While industry-developed, the principles and protocol incorporate feedback from Government Departments including Health.

This work adopts a layered approach to risk reduction and utilises the Hierarchy of Controls framework that is being applied by the AHPPC (see opposite).

The protocol draws on global frameworks including the joint IATA-ACI document *Safely Restarting Aviation*.

This work has been extensively informed by health and medical officers at airlines who have been working closely with Government authorities since the start of the COVID-19 pandemic.

Industry will implement the protocol in conjunction with existing jurisdictional arrangements and directions for public health and WHS, and other regulatory requirements.

Clear, consistent communications in this early phase will be critical to increase public awareness of the risk reduction approach and rebuild consumer confidence to travel.

### DOMESTIC PASSENGER JOURNEY PROTOCOL

#### ELIMINATE
- **Information** e.g. Consistent messages for avoidance of travel if unwell
- **Screening and identification** of unwell passengers

#### ISOLATE
- **Reduce interaction**
  - *e.g. Physical distancing* where possible

#### MINIMISE
- **Hygiene/cleaning** e.g. Increase cleaning and hand sanitisation

#### PROTECT
- **Protective equipment** *e.g. Use masks and gloves where appropriate*
### Screenings & Identification

- Regular announcements on physical distancing and hygiene measures
- Consumer safety/education campaign
- Staff communication/education on risk reduction & infection control
- Encourage use of COVIDSafe app
- Enhanced passenger data collection for contact tracing
- Travel eligibility/Health declaration at Check-in (24hrs)
- Encourage use of Online Check-In

### Hygiene/ Cleaning

- Regular cleaning and maintenance regime
- Touchpoint sanitisation (incl. carpark, trolleys, kiosks, security etc.)
- Hand sanitiser at entry, exit, check-in, pre-boarding
- Floor markings to promote queue distancing
- Bollard barriers to separate adjacent queues
- Physically-distanced seating where possible
- Staff PPE use (incl. at Check-In and Security) as required/indicated
- Protective screens in offices as appropriate

### Physical Distancing

- Physical distancing kerbside where possible
- Staff encouraged to distance, incl. retail/F&B
- Floor markings to promote queue distancing
- Bollard barriers to separate adjacent queues
- Physically-distanced seating where possible
- Hand sanitiser at entry, exit, check-in, pre-boarding
- Touchpoint sanitisation (incl. carpark, trolleys, kiosks, security etc.)
- Self-scanning of boarding passes

### Protective Equipment

- Staff use of gloves and PPE as required/indicated
- Staff PPE use (incl. at Check-In and Security) as required/indicated
- Optional face masks for passengers
- Physically-distanced boarding
- Maximise passenger separation where possible
- Minimise service & pax movement
- Hand sanitisation upon disembarking
- HEPA Air filters
- Regular cleaning and maintenance regime
- Schedule flights where possible to avoid terminal crowding
- Hand sanitisation pre-boarding and in-flight
- Increased aircraft cleaning & hygiene measures
- Physically-distanced disembarkation
- Physical distancing at baggage claim & terminal
- Regular cleaning and maintenance regime
- Limit meeters/greeters where appropriate

### Pre-Departure

- Encourage use of COVIDSafe app
- Consumer safety/education campaign
- Staff communication/education on risk reduction & infection control

### Departure Terminal

- Regular announcements on physical distancing and hygiene measures
- Ongoing training/communication to staff as measures are adjusted
- Signage in terminal reminding people not to travel if unwell

### On-Board/In-Flight

- Safety information
- Ongoing training/communication to staff
- Physically-distanced boarding
- Maximise passenger separation where possible
- Minimise service & pax movement
- Hand sanitisation upon disembarking
- HEPA Air filters
- Increased aircraft cleaning & hygiene measures
- Staff use of gloves and PPE as required/indicated

### Arrival Terminal

- Regular announcements on physical distancing and hygiene measures
- Ongoing training/communication to staff
- Physically-distanced disembarkation
- Physical distancing at baggage claim & terminal
- Hand sanitisation upon disembarking
- Regular cleaning and maintenance regime
- Limit meeters/greeters where appropriate

### Post-Flight

- Contact tracing & follow up
- Quarantine/self-isolation as required

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*Industry Protocols endorsed by the Australian Health Protection Principal Committee*