




Industry Protocols endorsed by the Australian Health Protection Principal Committee

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PRE-DEPARTURE	<ul style="list-style-type: none"> Encourage use of COVIDSafe app Consumer safety/education campaign Staff communication/ education on risk reduction & infection control 	<ul style="list-style-type: none"> Enhanced passenger data collection for contact tracing Travel eligibility/Health declaration at Check-in (24hrs) Encourage use of Online Check-In 	<ul style="list-style-type: none"> Schedule flights where possible to avoid terminal crowding 		
DEPARTURE TERMINAL 	<ul style="list-style-type: none"> Regular announcements on physical distancing and hygiene measures Ongoing training/ communication to staff as measures are adjusted 	<ul style="list-style-type: none"> Signage in terminal reminding people not to travel if unwell 	<ul style="list-style-type: none"> 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 	<ul style="list-style-type: none"> 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 	<ul style="list-style-type: none"> Staff PPE use (incl. at Check-In and Security) as required/indicated Protective screens in offices as appropriate
ON-BOARD/ IN-FLIGHT 	<ul style="list-style-type: none"> Safety information Ongoing training/ communication to staff 		<ul style="list-style-type: none"> Physically-distanced boarding Maximise passenger separation where possible Minimise service & pax movement 	<ul style="list-style-type: none"> Increased aircraft cleaning & hygiene measures Hand sanitisation pre-boarding and in-flight HEPA Air filters 	<ul style="list-style-type: none"> Staff use of gloves and PPE as required/indicated Optional face masks for passengers
ARRIVAL TERMINAL 	<ul style="list-style-type: none"> Regular announcements on physical distancing and hygiene measures Ongoing training/ communication to staff 		<ul style="list-style-type: none"> Physically-distanced disembarkation Physical distancing at baggage claim & terminal Limit meeters/greeters where appropriate 	<ul style="list-style-type: none"> Hand sanitisation upon disembarking Regular cleaning and maintenance regime 	
POST-FLIGHT		<ul style="list-style-type: none"> Contact tracing & follow up Quarantine/self-isolation as required 			



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