FLIGHT SAFETY FOUNDATION

New Norms in Air Travel Hygiene Etiquette:

The Passenger's Role in Sustaining a Healthy Environment

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(Photo by Anna Shvets/Pexels)

Introduction

All elements of the aviation industry will need to work together to rebuild capacity and consumer and government confidence in the wake of the COVID-19 pandemic. Of particular importance as flight schedules are re-established and air traffic starts to pick up will be the role of passengers in safeguarding their own health, and the health of other travellers and the myriad airline, airport, retail, security, and customs and border personnel they may encounter on their journeys.

Flight Safety Foundation has long held that continuing to improve aviation safety requires a collaborative approach involving all stakeholders working together with a common goal. The same is true when it comes to reducing the risk of COVID-19 infection while traveling.

Many organisations already have published measures they will be taking to protect the welfare of airline and airport staff and customers. The Foundation developed this document, "New Norms in Air Travel Hygiene Etiquette," by distilling advice from multiple sources into a single set of processes that could be commonly agreed to and adopted. Included in the following pages are common-sense practices and procedures that, if followed, may contribute to lowering the risk of COVID-19 infection for everyone involved.

Air travel in the wake of the COVID-19 pandemic will be different from travel before the outbreak. New personal and environmental hygiene norms and etiquette are required, as are the use of personal protective equipment and physical distancing. It stands to reason that passenger check in, boarding and deplaning will take longer so that physical distancing can be maintained. Traveller cooperation with these new norms and procedures is crucial to maximising their effectiveness.

We recognise that some organisations will apply more stringent standards whilst others may be unable to pursue all the measures identified here, and that individual governments and regulatory authorities will provide their own guidance or mandate certain actions. But we hope that adherence to a baseline of common processes will reassure stakeholders that the risk of virus transmission during commercial air transport operations is being reduced to as low a level as reasonably practicable (the ALARP principle) and, further, that this understanding can be factored into government decisions on immigration and travel policies.

The advice offered here will undoubtedly change in light of experience and the document will therefore be updated in due course. It is too early to predict how long the full suite of defensive measures will be needed, but the learning behind these proposals can be carried forward into any similar public health challenge in the future.

The Approach

The options available to industry in a pandemic environment range from a complete cessation of operations to a 'do nothing' approach; neither of these two extremes is acceptable. Instead, a layered system of risk mitigations used during typical flight scenarios can combine to reduce the risk of COVID-19 transmission to ALARP levels for all involved in the process, including ground staff, and will be instrumental in renewing stakeholder confidence in commercial air transport.

Many of the measures proposed in this document, which should be managed via company safety management systems (SMSs) where present, will be temporary and may be modified as new hazards and risks are identified and guidance is issued by regional and national civil aviation authorities. Measures also may be scaled back when data support a relaxation of defences. Some measures, however, may persist for longer periods and may even become permanent. Variation can also be expected due to differences in the local threat or national policies at one or the other end of a city pair or, for some operations, because of practical considerations.
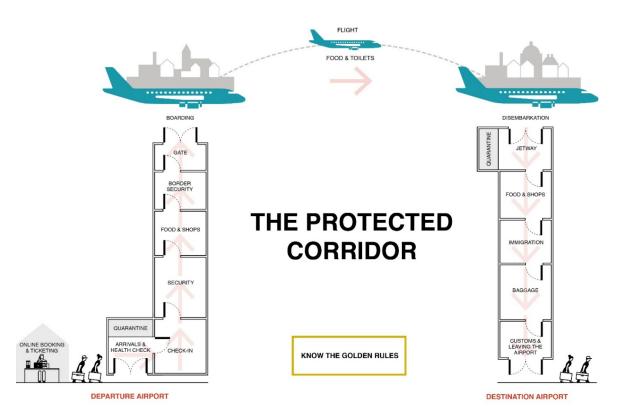
In developing a 'protected travel corridor' in alignment with the International Civil Aviation Organization's (ICAO's) Public Health Corridor concept, some 'Golden Rules' have been identified that apply to all involved. These should form an essential minimum response.

The one theme that runs consistently through each measure is the need for collaboration and cooperation between every person involved in the journey. Whilst airline, airport and associated staff will quickly learn their new daily environment, passengers will not have the same level of exposure to new processes and there is a clear need for education and guidance to be provided as early as the initial ticketing process. A 'Passenger Charter' is therefore offered to help manage expectations of required behaviours and the service that will be delivered to them.

Compliance. Airport and airline managers will need to consider mechanisms — such as training and specific response plans — for dealing with passengers who choose not to cooperate. Compliant customers may view the mitigation measures as being a collective effort and therefore may consider non-compliance by others as increasing their personal risk. This is likely to be a source of conflict if not managed sensitively. Passengers may need to be reminded of the potential consequences of not complying with crew instructions and local airport area policies.

A typical air travel scenario is depicted in the 'protected corridor' graphic on the next page. The approach taken explores the various stages of travel and identifies potential vulnerabilities and mitigations which should be considered.

(Illustration by Eve Izaac)

The Main Stakeholders

The main stakeholders include:

- **The traveling public**
- **Airline activities**
- **Airport-based activities**
  - ➢ passenger care
  - ➢ security and border control services
  - ➢ check in services
  - ➢ food and retail shops
  - ➢ baggage handling
  - ➢ ground transportation links

Golden Rules for All

COVID-19 GOLDEN RULES

If unwell, do not travel or go to work

Maintain physical distance (if possible, 1 to 2 metres plus)

Comply with Personal Protective Equipment requirements

Minimise touching of surfaces and own face

Clean hands thoroughly and regularly

Apply proper etiquette regarding coughing and sneezing

Place all waste in an appropriate receptacle

COVID-19 Key Symptoms

According to the World Health Organization (WHO), the most common symptoms of COVID-19 are:

- fever
- dry cough
- tiredness

Other symptoms that are less common and may affect some patients include:

- aches and pains
- nasal congestion
- headache
- conjunctivitis
- sore throat
- diarrhea
- loss of taste or smell
- rash on skin
- discoloration of fingers or toes

These symptoms are usually mild and begin gradually. Some people become infected but only have very mild symptoms. For more information, visit the WHO website.

(Photo by Gustavo Fring/Pexels)

The Protected Corridor

Passengers are the primary focus for all activities that take place during air travel and the process in the pandemic environment requires sympathetic and sensitive collaboration by professional airport and airline staff. It is also important for passengers to understand their part in this collaborative effort, and they need to be provided with information accordingly. A Passenger Charter (see example in **Annex A**) can help manage the expectations of passengers about their travel experience and, in turn, inform staff expectations of passenger responses to the changing situation as they pass through the airport and into an aircraft.

Airports and airlines should establish enhanced cleaning and disinfection regimes for walkways, doors, handrails, toilet areas, and any other touch points. Waste receptacles should be clearly marked and widely available, and their contents treated as bio-hazardous waste. Physical distancing should be promoted via physical barriers, one-way systems, signage and floor markings.

The information below broadly follows the passenger journey. For ease of reference, measures applicable to passengers, airlines and airport-related stakeholders are listed separately in **Annex B**.

Booking and ticketing

Whilst all airlines inform their passengers of the terms and conditions applicable to their individual journeys before they travel, there is now an obvious requirement to provide additional pandemic-related information. The layered COVID-19 defences begin at the ticketing stage with guidance or, in some States, regulations aimed at preventing infected passengers from entering the system.

Passengers should be reminded when they book a flight that they should not travel if they are unwell or have had recent exposure to a known source of infection; some regulators already require a declaration to this effect. Passengers should also know what preparations to make before they arrive at the airport.

The example Passenger Charter, ideally presented at the booking stage, asks passengers to:

- Not travel if unwell and to inform a member of staff if they become unwell during their journey

- Answer any related health questions honestly and to comply with any required screening tests

- Ensure they check the safety precautions (for example, personal protective equipment [PPE]) required by all the airports and airlines they will use on their journey before departing for the airport on the initial leg of their trip

- Prepare themselves for increased frequency of hand washing during travel by making use of airport facilities and/or use of personal hand sanitizer

- Limit the amount of hand baggage they carry

Provision of barriers and signs to promote physical distancing should begin as early as possible in the terminal area and preferably from the boundaries with ground transport links. Airports should also consider the need for health screening for staff, and the potential use of separate entrances and exits to avoid unnecessary exposure to the flow of passengers. Glass or polycarbonate screens should be considered for all staff locations with passenger-facing duties (check-in desks, gates, etc.).
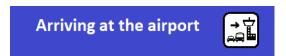
Persons with reduced mobility

Airport and airline assistance for persons with reduced mobility (PRM) starts with planning. The health of some PRM may place them at increased risk from the pandemic and it would be prudent for persons notifying airlines of their mobility status to be advised to check with a medical professional before they travel. Airline or airport staff should not make a determination on the additional pandemic risk borne by a PRM, as this is a decision for the individual concerned.

Existing processes should be reviewed for consistency with COVID-19 risk mitigation good practice and any changes communicated to all associated staff.

PRM will typically require assistance from a care giver, aide or member of staff at some point in their journey, which is likely to breach current guidance on physical distancing. Appropriate PPE should therefore be worn by all parties and this may need to be of a higher standard than required for other passengers.

- Physical assistance or additional care requirements should be made clear to the airline at the time of booking
- A PRM and any person assisting should wear appropriate PPE

Arriving at the airport

COVID-19 protections will extend the pre-flight process and passengers will need to be informed of earlier reporting times. The presence of non-travelling companions should be discouraged; some airport operators may opt to prevent their entry to the terminal. Health screening processes are expected to occur at or near terminal entry, which effectively becomes the first section of the protected health corridor. Airports should consider methods for provision or purchase of PPE for travellers who are inadequately prepared.

Passengers should therefore be advised to:

- Expect a longer pre-boarding experience
- Comply with PPE requirements
- Adhere to physical distancing measures

- Cooperate with health screening processes

- Comply with any reasonable requests from airport staff or airline crew

- Minimize the number of non-traveling persons at the airport

All means of reducing physical contact should be explored, such as the use of touchless technology for document checks and any financial transactions. Enhanced cleaning regimes will be crucial, and touch points should be disinfected frequently between first and last passenger moves.

Check-in and baggage drop

Passengers should check in online if possible. Airports should consider cleaning regimes (including possible disinfection of checked baggage) and provision of 'no touch' document checks at desks and kiosks. Passengers should be encouraged to be patient and only to handle their own baggage. Landing cards, if applicable, could be distributed at check-in or at the gate, rather than in flight.

Passengers should be advised to:

- Use online or remote check-in and documentation checks where available

- Comply with PPE requirements

- Maintain physical distancing

- Clean their hands after touching kiosks or other equipment

- Handle only their own baggage

Security

Security areas should be configured to provide physical distancing, but some activities inevitably will require closer proximity and the staff involved should be provided with enhanced PPE. Frequent cleaning of high touch points, including trays, is recommended.

Passengers should be advised to:

- Prepare themselves and their bags prior to entering the area so that time in security is minimised

- Maintain physical distance but understand that some closer proximity may be necessary

- Remove PPE only as requested for security checks

- Keep in mind that in rare situations manual searches may be conducted. Personal health risks are expected to be minimized as security risks are managed.

Shops and food retail

All retail outlets should be configured to maintain physical distancing, which may also include control of customer numbers. Consideration should be given to touchless transactions and to possible delivery of items to the jetway or aircraft; with chain retailers, it may be possible to deliver goods at destination. Retail staff should be subject to the same health screening and protocols as other airport-based staff.

Passengers should be advised to:

- Comply with requests from retail staff
- Limit the use of cash transactions
- Minimise touching of items
- Clean their hands on leaving the retail area

Border security

Border security arrangements will be managed by national authorities but should be configured for physical distancing. All passengers and operating airline crew should be reminded that PPE may need to be removed for personal identity checks and that they should cooperate with any document handling protocols. Separate lines should be provided for outbound crews if possible. Also, additional screening of passengers arriving from higher risk locations, as determined by health risk monitoring, may be necessary.

Gate

Boarding gate areas should be configured to promote social distancing, including the use of physical barriers where possible. Boarding procedures will vary depending on on-board seating configurations, the use of boarding bridges or remote stands, and the number of aircraft doors being used for entry. Local policies may also affect the process. Passengers should be called forward in small numbers to avoid crowding at the gate itself.

Passengers should be advised to:

- Comply with boarding instructions and PPE protocols
- Anticipate lengthy and possibly unusual boarding processes

Boarding and flight

Boarding is an obvious compression area for passengers. Airlines will decide on the best boarding strategy for their own aircraft and the method of arrival at the aircraft itself, which may involve walkways and steps, boarding bridges or busing.

Passengers should be advised to:

- Adhere to all instructions and requirements communicated by crew members
- Comply with PPE protocols
- Take their seats promptly
- Store carry-on items only in the areas immediately above their seat or under the seat in front of them
- Not touch other passengers' possessions
- Clean their hands
- Limit walking about the cabin to minimize proximity to other passengers
- Limit the use of lavatories as much as possible
- Exercise in-seat on longer flights

Disembarkation

Disembarkation processes will vary depending on the use of doors, boarding bridges and stairs. The principle should be to disembark passengers closest to the doors first to preserve physical distancing. Briefing on the process ideally should be conducted prior to landing and repeated before arrival on stand, with instructions for people to remain seated until called, to avoid clustering in the aisles and exit areas.

Passengers should be advised to:

- Remember physical distancing when in the boarding bridge or on boarding stairs.
- Adhere to instructions for disembarkation at arrival airport
- Be prepared for disembarkation to take longer than normal, remain in seat until called forward

Baggage recovery

Physical distancing will still be important during baggage recovery. Passengers should be warned that bags may take longer than normal to arrive on the baggage

recovery carousel. Airports may consider provision of disinfectant wipes for customer use on baggage handles and on baggage trolleys.

Passengers should be advised to:

- Allow ample time for bags to arrive at carousel to minimize time spent in area
- Maintain physical distancing and PPE protocols
- If able, wear gloves or wipe baggage handles before carrying bags
- Use kiosks, if available, to submit lost or missing baggage claims
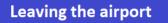
Customs

Normal customs processes should apply, but officers may ask passengers to handle their own baggage if able. Airports may consider providing sanitizing gel or wipes before passengers enter the main airport area.

Passengers should be advised to:

- Adhere to physical distancing protocols
- Comply with PPE requirements
- Cooperate with "see but don't touch" protocols
- Use disinfectant wipes or wash hands upon exiting customs area

Leaving the airport

Airports should consider processes to allow arriving passengers to leave the immediate areas as soon as possible, preferably without interaction with departing passengers. Taxi ranks, pick-up and drop-off points, and entries to other ground transport links should be controlled to avoid overcrowding.

Passengers should be advised to:

- Plan departure from the airport to minimize time at the airport
- Plan to meet family at home or away from the airport
- Maintain physical distancing
- Wear PPE as required by the airport or national/local authorities
- Cooperate with protection measures for ground transport systems
- Ensure they have submitted any required passenger locator cards

Things that may change the routine

Disruptions to flight schedules will have an immediate effect on the capacity of the airport and especially on the ability for people to maintain physical distancing. Airports and airlines should make, in advance, arrangements for handling and re-ticketing of displaced passengers, noting they will be under additional stress because of the pandemic situation; facilities may include secure hotel accommodation that avoids the need for quarantine where applicable. Separate arrangements will be necessary for passengers refused airport entry, boarding or transfer for medical reasons.

Passengers should be advised to:

- Adhere to airport and airline instructions if flights are canceled or delayed

- Travel with a change of clothing

- Ensure they understand any new pandemic-related requirements in the event of an en route diversion to another country

- Notify the airline if they experience COVID-19 symptoms within seven (7) days of arrival

Conclusion

The guidance contained in this document offers an impartial holistic approach to managing the risk from the COVID-19 crisis. The continuation of SMS processes and a systemic approach to the crisis is crucial for success. Efforts to manage risks will be irrelevant if the traveling public does not have full confidence in the collective system of mitigations. While the 'new norm' poses challenges for operators, government agencies and the traveling public, a return to business as usual may not be an option for the foreseeable future. Mitigation measures should be adjusted over time as the risk reduces, which will further promote passenger confidence in air travel.

Additional Information

Additional information is available from a variety of sources. The links below provide access to World Health Organization (WHO), International Air Transport Association (IATA) and International Civil Aviation Organization (ICAO) documentation. Given the recency of COVID-19, much of the guidance produced leverages the lessons learned from other diseases.

https://www.who.int/ihr/publications/9789241549462/en/

https://www.who.int/ihr/travel/A(H1N1)_air_transport_guidance.pdf

https://www.iata.org/en/programs/safety/health/diseases/

https://www.icao.int/Security/COVID-19/Pages/default.aspx

https://www.icao.int/covid/cart/Documents/CART%20Report%20Final.pdf

https://www.icao.int/covid/cart/Documents/CART_Report_Take-Off_Document.pdf

A catalogue of guidance materials and recent information is also maintained on SKYbrary at:
https://www.skybrary.aero/index.php/Coronavirus_Disease_2019_(COVID-19)

Annex A

Passenger Charter

Passenger Charter - Air Travel in the COVID-19 Environment

Your safety is our highest priority and we therefore need to ensure your risk of catching or transmitting the COVID-19 virus throughout your journey is as low as we can make it. In the pandemic environment, your airport and airline experience is likely to be different from your previous travels.

We can significantly reduce the virus risk if everyone works together and cooperates in complying with some simple preventive measures. While no single preventative measure can eliminate risk by itself, the combination of layered defences will drive the risk down to the lowest level we can achieve while still making your journey possible. Some specific measures may not all be fully applicable to your flight and there will be differences in the approaches taken by national governments and authorities, for example, on quarantine rules, the wearing of masks and seating arrangements.

Your airport and airline will provide you with all the information you need to help protect yourself and others during your journey. Please note that deliberate refusal to comply with notified safety precautions may lead to you being denied travel and, in some jurisdictions, to possible arrest or legal action.

What is expected of you, the passenger

This is your part of the cooperative process:

- If you are not well, do not travel. If you become unwell during your journey, contact a member of staff immediately

- If you know you have been exposed to someone who has tested positive for COVID-19 in the 14 days prior to your travel you should contact your airline for advice prior to travelling

- Answer any related health questions honestly and comply with any required screening tests

- Ensure you check the safety precautions required by your airport(s) or airline(s) *before* you travel

- Expect your pre-boarding experience to take longer, so allow more time

- Limit the amount of hand baggage you bring with you

- Comply with any reasonable requests from airport staff or airline crew

- If asked, wear personal protection equipment (PPE). Be prepared to remove masks for identity or security checks

- Maintain physical distancing as much as is practicable
- Take all opportunities to clean your hands
- Comply with respiratory etiquette even if wearing a mask
- Use the sanitizing materials provided in the airport or on board the aircraft
  - Check with the crew before using any of your own sanitizing materials on board as these can sometimes damage the aircraft
- Avoid touching fixtures or fittings unless necessary
- Respect boarding, deplaning and other instructions
- Limit your movement around the aircraft cabin
- Act with consideration for your fellow passengers

Please remain flexible and cooperate with the processes designed to keep you safe!

What you can expect from the airport and your airline staff

This is our part of the cooperative process:

- Health checks at any point during your time in the transport system
- Staff will be wearing PPE
- Frequent cleaning and disinfecting of all areas, especially frequently touched items such as keypads and handrails
- One-way systems, barriers and other processes for maintaining physical distancing
- Staff will maintain their distance from you unless proximity is required for security, health, safety, immigration or customs checks
- Possible limitations in the availability of shopping, food and beverage services in the airport
- Requests for contactless or cashless transactions
- Changed boarding and deplaning processes to assist with physical distancing
- Possible limitations in on-board service, including access to toilets for short flights

Your travel plans should take into account the extra time needed at the airport and throughout the various phases of your journey.

Together we will prevail!

<u>**ANNEX B**</u>

Passenger, Airline and Airport-related Checklists

Passengers

GOLDEN RULES

☐ If unwell, do not travel or go to work

☐ Maintain distance from others (if possible, 1 to 2 metres plus)

☐ Comply with Personal Protective Equipment (PPE) requirements

☐ Minimise touching of surfaces and own face

☐ Clean hands thoroughly and regularly

☐ Apply proper etiquette regarding coughing and sneezing

☐ Place all waste in an appropriate receptacle

PASSENGERS WITH REDUCED MOBILITY (PRM)

☐ If you need physical assistance or additional care during your journey, make this clear to your airline when you book your flight

☐ Ensure that the person requiring assistance and any aide who may be assisting, wear appropriate PPE

BOOKING AND TICKETING

☐ If you are not well, do not travel. If you become unwell during your journey, contact a member of staff immediately

☐ If you know you have been exposed to someone who has tested positive for COVID-19 in the 14 days prior to your travel, you should contact your airline for advice

☐ Ensure you check the safety precautions required by your airport or airline before you depart for the airport

☐ Limit the amount of hand baggage you bring with you

☐ Answer any related health questions honestly and comply with any required screening tests

☐ Read and understand the Passenger Charter attached to this document

ARRIVAL AT AIRPORT

☐ Minimize number of non-traveling persons at airport

☐ Use PPE in transit to and on arrival to airport

☐ Expect your pre-boarding experience to take longer, so allow more time

☐ Adhere to physical distancing measures

☐ Comply with accompanying passenger restrictions

☐ Cooperate with health check measures which may be deployed outside the terminal

☐ Comply with any reasonable requests from airport staff or airline crew

CHECK-IN

☐ Use remote check-in and documentation checks if available

☐ Ensure compliance/cooperation with PPE requirement

☐ Maintain physical distancing

☐ Use sanitizing wipes after touching kiosks or other equipment. Take all opportunities to clean your hands

☐ Handle only your own baggage

SECURITY

☐ Anticipate and prepare for security check to facilitate process

☐ Maintain physical distancing

☐ Follow established procedures for security, documentation checks

☐ Remove PPE only as requested for security checks

SHOPS AND FOOD RETAIL

☐ Observe posted guidance and honour physical barrier limitations

☐ Observe limitations regarding number of customers

☐ Maintain physical distancing and PPE protocols

☐ Limit the use of cash transactions

☐ Minimize touching of items

BORDER SECURITY

☐ Adhere to physical distancing protocols

☐ Use PPE at all times, except as requested during ID process

☐ Cooperate with "see but don't touch" protocols

GATE

☐ Maintain physical distancing and PPE protocols

☐ Anticipate and honour boarding instructions, keeping areas clear until called.

☐ Anticipate boarding processes may be different and may last longer

BOARDING

☐ Listen to and comply with boarding instructions

☐ Store carry-on items only in the areas above your seat or under the seat in front of you; do not touch other passengers' possessions

☐ Take your seat as quickly as possible

FLIGHT

☐ Adhere to all instructions and requirements communicated by flight crew and cabin crew

☐ Limit the use of lavatories as much as possible

☐ Limit walking about the cabin to minimize proximity to other passengers

☐ There are exercises that you can do in your seat on longer flights.

DISEMBARKATION

☐ Be prepared for disembarkation to take longer than normal; remain in your seat until called forward

☐ Follow instructions

☐ Remember physical distancing when in the boarding bridge or on stairs

☐ Be aware of the possibility of further health checks

BAGGAGE RECOVERY

☐ Allow ample time for bags to arrive at carousel to minimize time spent in area

☐ Maintain physical distancing and PPE protocols

☐ Wear gloves or disinfect baggage and trolley handles if possible

CUSTOMS

☐ Adhere to physical distancing protocols

☐ Comply with PPE requirements

☐ Cooperate with "see but don't touch" protocols

☐ Use disinfectant wipes or wash hands upon entering and exiting customs area

LEAVING THE AIRPORT

☐ Plan departure to minimize time at the airport

☐ Plan to meet family at home or away from the airport

☐ Maintain physical distance

☐ Wear PPE if required by the airport or national/local authorities

☐ Cooperate with protection measures for ground transport systems

THINGS THAT MAY CHANGE THE ROUTINE

☐ Adhere to airport and airline instructions if there is a flight delay

☐ Adhere to airport and airline instructions if a flight is canceled

☐ If the aircraft is diverted for any reason en route, follow the airline instructions carefully

☐ Consider notifying the airline if you show symptoms of COVID-19 within seven (7) days of arrival

Airlines:

GOLDEN RULES

☐ If unwell, do not travel or go to work

☐ Maintain distance from others (if possible, 1 to 2 metres plus)

☐ Comply with Personal Protective Equipment (PPE) requirements

☐ Minimise touching of surfaces and own face

☐ Clean hands thoroughly and regularly

☐ Apply proper etiquette regarding coughing and sneezing

☐ Place all waste in an appropriate receptacle

PASSENGERS WITH REDUCED MOBILITY (PRM)

☐ Consider revising protocols for management of PRMs

☐ Train all associated staff

☐ PPE considerations for PRM's need to be part of the PPE policy

BOOKING AND TICKETING

☐ Inform passengers about restrictions (e.g., limits on quantity of alcohol-based hand sanitizer)

☐ Agree with the airport and provide a health monitoring questionnaire (may be directed)

☐ Alert passengers as to restricted access to terminal by accompanying persons

☐ Consider promotion of Passenger Charter (Annex A) to enhance awareness

☐ Consider policy limiting carry-on baggage

ARRIVAL AT AIRPORT

☐ Deploy physical distancing measures for all passengers and staff

☐ Establish health screening before entering terminal area.

CHECK-IN

☐ Allow self check-in

☐ Establish "see but don't touch" protocols for document checks.

☐ Consider use of touchless technology

☐ Ascertain landing card requirements and provide at point of check-in (or gate)

☐ Encourage passengers to handle only their own baggage

☐ Consider enhancing cleaning and disinfecting protocols

☐ Consider provision of personal anti-infection kits (for passengers who do not have one)

☐ Establish matrix of city pair COVID-19 requirement differences

SECURITY

☐ Adjust boarding process and flight scheduling to take into account longer security processes

SHOPS AND FOOD RETAIL

☐ Consider priorities for in-flight sales
☐ Consider delivery of goods to aircraft or at destination

GATE

☐ Establish touchless protocols for document checks.
☐ Establish protocols for management of PRMs
☐ Establish processes for boarding with physical distancing
☐ Provide landing cards if required
☐ Enforce minimum carry-on baggage policy

BOARDING

☐ Ensure disembarkation and cleaning processes complete and cleaners have departed
☐ Use phased boarding, fill seats furthest from door(s) first
☐ Control passenger bag stowage (proximity to own seat)
☐ Limit access to flight deck area
☐ Consider boarding strategy aligned with airport

FLIGHT

☐ Consider processes for boarding with physical distancing
☐ Consider methods of remote/contactless provision of operational information to flight crew (load sheets, NOTAMs, weather)
☐ Follow OEM guidance on cabin air supplies
☐ Attempt to minimise the time of operation without air conditioning
☐ Consider enhanced cleaning protocols on board
☐ Consider processes for managing passenger access to toilet facilities
☐ Establish processes for handling potential bio-hazard waste such as hand towels
☐ Consider requirements for PPE use on board and publish guidance
☐ Consider policy for onboard seating, exploit opportunities for additional spacing during light loads, publish guidance to ensure passenger awareness.
☐ Consider processes for hand sanitizer use onboard.
☐ Carry a supply of pens for individual use by passengers
☐ Consider service level impact
☐ Consider minimising seat pocket contents

DISEMBARKATION

☐ Consider process for maintaining physical distancing prior to cabin exit
☐ Consider process for maintaining physical distancing in boarding bridge or on stairs
☐ Disembark passengers nearest the exit first

OTHER CONSIDERATIONS

☐ Consider layover policies to minimize risk to crew
☐ Review processes and staff levels for handling flight delays and cancellations
☐ Diversion policy should account for different holding facilities, transport, accommodation, PPE, etc
☐ Consider holding full complement PPE replacements for diverted or boarded but delayed flights
☐ Develop a track and trace procedure for infected passengers, ideally electronically
☐ Health information from passengers may require additional data protection
☐ Policy in the event of passenger non-compliance should be clearly understood by all staff

Airport-related:

GOLDEN RULES

☐ If unwell, do not travel or go to work
☐ Maintain distance from others (if possible, 1 to 2 metres plus)
☐ Comply with Personal Protective Equipment (PPE) requirements
☐ Minimise touching of surfaces and own face
☐ Clean hands thoroughly and regularly
☐ Apply proper etiquette regarding coughing and sneezing
☐ Place all waste in an appropriate receptacle

PASSENGERS WITH REDUCED MOBILITY (PRM)

☐ Establish and agree upon protocols with airlines for management of PRMs
☐ PPE considerations for PRMs need to be part of the PPE policy

BOOKING AND TICKETING

☐ Coordinate with airlines to modify "in airport" ticketing process.
☐ Consider agreeing (with the airline) and then providing a health monitoring questionnaire, as permitted by regulations.
☐ Consider promotion of Passenger Charter (Annex A) to enhance awareness

ARRIVAL AT AIRPORT

☐ Deploy physical distancing measures for all passengers and staff
☐ Establish health screening before entry to the terminal area.
☐ Establish protocols so that accompanying persons are limited based on critical needs of a passenger.
☐ Establish/enhance disinfection programs for walks, rails, doors, or other external structure as may be feasible and appropriate.
☐ Where possible, consider suspending curbside baggage check-in
☐ Consider alternative terminal entry/exit routes for staff
☐ Prepare a quarantine area and medical support should an arriving passenger test positive
☐ Plan to have sufficient staff trained and available to guide passengers through the corridor
☐ Consider promotion of health and safety information

CHECK-IN

☐ Where appropriate, establish physical barriers to manage passenger flow

☐ Ensure physical distancing where possible

☐ Reinforce compliance with all passenger care measures

☐ Deploy barriers, such as plexiglass panels, where close proximity between staff and passengers is inevitable

☐ Consider electrostatic or other disinfectant processes for mass-cleaning of baggage

☐ Consider enhanced cleaning and disinfecting protocols

SECURITY

☐ Consider management of passenger choke points

☐ Deploy plexiglass barriers where feasible to protect staff and passengers

☐ Establish "see but don't touch" protocols for document checks.

SHOPS AND FOOD RETAIL

☐ Consider physical distancing requirements particularly associated with vendors

☐ Define limits for the number of customers inside food and retail shops

☐ Limit cash transactions where possible

☐ Consider "see but don't touch" protocols for document checks.

☐ Encourage 'only touch what you buy' protocols

☐ Consider the process of selling goods and delivering them to boarding gates or having them carried by the passenger

BORDER SECURITY

☐ Consider the best way to minimise handling of passports by numerous people

☐ Consider queue spacing and overall space required

☐ Establish "see but don't touch" protocols for document checks

☐ Consider separate line for outbound crew members if possible

GATE

☐ Deploy physical barriers to manage passenger flow

☐ Consider deploying plexiglass barriers where feasible to protect staff and passengers

☐ Reinforce and monitor physical distancing practices throughout the gate areas

☐ Consider modifying boarding process to minimize opportunity for exposure

☐ Adhere to "see but don't touch" protocols during document checks

☐ Consider enhanced cleaning protocols at gate areas

☐ Avoid using remote stands and surface transportation when possible

DISEMBARKATION

☐ Consider enhanced cleaning protocols for boarding bridges and stairs

☐ Consider need for physical distancing in busing operations from remote stands
☐ Treat all waste from disembarking passengers as bio-hazard
☐ Consider an arrival testing protocol with quarantine capability
☐ Ensure transit passengers are separated early from the main passenger flow if possible

BAGGAGE RECOVERY

☐ Consider protection protocols for baggage handlers and baggage
☐ Consider deploying physical barriers in baggage pickup area to facilitate physical distancing
☐ Consider making disinfectant wipes available to facilitate cleaning of baggage and trolley handles by passengers
☐ Consider disinfecting baggage on the distribution conveyor

CUSTOMS

☐ Deploy physical barriers to facilitate social distancing
☐ Cooperate with "see but don't touch" protocols

LEAVING THE AIRPORT

☐ Deploy barriers and one-way systems to facilitate physical distancing, especially in ground transport waiting areas.
☐ Consider posting guidance for all vehicles entering passenger pickup area to facilitate pickup
☐ Encourage use of PPE at all times (per national guidance)
☐ Coordinate protection measures with local transport systems, including hire cars
☐ Consider timed windows for access to passenger pick-up areas
☐ Consider restricting greeters to one per passenger or family group

OTHER CONSIDERATIONS

☐ Review the impact of single and multiple flight delays on airport resources and prepare contingency plans
☐ Review plans for a diversion arrival at your airport under COVID-19 constraints
☐ Work with airlines to understand "track and trace" implications for the airport service and system (e.g., passenger locator card)
☐ Consider a strategy for prayer rooms