

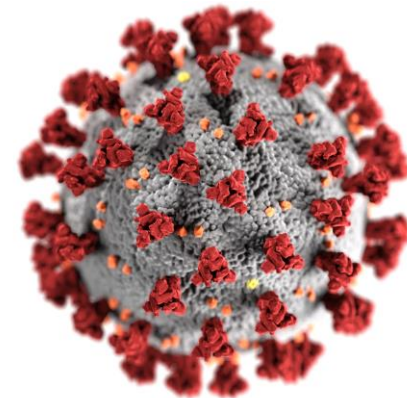
COVID 19
10-Point Action Plan



COVID-19

10-Point Action Plan

- To help ensure the safety of both passengers and staff, we have implemented several measures which are described in our Covid-19 Ten-Point Action Plan.
- These measures are designed to offer reassurance to all and support measures introduced by those airlines that operate from the airport.



Point 1

- If you are displaying any symptoms of Covid-19 such as: high temperature, a new continuous cough, a loss or change to your sense of smell or taste, or have a member of your household who is self-isolating, you should not come to the airport.



Point 2

- Only Passengers, as well as Airport personnel and customers of Airport businesses should enter the Terminal Building.
 - If you are not travelling and are dropping off, or picking up someone, you should not enter the terminal building.
 - If you are not travelling, but are assisting someone with a disability or with additional needs, please park in Car Park 1 and call for assistance from the Call-Point next to the pedestrian exit from the Car Park. Alternatively, call our Special Assistance Desk on:

01652 682080



Point 3

- The wearing of face coverings is mandatory for all passengers and customers aged 11 and over, from the point of entering the terminal building, noting there are some limited exemptions.
- Face coverings may be removed in designated areas when eating or drinking, providing social distancing is maintained.
- Passengers may be asked to remove their face coverings for the purpose of confirming their identity and must comply with any such request.
- Airport personnel are required to have a face covering with them to be worn when passengers are present.



Point 4

- All persons should maintain 2m social distancing where this is possible, where this is not possible the time spent in close proximity to others should be minimised and 1m+ distancing maintained wherever possible. The reduced distance is mitigated with the requirement to wear a face covering when moving through the Airport and mixing with staff and other passengers.



Point 5

- We have established hand washing and hand sanitising stations and supporting signage around the terminal. Passengers are asked to make use of these facilities to maintain hand hygiene.
- We have also implemented an intensive hygiene operation within the terminal, particularly at regular contact points.



Point 6

- We are adapting our contact points to reduce the chance of transmission, through the introduction of protective screens.
- Where screens are in place, staff may not be wearing face coverings.



Point 7

- We have adapted our procedures to reduce or eliminate face to face contact, including those within our security area.
 - Please follow the instructions of our Security staff.
 - To reduce the requirement to search bags, please ensure that you remove any liquids, or large electrical items, from your cabin baggage prior to security screening and place these in a separate tray.
 - To reduce the requirement for a body search, please ensure that you remove any metallic items from your pockets and also remove shoes with metal inserts, before walking through the archway.



Point 8

- Our shop remains open, with mandatory face coverings and social distancing in place for the purchase of food, drink, newspapers and magazines, as well as other products. This is situated in the main check-in concourse and seating is available in this area that has been adapted to ensure social distancing.
- Our Departure Lounge Café/Bar will be open in line with government guidance and where there is sufficient demand for these facilities. Ample seating is available in this area to support the safe consumption of food and beverages.



Point 9

- Staff are being trained to maintain a COVID safe environment in accordance with Government guidelines. These will be reviewed regularly and changes will be communicated to passengers and staff.



Point 10

- Our staff have been issued with task appropriate Personal Protective Equipment to protect both themselves and our customers when operating in customer facing roles and working with colleagues. Business partners will also be required to comply with Government guidelines.

