

COVID 19  
10-Point Action Plan

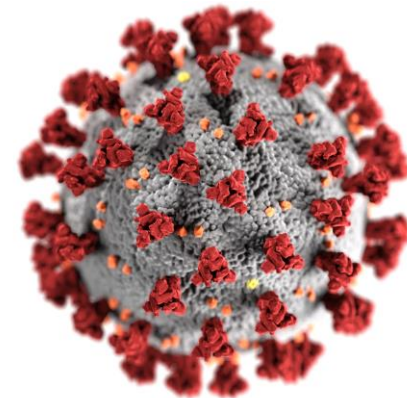


# COVID-19

# 10-Point Action Plan

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- 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

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- 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, you should not come to the airport. Please get a test instead.



## Point 2

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- 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, please remain outside the main entrance.
  - 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

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- The wearing of a face covering is encouraged for passengers and customers from the point of entering the terminal building, with the priority areas being the check-in desks, retail outlets and security search areas.
- Passengers may be asked to remove their face coverings for the purpose of confirming their identity and must comply with any such request.
- Face covering remain a condition of carriage for most Airlines.



## Point 4

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- All persons should avoid encroaching on an individual's personal space. Covid 19 still remains in circulation and if you are able to leave additional space between yourself and others please do so.



## Point 5

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- Hand washing and hand sanitising stations are provided around the airport with directional signage. Passengers are asked to make use of these facilities to maintain hand hygiene.
- Intensive hygiene operation within the terminal is being maintained, particularly at regular contact points.



## Point 6

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- The use of protective screens around the airport in selected places is being maintained.
- Where screens are in place, staff may not be wearing a face covering.





# Point 7

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- 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

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- Retail outlets remain open at the airport, with reduced opening hours. The use of a face covering is requested when visiting.
- Seating is available in the terminal concourse and airside for the consumption of food and drink.



## Point 9

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- The safety of our customers and colleagues remains a priority. Staff are trained to maintain a COVID safe environment in accordance with Government guidelines and procedures are regularly reviewed.



# Point 10

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- 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.

