“Take Off” at Hamburg Airport

Hamburg Airport’s measures for a safe resumption of flight operations
"Take Off" at Hamburg Airport
Four core areas for safe flight operations

01

**Employee protection**
The safety of our employees has the highest priority for us. We have therefore also established special protective measures for our employees.

02

**Passenger processes**
We want our passengers to feel comfortable and safe during their travels. We therefore ensure that all processes take place in compliance with current infection-protection guidelines.

03

**Infrastructure**
We have adapted our infrastructure to the new challenges and can thus guarantee safe operations.

04

**Customer communications**
To actively engender trust, we provide transparent and comprehensive information to our passengers about the measures we are taking.
“Take Off” at Hamburg Airport
Overview of measures

**Employee protection**
- Perspex panes at place of work
- Distancing rules
- Hand hygiene possibilities

**Passenger processes**
- Distancing rules
- Adaptation of security checkpoint
- Adaptation of boarding process

**Infrastructure**
- Requirement that face mask be worn
- Hand hygiene possibilities
- Surface disinfection
- Non-contact check-in

**Customer communications**
- Public announcements
- On-site personnel
- Information via monitors and display boards
- Information via digital media
Employee protection
Perspex panes

- Installation of perspex panes to protect employees of Hamburg Airport in direct contact with passengers

- Locations:
  - Check-in counters
  - Boarding counters
  - Information counters, Hamburg Welcome Center and Airport Lounge
  - Glass protection panes were already in place at border checkpoints

Perspex panes were expressly fitted at those counters intended for use during the resumption phase for passenger operations.
Employee protection
Distancing rules

- Airport employees are required to maintain a minimum distance of 1.5 meters.
- Additionally, in line with the regulations issued by the Free and Hanseatic City of Hamburg, employees are required to wear a face mask at work.
- Employees behind perspex panes are not required to wear face masks.

Face masks are provided for employees by Hamburg Airport.
Employee protection
Hand hygiene

- Bathroom facilities are available to all employees for regular hand washing nearby.

- All staff bathrooms were already equipped with hand disinfectant dispensers before the coronavirus pandemic. Additionally, further disinfectant dispensers were set up in the terminals and on the pier. The dispensers are regularly refilled.

Infection protection for personnel is essential to smooth flight operations.
Passenger processes

Distancing rules

We have undertaken various measures to assist our passengers to maintain sufficient distance:

- **Time buffering** in the use of check-in counters
- Application of **floor markings** at check-in, security checkpoint, gates, border checkpoint and baggage reclaim
- **Blocking of seats** on waiting area benches, removal of seats to increase distance
- Additional reminders of minimum distance via announcements, monitors and display boards

All measures are implemented in close collaboration with the handling agents and airlines
Passenger processes
Security checkpoint

Temporary adaptation of inspection process at central security checkpoint:

- **Passengers do not have to remove protective face masks and gloves during inspection.** Protective face masks must only be lowered briefly for identity verification.
- **Manual follow-up checks by personnel are avoided** wherever appropriate alternatives are available. This requires passengers to empty their bags and remove their shoes in advance.
- **Only one item of cabin baggage** per passenger may be taken through the security checkpoint. It is allowed to take small handbags, notebook bags etc. in addition to one piece of cabin baggage (e.g. trolley).
- **Floor markings** help passengers to maintain a safe distance in the waiting area.

Temporary adaptation of aviation security measures has been approved by the EU Commission.
Passenger processes
Boarding

- Where possible, bus transfers are being completely avoided by using aircraft parking positions with jetbridges or the Walk In / Walk Out procedure.

- When bus transfers cannot be avoided, the maximum number of passengers is restricted and more buses are deployed to guarantee sufficient distance.

The current reduction in air traffic means that there are sufficient jetbridge-equipped positions directly at the terminals.
Infrastructure

Face masks

- It is mandatory to wear a face mask in the terminals at Hamburg Airport. This is based on the latest coronavirus regulations issued by the Free and Hanseatic City of Hamburg and in effect from 27 May 2020.

- Face masks can be bought at the Metropolitan Pharmacy or at two self service machines. There, you can also buy hygiene wipes and sprays.

- The legal requirement to wear protective face masks also applies in shops, restaurants and other service premises at the airport.

- Information for passengers that many airlines require face masks to be worn on board.

Passengers and visitors are informed of face mask regulations via the Hamburg Airport website.
**Infrastructure**

**Hand hygiene**

- Dispensers with hand disinfectant are provided for passengers and visitors in all bathroom and lavatory facilities as well as in the terminals and on the pier.

- A partial changeover to non-contact bathroom facilities is currently underway.

- As far as possible, distancing regulations are observed seamlessly and without interruption.

The bathroom and lavatory facilities are continually being cleaned by cleaning personnel.
A disinfection team is responsible for the ongoing and repeated cleaning of surfaces touched by passengers, visitors and personnel.

- e.g. hand rails, seats, tables in the waiting areas, elevator buttons

Regular cleaning minimises the risk of surface virus transmission.
Infrastructure

Non-contact check-in

- Thanks to the option of mobile check-in offered by many airlines, combined with the check-in kiosks in both terminals, passengers can check in for their flights without any contact at all.

- A total of 30 self bag drop kiosks also allow passengers in Terminal 1 and 2 to check their own baggage in without contact.
  - Airlines currently participating: Lufthansa, Swiss, Austrian Airlines, Eurowings, Air France, KLM, easyJet, SAS

Depending on the airline and the passenger’s wishes, check-in and baggage drop may take place completely contact-free.
Customer communications

Public announcements

- We inform passengers and visitors about safety information via regular public announcements:
  - “Please mind the legal hygiene specifications at Hamburg Airport: Wear a face mask and keep your distance.”

The announcements are repeated in German and English at regular intervals.
Customer communications
On-site personnel

- The Hamburg Airport Mobile Service Team is on duty in the terminals and on the Passenger Pier, assisting passengers e.g. to maintain safe distancing in queues.

- Team members are also available for passengers on-site to answer any questions that may arise.

Personnel are always available on-site to answer passengers’ questions even during mandatory social distancing.
We share safety and travel information in German and English with passengers and visitors via monitors and display boards.

- Display boards and monitors are located at central points along the customer journey.
Customer communications
Digital media

- We keep passengers and visitors up-to-date on current regulations and safety measures via the www.hamburg-airport.de website and the airport’s social media channels.

Daily updates provide information on the latest developments.
We wish all our passengers a pleasant and safe journey.