private mobile phones is prohibited while in duty within the terminal building. It is only the supervisors that were expempted. While there may have been laxity in implementation of this directive, it is now being re-emphasised and is going to be fully enforced.
  
- 2) We have held engagement meetings to harmonise operations of the different stakeholers on departure with a view of ensuring that some

functions are merged and handled more efficiently by fewer agencies to avoid duplication and multiple checks and desks before a passenger accesses the check-in counters.

- 3) It has been resolved that after a passenger has gone past Immigration on departure, recalling them or offloading them for any reason would only take place with the express permission of the Director Airports and Aviation security or General Manager- EIA of UCAA.
- 4) We are intensifying the playing of messages on Flight Information Display screens at the airport alerting/reminding passengers not to be compelled to pay any money to anyone in exchange for a favour at the airport.
- 5) We would like to re-assure the public that all cases/complaints submitted to UCAA with evidence will be thoroughly investigated and action taken. A number of those, which were submitted earlier were worked on and action taken, with staff found culpable disciplined. From 2020 to date, 26 members of staff from various agencies have either been suspended, terminated or subjected to other disciplinary measures. A UCAA staff who appeared in one of the videos was detained at Aviation Police on the morning of January 20, 2022 and is to face disciplinary action as investigations continue.
- 6) Name tags for all staff operating at the airport.
- 7) Enhance customer service training for all stakeholders operating at Entebbe International Airport

We highly commend the vigilant members of the public who have shared leading information that has enabled us to conclusively investigate some cases leading to implementation of disciplinary action on members of staff from different

agencies operating at the airport who may have mishandled passengers. The feedback have also facilitated continuous improvement.

We appeal to the public not to look at this as a confrontational campaign against airport workers, but to continue supporting us in a collaborative manner. We have seen some constructive feedback, but also some that could unfortunately demoralise the hardworking, committed and loyal staff, who are the majority rendering services to the travelling public.