

# Summary of Operational Recovery Plan: COVID-19 Preventative Measures implemented at Hamad International Airport (HIA) Doha, Qatar

By:

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Qatar Company for  
Airports Operation  
and Management  
**MATAR**

لشركة القطرية  
لإدارة وتشغيل  
المطارات  
**مطار**



CAPSCA EUR/MID/9 VIRTUAL MEETING  
07-09 Dec 2021

## **MATAR | HAMAD INTERNATIONAL AIRPORT COVID-19 PREVENTATIVE MEASURES**

### **Introduction:**

- ▶ At the beginning of the COVID-19 outbreak in January 2020, **Qatar Company for Airports Operation and Management (MATAR)** has implemented precautionary measures at Hamad International Airport (HIA) to maintain its operations in a safe environment for its passengers, stakeholders, contractors and staff. These preventative measures are in line with the regulatory requirements of the following:
  - ▶ Ministry of Public Health (MOPH)
  - ▶ Qatar Civil Aviation Authority (QCAA)
  - ▶ World Health Organization (WHO)
  - ▶ International Civil Aviation Organization (ICAO)
  - ▶ Airport Council International (ACI)
  - ▶ European Union Aviation Safety Agency (EASA)
  - ▶ International Air Transport Association (IATA)
  
- ▶ For the duration of this pandemic, **HIA** never stops its airport operation.
  
- ▶ This presentation summaries the actions taken from January 2020 until this date.



## **MATAR | HAMAD INTERNATIONAL AIRPORT COVID-19 PREVENTATIVE MEASURES**

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### **MATAR has implemented the following:**

#### **► For Passengers:**



**Terminal access restricted to traveling passengers.**



**Passengers to arrive at HIA three hours prior to their flight to get thermally screened.**



**Only passengers with valid ticket can enter HIA.**



**Thermal and temperature screening implemented for all passengers entering HIA.**

## **MATAR | HAMAD INTERNATIONAL AIRPORT COVID-19 PREVENTATIVE MEASURES**

**MATAR has implemented the following:**

► **For Passengers:**



**Floor marking stickers with 1.5 meters distance installed at check-In counters.**



**Regular disinfection of baggage trolley and tubs.**



**Hand sanitizer station installed at various locations.**



**Facial biometrics have been initiated at e-gates for immigration process.**

## **MATAR | HAMAD INTERNATIONAL AIRPORT COVID-19 PREVENTATIVE MEASURES**

### **MATAR has implemented the following:**

#### **► For Passengers:**



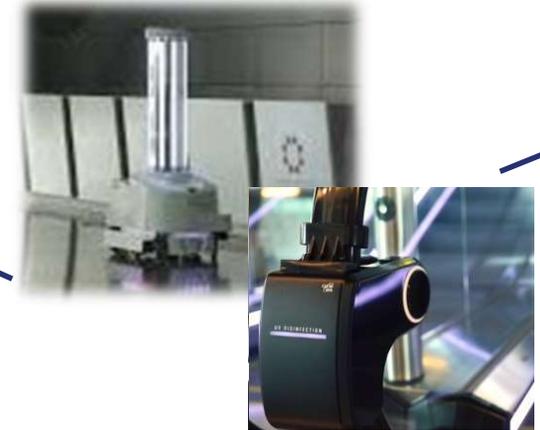
**Security screening carried out while maintaining 1.5 meters.**



**HIA staff uses thermal smart screening helmets.**



**Cashless transactions are encouraged across HIA.**



**UV disinfectant robots introduced as well as UV disinfection for handrails.**

## **MATAR | HAMAD INTERNATIONAL AIRPORT COVID-19 PREVENTATIVE MEASURES**

**MATAR has implemented the following:**

**► For Passengers:**



**Distance-sitting method leaving one seat across the terminal.**



**Airport personnel continually monitor that physical distancing is maintained at all time.**



**Hygiene advices for passengers are displayed on FIDS.**



**Physical distancing stickers have been placed on boarding bridge.**

## **MATAR | HAMAD INTERNATIONAL AIRPORT COVID-19 PREVENTATIVE MEASURES**

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### **MATAR has implemented the following:**

#### **► For Passengers:**



**Thermal scanners installed at transfers.**



**Thermal scanners are allocated at the arrival hall for terminating passengers.**



**All arriving/terminating Passenger to Doha are swab tested and transferred to Government Quarantine Facility; Later amended following the MOPH Travel Restriction Policy implemented.**



**Physical distancing measures implemented at baggage reclaim area.**

## **MATAR | HAMAD INTERNATIONAL AIRPORT COVID-19 PREVENTATIVE MEASURES**

### **MATAR has implemented the following:**

#### **► For Staff and Contractors:**



**Thermal scanners installed at staff and contractors entrances. Ehteraz app being checked to confirm health condition of every staff / contractor.**



**All staff wear face mask and full PPE where required. Face identification cameras are installed to detect staff entering HIA without mask.**



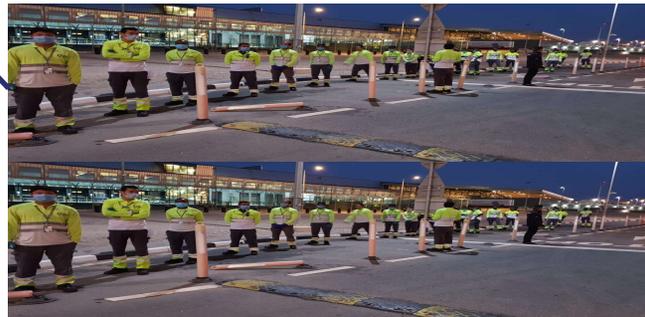
**Social Distancing implemented inside elevators, meeting rooms and other areas needed to decongest to avoid virus to spread.**



## **MATAR | HAMAD INTERNATIONAL AIRPORT COVID-19 PREVENTATIVE MEASURES**

**MATAR has implemented the following:**

► **For Staff and Contractors:**



**Social distancing implemented at various staff entrances.**

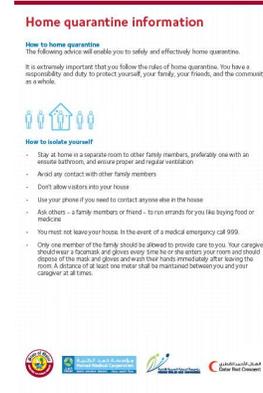
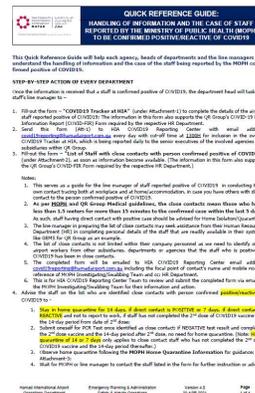
# MATAR | HAMAD INTERNATIONAL AIRPORT COVID-19 PREVENTATIVE MEASURES

## MATAR has implemented the following:

### ► For Staff and Contractors:



Staff working from home reached up to 80%; until resumption to normal when gradual lifting of COVID19 restriction Phase 4 was implemented.



Random COVID testing of staff and contractors at work and regular scheduling of COVID19 testing at the Airport Clinic for staff identified close contact with positive cases



## **MATAR | HAMAD INTERNATIONAL AIRPORT COVID-19 PREVENTATIVE MEASURES**

### **MATAR has implemented the following:**

#### **► For Staff & Operations:**

- Hand sanitizers in all common areas.
- Physical distancing measures.
- Shutdown of drinking fountains.
- Staff interacting with passengers were masks and gloves.
- Tracking of sickness trends.
- Reporting COVID19 positive/reactive cases and conducting contact tracing by concerned department.
- Scheduling PCR Test of close contact staff with MOPH aside from conducting random screening of staff and contractors from time-to-time.
- Security increased at accommodation to ensure contract staff imposed self-isolation.
- MOPH Training on “donning and doffing of the PPE”.
- Issuance of various Airport Notices related to COVID19 Safety Measures, such as, Health Alert Notices (HAN), Terminal Operation Notices (TON) and other-related Notices for HIA stakeholders, operators, staff and operating carriers.

## **MATAR | HAMAD INTERNATIONAL AIRPORT COVID-19 PREVENTATIVE MEASURES**

### **MATAR continue to cooperate and collaborate with various internal and external agencies through -**

- ▶ **Active participation in various Committee meetings with MOPH, government and private sectors for the enhancement and implementation of COVID19 Restrictions.**
- ▶ **Regular attendance and contribution in the weekly meetings in the QR Group COVID19 Workgroup for any new information from the MOPH, local and international travel regulations for information dissemination.**
- ▶ **Active collaboration with Event Management Sectors (FAC21/FWCQ22) to ensure proper implementation of Healthcare Protocol at the Point of Entry (Airports).**
- ▶ **Active cooperation and participation in local and international audits and inspections for airport safety measures and implementation at the height of COVID-19 crisis and due to these initiatives and actions,**

## **MATAR | HAMAD INTERNATIONAL AIRPORT COVID-19 PREVENTATIVE MEASURES**

**HIA has been awarded 5-star COVID-19 Airport Rating by SKYTRAX on 3<sup>rd</sup> December 2020**



COVID-19 Airport Rating, COVID-19 Rating 3rd December 2020

**Thank you.**



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