

Covid-19 OSH protocols to resume safe airport operations

**IOSH Webinar: Ensuring safety and health of workers in
post-Covid-19 global travel and tourism industry**
25th June 2020

Arlette Anderson
Director, EHS



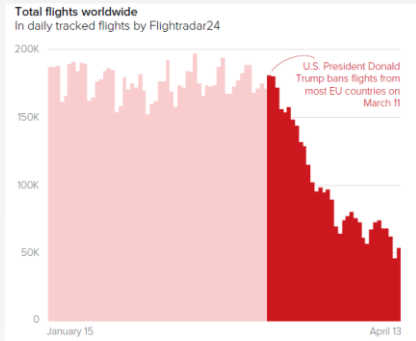
Gatwick Airport



- 60 years grown from 186,000 to >46 million
- 230 destinations in over 70 countries
- Airline Operators >50
- Business 10%, leisure 60%
- World's first airport with direct mainline train link with a dedicated railway station
- Number of runways: 1
- Runway length: 3,316m long by 45m wide
- Gatwick holds the world record for the most air traffic movements (ATMs):
 - In an hour for a single airport: 55 ATMs
 - In a day for a single runway airport: 950 ATMs
- In a month for a single runway airport: 28,103 ATMs
- Number of terminals: 2
 - South Terminal opened in 1958
 - North Terminal opened in 1988
- 119 Stands with a total of 186 centrelines (ability to park 186 aircraft)
- 245 check-in desks, 123 self-service check-in desks and 119 self-service bag drop kiosks
- 140 Retail, Catering and Foreign Exchange outlets
- 38 Restaurants, coffee shops and bars
- 24,000 staff work on the Gatwick campus across around 250 different companies
- Gatwick employs around 3,500 people directly
- Gatwick directly generates £1.6 billion for the UK economy



The Pandemic impact

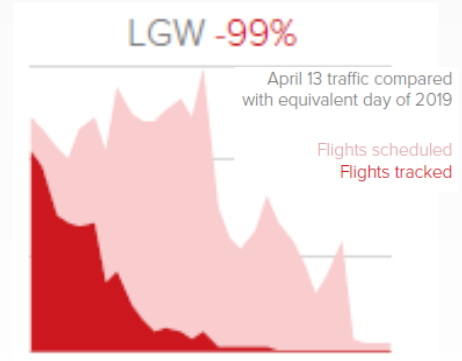


Responding to the pandemic

- Public Health England
- Flights to China suspended
- FCO: China, Italy, Spain, US then 'all travel'
- Repatriation flights and cargo
- Airlines into administration
 - Airport Key Workers
- Airline job losses announced
- Supporting testing facilities
 - Quarantine

Unprecedented decrease in traffic

Lockdown



Decisive business actions

- Consolidation of Operations
- Asset closures & Capital Projects
 - Furlough
 - 80% pay
- Special Severance
- ReConnect SteerCo

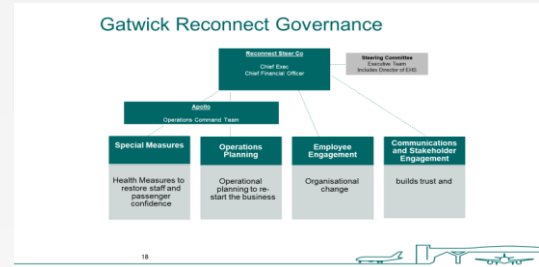
Passengers volumes -99.8% (LHR -96.6%)

Reconnect & COVID Secure

- UK Government, Europe & International Guidance
- 93 measures from DfT
 - >30 Guidance
 - HSE (& IOSH)
- Risk Assessment & hierarchy of control measures
- Role of OHS Leadership

"coronavirus puts airports into hibernation"

Guidance



Restoring confidence

- 'Travel Corridors'
- 260 measures implemented
 - Assurance
 - Governance

Assurance of COVID measures

New Gatwick

- 3-4 year recovery
- Quarantine lifted
- Tourism recovery
- Airline and passenger confidence
 - Staff safety
 - Aviation hygiene

Future




Multiple Guidance, Protocols & Assurance


 **UK Legislation**

- HASAWA, MHASAWR, RIDDOR
- Environmental Protection Act




 WHO Guidance
UNWTO Global Guidance to Restart Tourism: World Travel and Tourism Council (WTTTC) protocols
PHE Guidance for Airport Workers
EASA Guidance


- COVID-19 Aviation Health Safety Protocol Guidance for the management of airline passengers in relation to the COVID-19 pandemic








 UK Government Department of Transport:

- Coronavirus (COVID-19): safer aviation guidance for operators
- Coronavirus (COVID-19): safer air travel guidance for passengers
- Border Force
- NHS



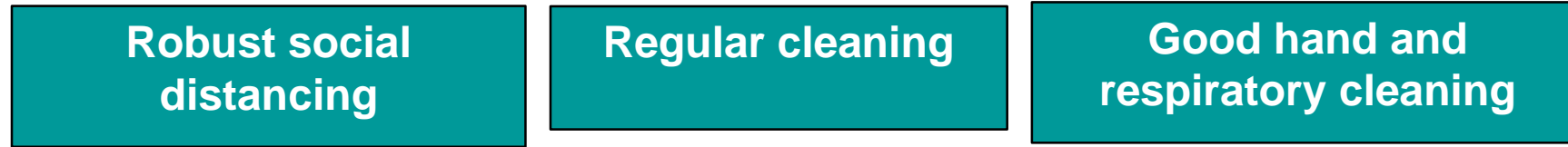
 ACI, IATA, ICAO Guidance:

- ACI – Off the Ground: Airport Health and Passenger Process Best Practice
- Safely Restarting Aviation – ACI and IATA Joint Approach
- ICAO Response & Recovery Platform

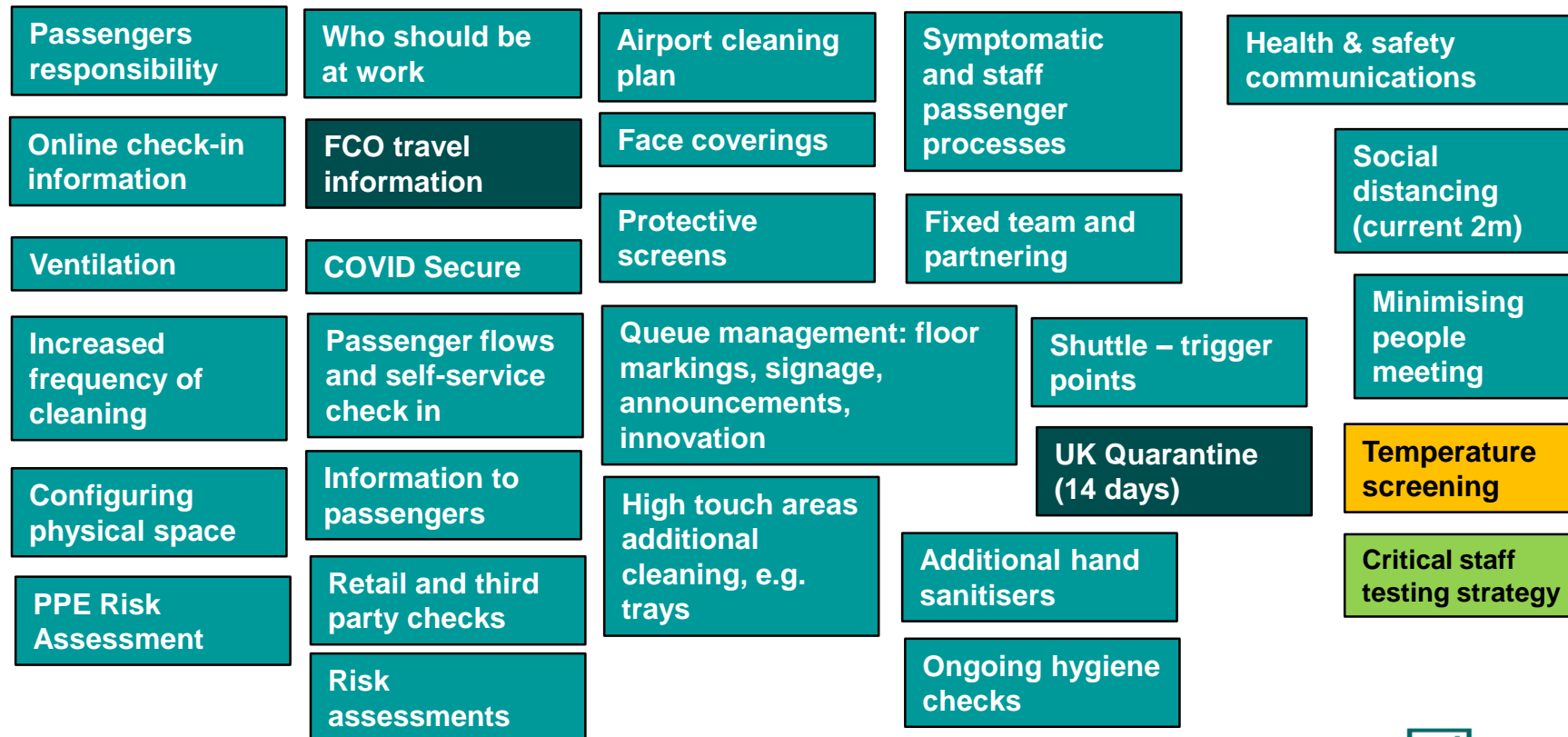





Gatwick: health risk control strategy




Risk assessment and adopt additional measures (hierarchy)




Gatwick: the Future


Let's protect each other




Wear a face covering











Maintain social distancing




Wash your hands regularly



Keep your hands clean on the go

	 At home	 Check-in & bag drop	 Security	 Departure lounge	 During your flight	 Passport control	 Baggage reclaim
<p>Departing from and arriving at Gatwick Airport Your journey</p> <p>Our passengers What we need you to do</p> 	<p>Have your boarding pass ready</p> <p>Have a face covering and a hand sanitiser to hand</p> <p>Go to gatwickairport.com/covid19 for our latest advice</p> <p>Check your airline's website for their latest guidance</p> <p>Don't forget to download the Gatwick App for all you need to know whilst travelling through the airport</p>	<p>Arrive in good time as things may take a little longer</p> <p>Wear your face covering or you'll need to buy one at the airport</p> <p>Look out for our passenger information</p>	<p>Have your boarding pass ready to scan</p> <p>Follow the usual hand baggage rules</p> <p>Remember to respect social distancing</p> <p>gatwickairport.com/securityadvice</p>	<p>Use our Gatwick app for up to the minute information about your flight</p> <p>Make use of the space and make yourself comfortable</p> <p>Follow any arrangements that our shops and restaurants have in place, just like in the high street</p>	<p>Check with your airline for what they require you to do on-board your flight</p>	<p>Keep wearing a face covering until asked to remove it by Border Force</p> <p>Observe floor markings and directions of flow and follow UK Border requirements</p>	<p>Observe floor markings and directions of flow</p> <p>Please only remove your own luggage from the baggage belt</p>

At Gatwick Airport
What we're doing and what you'll see



Working closely with our airport partners to develop a safe, simple and seamless passenger journey
Trialling and implementing new technology as appropriate to continually improve what we're already doing

Queuing and seating arrangements

- Keeping our website updated with the latest travel advice
- Floor markings showing where to stand while waiting in specified areas
- One-way flows at entry and exit points
- New seating arrangements allowing members of the same group to sit together, but separate from other passengers
- Queuing facilities and seating adjusted in all our cafés, restaurants and terminal seating areas
- Maximum occupancy for lifts encouraging everyone to take stairs and escalators where possible

Hygiene and cleaning

- Providing personal protection equipment to our front-line staff
- Clear screens at all check-in desks and in other areas to create a physical barrier between staff and passengers
- New hygiene measures to protect colleagues and passengers
- Extra cleaning staff dedicated to cleaning and disinfecting commonly touched surfaces more regularly
- More hand sanitiser stations including touch free dispensers

Security

- Security teams wearing face coverings and gloves and regularly sanitising their hands between searches
- Security trays especially sanitised providing maximum protection
- Clear screens to protect passengers and security teams during bag searches

In all passenger facing areas, we'll be wearing face coverings to protect us all. We'll still be as friendly as ever, although you may not see our smile.

YOUR LONDON AIRPORT
Gatwick

KEEP HEALTHY • KEEP SAFE • KEEP FLYING



A new way of travelling safely at Gatwick

<https://www.bbc.co.uk/news/av/uk-england-sussex-53051006/coronavirus-easyjet-flights-return-as-lockdown-eases>

<https://vimeo.com/427086542>

