

# EASA Response to the COVID-19 crisis

*Getting safely back to business*

**EASA Industry Charter – Providing  
Certainty on Effective Measures**

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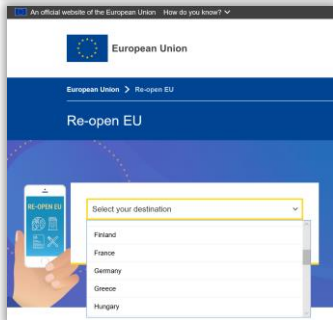
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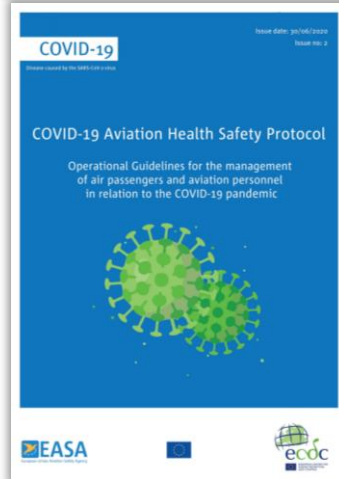
*"It is the long history of humankind (and animal kind too) that those who learned to collaborate and improvise most effectively have prevailed" - Charles Darwin*

# Getting Safely Back to Business: Four Levers

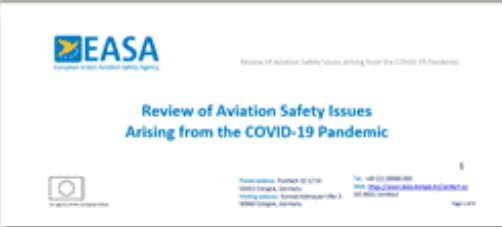
## Reduction of Travel Restrictions



## Implementation of Health Measures



## Safe Resumption of Industry



## Engagement of Stakeholders



# COVID-19 Aviation Health Safety Protocol

## At All Times

- Physical Distance
- Face coverings, face masks
- Protective Equipment
- Public Areas
- Unruly Passengers
- ...



## Before Arriving at Airport

- Preparing for Trip
- Health Safety Promotion
- Online Check-in Processes
- Online Declarations
- ...

## At the Airport

- Cleaning and disinfection
- Protective Equipment
- Thermal Screening
- Check-in processes
- ...

## On-board Aircraft

- Passenger Health Guidance
- Cabin Configuration
- In-flight Services
- Sick Passenger Protocol
- ...

## At Arrival Airport

- Disembarkation
- Transfer Passengers
- Passenger Locator Card
- Baggage Claim
- ...

Management of Aviation Personnel

# Engagement of Stakeholders

## AVIATION INDUSTRY CHARTER FOR COVID-19

To support the implementation and future evolution of the guidelines contained in the Aviation Health Safety Protocol, EASA has developed the [Aviation Industry Charter](#).

It allows the aviation community to:

- 1) monitor the overall effectiveness of the guidelines,
- 2) report any issues they discover and
- 3) suggest opportunities for improvement.

**MEMBER AIRLINES AND AIRPORTS SIGN INTO THE CHARTER PLEDGING TO**



Implement, as applicable, the recommendations provided.



Coordinate with the national authorities the actions taken.



Develop alternative means to mitigate risks in case of constraints.



Monitor the overall effectiveness of the measures.



Collect data and provide them on a weekly basis.



Provide feedback to on any identified “best practice”.

# Parameters We Are Monitoring (1)

Aeroplane Operators	
Activity/Topic	Indicator
Notification of Health Status	Passengers Reporting a Condition Amongst Those Listed in Annex 2 of the Guidelines
Symptomatic Passengers-1	Passengers Not Allowed to Continue Their Travel or Disembarked due to Covid-19 Compatible Symptoms
Symptomatic Passengers-2	Passengers Showing COVID-19 Compatible Symptoms In Flight
Non-Compliant Passengers	Passengers Reported Due to Non-Adherence to the Measures In Flight
Infected Staff	Infected Crew Members

# Parameters We Are Monitoring (2)

## Airport Operators

Activity/Topic	Indicator
Exit Screening at Departure Airport, if applicable	Passengers triggering further assessment
Exit Screening at Departure Airport, if applicable	Waiting Time
Symptomatic passengers at departure airport	Passengers denied boarding due to the presence of symptoms
Non-compliant passengers at departure airport	Passengers denied boarding due to non-adherence to the measures
Check-in	Waiting Time
Security Checks	Waiting Time
Boarding	Waiting Time

Activity/Topic	Indicator
Disembarking	Waiting Time
Entry screening at arrival airport, if applicable	Passengers triggering further assessment
Entry screening at arrival airport, if applicable	Waiting Time
Symptomatic passengers at departure airport	Passengers denied entry or subject to public health measures due to the presence of symptoms
Baggage Claim	Waiting Time
Infected Staff	Waiting Time

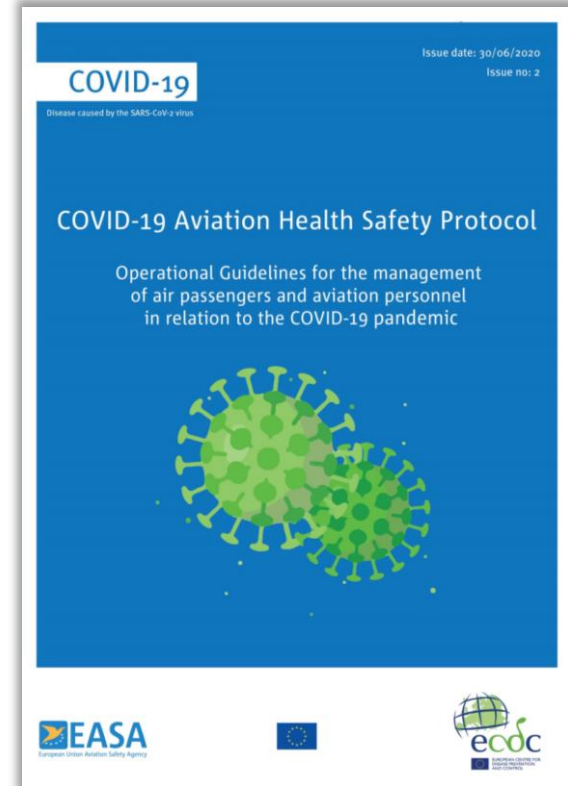
# Charter Signatories

- By end of August the Charter had grown to encompass around 50% European traffic
  - 45 airport operators (around 150 airports)
  - 43 airlines
- Signatories provide a range of data on a weekly basis to assist with monitoring of practical implementation and to identify improvements needed
- Further monitoring is planned through:
  - A passenger survey supported by airports (ACI) and airlines (IATA)
  - Bowtie feedback survey among Charter signatories to support risk modelling



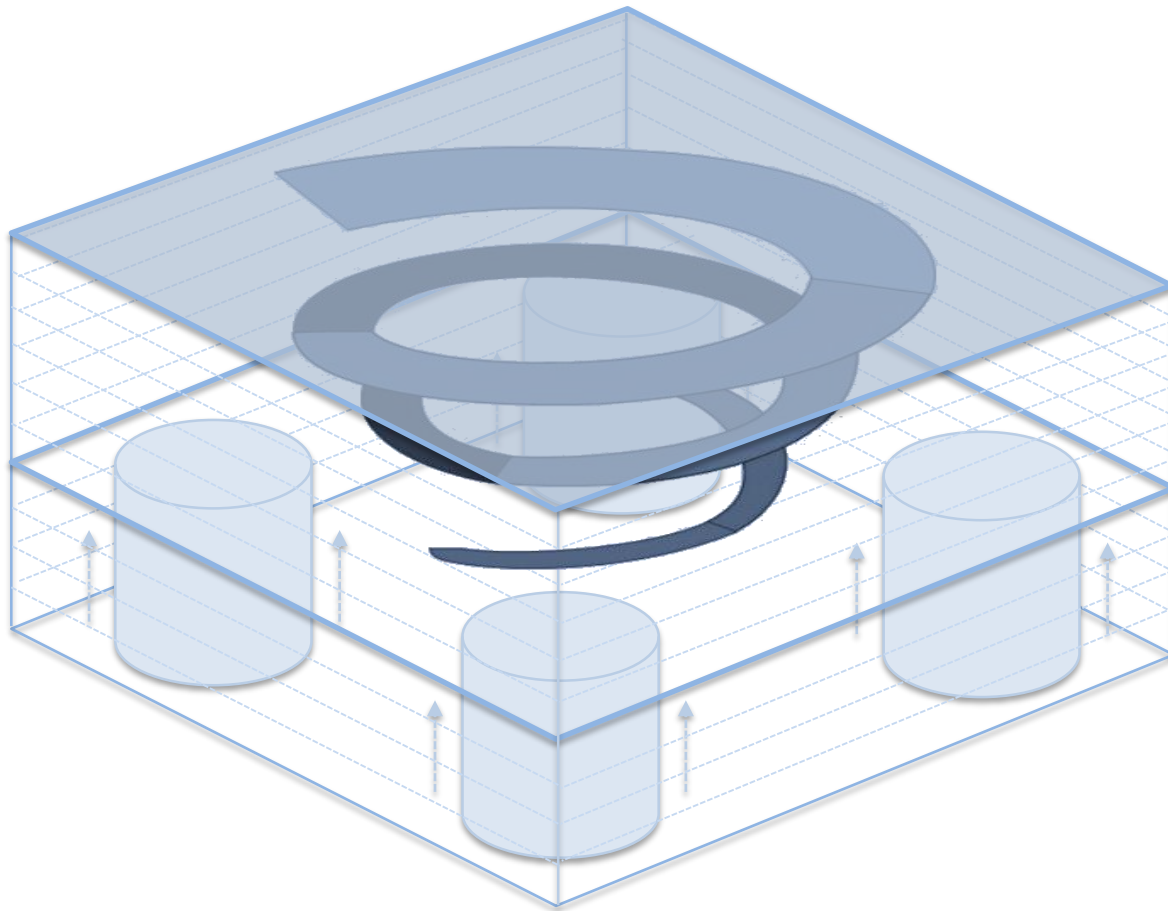
# First Feedback

- ❑ Passengers do cooperate and report constructively. Main source of passengers non-adherence to the measures is the wearing of medical face masks.
- ❑ Assessment of potentially infected passengers (thermal screening or self-declaration) and denied boarding are taking place and are done in a proportionate manner.
- ❑ Despite the low traffic, waiting times of more than 15 min are observed, in particular during boarding and at baggage claim, which highlights the importance of physical distancing throughout the airport.
- ❑ Main issues reported so far:
  - Physical distancing is not always possible to maintain e.g. on check-in due to passengers accompanied by other persons, at traditional convergence points (security checks, border control) and at boarding due to the limited availability of gates. This is expected to become a bigger problem once traffic increases.
  - Some airlines report that despite there being a national regulation to wear surgical/medical face masks on-board, many passengers arrive not wearing appropriate masks.





# Summary and Conclusions



# Your safety is our mission

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