



**Safe  
travels**

by

WORLD  
TRAVEL &  
TOURISM  
COUNCIL

# LEADING GLOBAL PROTOCOLS FOR THE NEW NORMAL

AVIATION

WORLD  
TRAVEL &  
TOURISM  
COUNCIL

#SAFETRAVELS  
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# OVERARCHING OBJECTIVES & APPROACH FOR THE TRAVEL & TOURISM SECTOR

## OBJECTIVES

1. Have the private sector lead the definition of industry best practices as Travel & Tourism moves from crisis management to recovery.
2. Put the safety, health and security of travellers and the Travel & Tourism workforce at the core of the development of global protocols.

## APPROACH

1. Ensure coherence through a coordinated, collaborative, and transparent approach, supported by medical evidence, within the Travel & Tourism sector as well as with governments and public health authorities.
2. Share harmonised and consistent protocols which are outcome driven, simple and practical across destinations and countries.
3. Rebuild trust and confidence with travellers through effective communication & marketing; letting them know the protocols implemented and assurances available to keep them safe.
4. Advocate for the implementation of enabling policies to support the recovery and demand re-generation for the sector.



## INTRODUCTION

The below suggested protocols for the aviation industry were compiled on the basis of insights and frameworks developed by the **International Air Transport Association (IATA)** to support the safe, healthy and responsible restart of airlines around the world. The protocols are consistent and aligned with the International Civil Aviation Organization's "*Takeoff: Guidance for Air Travel through the COVID-19 Public Health Crisis*" which provides more detailed guidance for the aviation industry and for implementation by States.

The objective is to ensure that guidelines and protocols are in place across all relevant functions with an increased focus on health, safety and physical distancing standards which travellers will need and expect. As a facilitator of travel around the world, the aviation industry will tirelessly work to ensure a safe travel experience and effectively communicate the requirements for cross-border travel as per governmental policy.

Note that these recommendations are subject to change and may be enhanced as new information about the virus becomes available. These recommendations are based on the operational characteristics of each airline and consultation is recommended prior to implementation. It is recommended that all airlines practices follow local and national legislation and the latest guidance from public health organisations including the WHO.

It is essential to note that the measures highlighted are based on higher risk routes between locations where sustained ongoing transmission is evident. As such, there will be a need to moderate the protocols, as they may not be necessary on low risk routes. Measures should be limited in time and re-evaluated and monitored regularly. In effect, it will be critical to reduce the measures as the risk diminishes. What is more, when more effective, suitable and less disruptive and scientifically supported measures become available, they should be implemented at the earliest opportunity and defunct measures removed.

For the Travel & Tourism sector to recover from the COVID-19 crisis, travellers will need to feel assured of the safety of travel. In that context, it is important that travellers are clearly and simply advised of the new protocols implemented within their travel experience to ensure their safety.

Protocols are developed through a risk-based approach to ensure passenger safety and will include as appropriate:

1. Health assessment and screening at the airport
2. Enhanced health and hygiene measures of the aircraft as well as check-in & boarding areas
3. Availability of hand sanitiser for the use of passengers and crew
4. Limited physical interaction at all touchpoints according to current requirements and practicalities
5. Signage, floor marking and announcements to encourage distancing
6. The mandatory use of face masks by travellers and crew throughout flight for as long as required under the risk based approach
7. Minimised contact with airport staff through use of contactless facilities such as self-check-in and passport control among others.
8. Trained traveller facing/front office staff to answer questions
9. Standardised protocols to capture and validate health status of passengers by governments

For the purpose of alignment across industries within the Travel & Tourism sector, WTTC divided the protocols in four pillars, namely:

1. **Operational and Staff Preparedness**
2. **Ensuring a Safe & Secure Experience**
3. **Rebuilding Trust & Confidence**
4. **Implementing Enabling Policies**

## 1. OPERATIONAL AND STAFF PREPAREDNESS

As the aviation industry restarts its operations, it should ensure it can achieve operational excellence in the “new normal” and has trained staff to prepare and execute on the operational plans:

- Airlines may achieve operational readiness for reopening by having:
  - o Obtained the applicable reopening license if required by local government considering that there may be separate system for crew as it relates to border restrictions. There is a need to have developed globally accepted alleviation on licenses certificates and rating for all licensed personnel
  - o Developed a COVID-19 infection control action plan/checklist, including a special cleaning and disinfection plan, that is shared with authorities where appropriate
  - o Ensured flexibility in slot allocation practices to match demand
  - o Ensured schedules are in place as well as necessary certifications and airworthiness for when operations resume
  - o Confirmed partner airports have likeminded protocols in place
  - o Aligned with partners within the supply chain such as catering companies
  - o Implemented guidelines for staff safety and health, including health checks for airline staff if required by local legislation. If not required, airlines to issue and communicate a stay-home policy for anyone displaying any symptoms or an increased temperature as per World Health Organisation (WHO) guidelines
  - o Implemented policies and guidelines to support safety through interaction such as enhanced controls of occupancy limits in boarding areas and congregation on planes
  - o Requested that key stakeholders such as airports, food caterers and transport partners have implemented likeminded protocols
  - o Considered expedited revision of existing or implementation of new technologies to enable automation such as contactless touchpoints and payment as well as accelerating the implementation of biometrics where possible. Considered implementation support processes that help reduce passengers’ touchpoints such as the use of self-check in kiosks and bag drop, home-printed bag tags, off-airport processing, and greater use of e-gates
  - o A risk-based approach as it relates to physical distancing, which is clearly communicated to travellers and staff
  - o Evaluated innovations for cleanliness and disinfection with validation from expert bodies and governmental institutions, such as WHO, and share best practices
  - o Provided personal protection equipment (PPE) to staff such as masks and gloves
  - o States be financially responsible for all health-related new measures and related costs
  - o Developed and implemented guidelines for food safety on-board
- Airlines should train staff to prepare and execute on operational plans by:
  - o Created and implemented staff guidelines for staff and operations
  - o Provided staff with the tools and information necessary regarding infection control, physical distancing and enhanced hygiene measures including hand washing, the use of masks and gloves as recommended by local health authorities or stricter if required by the airline’s procedures
  - o All training material changed in line with the latest advice from public health authorities and/or WHO
  - o Requested that key stakeholders such as airports, food caterers and transport partners have trained their staff on the basis of likeminded protocols
  - o Continuous monitoring of well-being of team members by leadership, encouraging them to following governmental and WHO guidelines
  - o Considered staff support programmes to help manage stress

## 2. ENSURING A SAFE & SECURE EXPERIENCE

As the aviation industry and airlines work to ensure they deliver a safe and secure experience for their crew and their guests through consistent processes and procedures, they should ensure they have:

- Implemented processes focused on enhanced sanitation, disinfection and deep cleaning practices as well as increase their cleaning/disinfection frequency:
  - o Selected disinfecting products approved by health authorities
  - o Revisited guidance for cleaning team to all areas of the plane including washrooms as well as check in and boarding areas with a specific focus on high-frequency touch points
  - o Approved disinfecting products made available at sanitation stations to travellers in the form of alcohol-based hand sanitiser as appropriate based on high-traffic areas including check-in and boarding areas. Provide or made available for purchase additional individual disinfecting products for travellers
- Implemented measures for health screening, if mandated and backed by medical evidence, including traveller information and physical distancing, while minimising interruptions to airline and airport operations:
  - o Direct travellers, in advance of departure, to government mandated pre-arrival risk assessment questionnaire/ self-declaration electronic portals where governments provide an industry-wide standard through which travellers provide data on the basis of which they can be boarded. This should be undertaken by government entities to provide the results directly to travellers. Such measures should be mutually recognised by governments to not incur delays at arrival
  - o Have governments take leadership in implementing robust COVID-19 testing directly with passengers in a non-intrusive way and within a short timeframe and communicate results, namely fly/no-fly, to airlines
  - o Recommended use of global standards by governments for contact tracing, ideally electronically
  - o If entry-exit screening is mandated, it should be carried out by governments in a non-intrusive, walk through manner, such as through full body infrared scanners, handheld infrared thermometers, and ear gun thermometers. It should be implemented either at entry point to the terminal building or prior to the security checkpoint and upon arrival in customs halls or baggage pick up areas. A common approach amongst States is also necessary. For flight crew, which are subject to airline health and safety protocols regulated by the country of origin, they should be exempt from health screening or quarantine requirements on arrival
  - o Worked with local regulations to modify procedures to minimise pat-downs and face-to-face contact
  - o Implemented physical distancing and limited physical interaction at all touchpoints, providing signage, floor markings and announcements to encourage physical distancing. Low touch check in process at front desk with physical distancing should be implemented as well as minimising queues wherever possible throughout the journey
  - o Conducted check in as much as possible online
  - o Guided passengers to self-bag drop options to minimize the interactions between passengers and check in agents
  - o Where declarations are required on arrivals, governments should consider electronic options instead of paper to minimise human to human contact; and ideally implementing contactless processes. Considered the possible redesign of immigration halls together with governments, airports and airlines.
  - o All efforts made to provide a speedy baggage claim process and ensure that passengers are not made to wait for excessive amounts of time in baggage claim area. Considered use of multiple belts to allow for physical distancing
- Implemented measures to ensure health and safety of passengers on-board the plane:
  - o Mandating the use of face masks throughout flights according to a risk-based approach
  - o Considering alternate boarding processes of the plane like from back to front, window to aisle
  - o Limiting as much as possible the amount of movement in the cabin
  - o Enhancing food safety via catering by avoiding having guests handle food. This can be done for instance by offering packaged food and providing cover cutlery

### 3. REBUILDING TRUST & CONFIDENCE

As the aviation industry works to rebuild trust and confidence through transparency and communication with travellers, it should ensure it has:

- Clear, consistent, and enhanced communication with travellers on new health & hygiene safety protocols via the organisation's channels, both digitally and physically at airports and in the plane. Traveller facing/front office staff should be trained to answer questions
- Provided information ahead of trip to travellers regarding the needs and requirements of their travel journey in line with government requirements and health authorities, including the wearing of face masks, guidance on hand hygiene and physical distancing
- Made approved disinfecting products available at sanitation stations to travellers in the form of alcohol-based hand sanitiser as appropriate in high-traffic areas including check-in and boarding areas. Provided or made available for purchase additional individual disinfecting products for travellers
- Highlighted to travellers policies and guidelines to support safety through interaction such as enhanced controls of occupancy limits in boarding areas and congregation on planes
- Implemented clear signage throughout to inform travellers of the enhanced cleaning protocols, physical distancing, and recommendations
- Cooperated with national authorities on contact tracing apps
- Collaborated with a third-party provider to offer traveller insurance covering COVID-19



### 4. IMPLEMENTING ENABLING POLICIES

As the aviation industry works to recover, it is essential that enabling policies be implemented at the governmental level. The aviation industry calls on governments to:

- Provide financial relief to the sector through the alleviation of payroll taxes, corporate taxes, concession fees and other government incomes from the industry
- Ensure transparent and timely communication as well as advance notice by governments of travel policy changes
- Offer a coordinated approach to restarting international travel that ensures public health and connectivity
- Implement globally consistent ways of capturing (self-declared) health data from travellers and provide a standard way to validate back acceptance to the airlines
- Accept test results as executed under the approval of other governments in a consistent way including ensuring these are securely and verifiable documented against the identity of the traveller
- Offer low-interest or interest-free loans, loan guarantees or direct support to maintain financial liquidity across the aviation ecosystem
- Facilitate travel through enhanced visa facilitation policies
- Create incentives, such as waiving taxes or fees and provide direct support to boost demand for travel
- Enhance destination promotion to boost demand both domestically and internationally



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**The World Travel & Tourism Council is the global authority on the economic and social contribution of Travel & Tourism.**

WTTC promotes sustainable growth for the Travel & Tourism sector, working with governments and international institutions to create jobs, to drive exports and to generate prosperity. Council Members are the Chairs, Presidents and Chief Executives of the world's leading private sector Travel & Tourism businesses.

Together with Oxford Economics, WTTC produces annual research that shows Travel & Tourism to be one of the world's largest sectors, supporting 330 million jobs and generating 10.3% of global GDP in 2019. Comprehensive reports quantify, compare and forecast the economic impact of Travel & Tourism on 185 economies around the world. In addition to individual country fact sheets, and fuller country reports, WTTC produces a world report highlighting global trends and 25 further reports that focus on regions, sub-regions and economic and geographic groups.

To download reports or data, please visit [www.wttc.org](http://www.wttc.org)



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