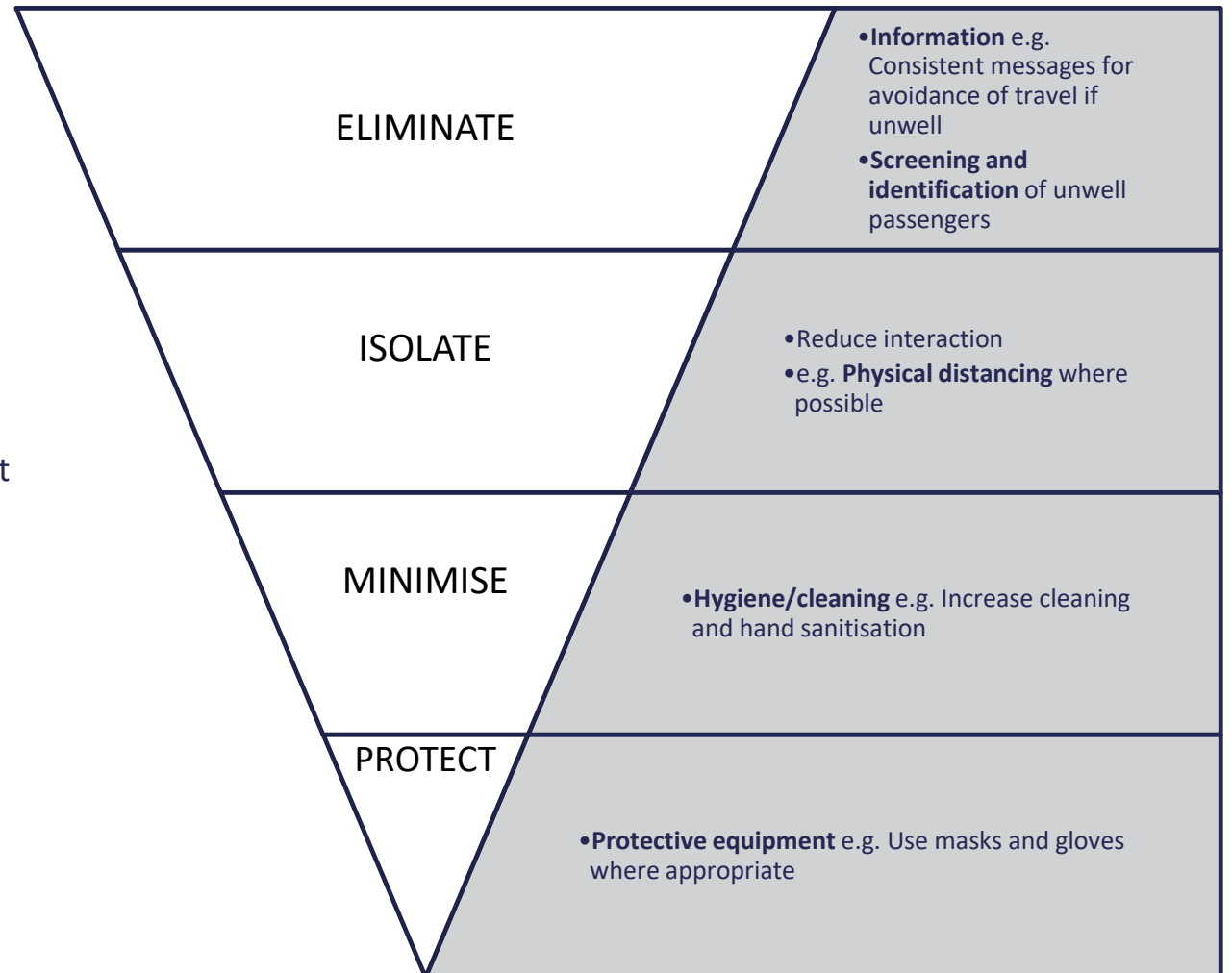


DOMESTIC PASSENGER JOURNEY PROTOCOL

- 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.



INFORMATION

SCREENING & IDENTIFICATION

PHYSICAL DISTANCING

HYGIENE/ CLEANING

PROTECTIVE EQUIPMENT

PRE-DEPARTURE

Encourage use of COVIDSafe app

Consumer safety/education campaign

Staff communication/ education on risk reduction & infection control

Enhanced passenger data collection for contact tracing

Travel eligibility/Health declaration at Check-in (24hrs)

Encourage use of Online Check-In

Schedule flights where possible to avoid terminal crowding

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

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

Regular cleaning and maintenance regime

Hand sanitiser at entry, exit, check-in, pre-boarding

Touchpoint sanitisation (incl. carpark, trolleys, kiosks, security etc.)

Self-scanning of boarding passes

Staff PPE use (incl. at Check-In and Security) as required/indicated

Protective screens in offices as appropriate

ON-BOARD/ IN-FLIGHT



Safety information

Ongoing training/ communication to staff

Physically-distanced boarding

Maximise passenger separation where possible

Minimise service & pax movement

Increased aircraft cleaning & hygiene measures

Hand sanitisation pre-boarding and in-flight

HEPA Air filters

Staff use of gloves and PPE as required/indicated

Optional face masks for passengers

ARRIVAL TERMINAL



Regular announcements on physical distancing and hygiene measures

Ongoing training/ communication to staff

Physically-distanced disembarkation

Physical distancing at baggage claim & terminal

Limit meeters/greeters where appropriate

Hand sanitisation upon disembarking

Regular cleaning and maintenance regime

POST-FLIGHT

Contact tracing & follow up

Quarantine/self-isolation as required