



**Safe  
travels**

approved by

WORLD  
TRAVEL &  
TOURISM  
COUNCIL

# LEADING GLOBAL PROTOCOLS FOR THE NEW NORMAL

## AIRPORTS

WORLD  
TRAVEL &  
TOURISM  
COUNCIL

#SAFETRAVELS  
MAY 2020

# 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 guiding protocols for airports were compiled based on insights and frameworks developed by **Airport Council International (ACI)** around the safe, healthy and responsible reopening of airports to the public. The protocols also take into account guidelines of recognised institutions including World Health Organisation (WHO). The objective is to ensure that protocols are in place across all relevant functions to embrace a safe travel experience, with an increased focus on health and safety guidance which travellers will need and expect.

Note that these protocols 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 airport and consultation is recommended prior to implementation. It is recommended that all airport practices follow local and national legislation and the latest guidance from public health organisations.

It is essential to note that the measures highlighted are based on higher risk contexts and hubs where sustained ongoing transmission is evident. As such, there will be a need to moderate the protocols on the basis of local risk assessment levels, as they may not be necessary for low risk hubs. Similarly, the size and density of the airport and its spaces should be accounted for in the determination of policies. 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. In this context, airports and airlines alike are prioritising and taking measures to ensure the entire passenger journey is subject to high standards of hygiene and cleanliness.

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 airport including check-in & boarding areas
3. Availability of hand sanitiser for the use of passengers in higher traffic areas
4. Limited physical interaction at all touchpoints according to current requirements and practicalities
5. The mandatory use of face masks by travellers and staff for as long as required under the risk based approach
6. Minimised contact with airport staff through use of contactless facilities such as self-check-in and passport control among others
7. Trained traveller facing/front office staff to answer questions

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

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

## 1. OPERATIONAL AND STAFF PREPAREDNESS

As airports restart their operations, they should ensure they can achieve operational excellence in the “new normal” and have trained staff to prepare and execute on the operational plans:

- Airports 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.
  - o Developed a COVID-19 prevention plan including an action/checklist for infection prevention and management as well as a special cleaning and disinfection plan
  - o Schedules in place for when operations resume
  - o Required staffing levels available to restart operations
  - o Implemented guidelines for staff safety and health, including health checks for airport staff if required by local legislation. If not required, airports to issue and communicate a stay-home policy for anyone displaying any symptoms or an increased temperature as per health authorities guidelines
  - 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. Consider 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, greater use of biometric e-gates and boarding card reading gates
  - o Implemented guidelines for food safety in restaurants, cafes and kiosks relating to supply chain control, food handling and preparation, hygiene, sanitation, disinfection, digitization and queue management in line with local legislation
  - o Requested key stakeholders such as airlines, concessionaries, and transport partners have implemented likeminded protocols
  - o Monitored the number of passengers in a given space (gates, shops, lounges, etc) and rearranged, blocked or reduced terminal seating in line with local legislation
  - o Evaluated innovations for cleanliness, disinfection and a touchless experience, such as e-shopping, with validation from expert bodies, health authorities and governmental institutions, where appropriate and share best practices
  - o Explored using protective screens for staff and use of personal protection equipment (PPE) such as masks and gloves if appropriate as per risk-based approach. Other stakeholder to also consider providing PPE to their employees. Have a risk-based approach if implementing distancing measures
- Airports should train staff to prepare and execute on operational plans by:
  - o Creating and implementing staff guidelines, Code of Conduct or list of expected behaviour for staff and operations
  - o Retraining staff regarding infection control 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 airport’s procedures
  - o All training should be informed by the latest advice from public health authorities and/or WHO
  - o Requested that key stakeholders such as airlines, concessionaries, and transport partners have trained their staff on the basis of likeminded protocols
  - o Continuous monitoring of well-being of team members, encouraging them to following governmental and WHO guidelines
  - o States should be financially responsible for health-related new measures and related costs.
  - o Consider staff support programmes to help manage stress

## 2. ENSURING A SAFE EXPERIENCE

As airports work to ensure they deliver a safe experience for their staff and travellers through enhanced cleanliness and hygiene best practices, airports should ensure they have:

- Implemented processes focused on enhanced sanitation and disinfection as well as increase in cleaning/disinfection frequency.
  - o Selected disinfecting products approved by health authorities
  - o Revisited guidance for cleaning team to all areas of the airport including self-service equipment, baggage trolleys, counters, buggies, security checkpoints, washrooms, elevators, hand-rails, boarding areas, and common areas with a specific focus on high-frequency touch points.
  - o Extraneous items should be removed throughout the airport
  - o Encouraged the assessment of procedures relating to ventilation and air conditioning systems and implementing procedures that reduce potential spread of infection
  - o Increased frequency of waste disposal
  - o Provided travellers with recommended elevator etiquette
  - o Approved disinfecting products made available at sanitation stations to travellers in the form of alcohol-based hand sanitiser as appropriate throughout the airport based on high-traffic areas. Provide or make available for purchase additional individual disinfecting products for travellers
- Implemented measures for health screening, if mandated and backed by medical evidence, including traveller information:
  - o Considered pre-arrival risk assessment procedures of health preferably through electronic means directly by government entities. 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 If entry-exit screening is mandated, it should be carried out in a non-intrusive, walk through manner, such as through full body infrared scanners, handheld infrared thermometers, and ear gun thermometers. A common approach amongst States is also necessary
  - o Modified procedures to minimise pat-downs and face-to-face contact undertaken by governments in alignment with local legislation. The industry will support decisions made by governments to ensure traveller safety
  - o Recommended limited social interaction at all touchpoints while minimising queues, providing signage, and announcements
- Enhanced food safety and hygiene at restaurants by:
  - o Avoiding guest handling of food at buffets
  - o Cleaning regularly machines handled by guest
  - o Enhancing cleaning, including disinfecting tables immediately after guest has left
  - o Implementing table spacing and guest seating with suitable reinforcement
  - o Considering minimising what is placed on guest tables and provide mono-packaged items if feasible



### 3. REBUILDING TRUST & CONFIDENCE

As airports work to rebuild trust and confidence through transparency and communication with travellers, they should ensure they have:

- Clear, consistent, and enhanced communication with travellers on new health & hygiene safety protocols via the organisation's channels, both digitally and physically at airports. Traveller facing/front office staff should be trained to answer questions
- Implemented clear signage throughout the airport to inform travellers of the enhanced cleaning protocols, and recommendations
- Worked and engaged with local communities, anticipating potential negative reactions
- Shared a recommended traveller code of conduct on the basis of advice from health authorities and national policies which may include the wearing of face masks, guidance on hand hygiene
- Cooperation with national authorities on contact tracing apps



### 4. IMPLEMENTING ENABLING POLICIES

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

- Facilitate visas through simpler and cheaper visa procedures
- Provide financial relief to the sector through the reduction of taxes, fees and charges to stimulate demand
- Create incentives and provide direct support to boost demand for travel as well as offering tax incentives
- Enhance destination promotion to boost demand both domestically and internationally
- Work collaboratively with industry and other governments as new rules for cross-border travel are developed



### CONTACT

For any questions or to discuss engagement further please contact, Tiffany Misrahi, Vice-President of Policy, WTTC at [tiffany.misrahi@wttc.org](mailto:tiffany.misrahi@wttc.org).

# ACKNOWLEDGEMENTS

We would like to thank all of our members and partners who have contributed to the protocol, including:



**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)



## ACKNOWLEDGEMENTS

**Gloria Guevara**  
President & Chief Executive Officer  
World Travel & Tourism Council

### EDITOR

**Tiffany Misrahi**  
Vice-President of Policy  
World Travel & Tourism Council

### DESIGNER

**Stephanie Church**  
Digital Marketing Manager  
World Travel & Tourism Council

## STRATEGIC PARTNERS



© World Travel & Tourism Council: Leading Global Protocols for the New Normal - May 2020. All rights reserved.

The copyright laws of the United Kingdom allow certain uses of this content without our (i.e. the copyright owner's) permission. You are permitted to use limited extracts of this content, provided such use is fair and when such use is for non-commercial research, private study, review or news reporting. The following acknowledgment must also be used, whenever our content is used relying on this "fair dealing" exception: "Source: World Travel and Tourism Council: Leading Global Protocols for the New Normal - May 2020. All rights reserved."

If your use of the content would not fall under the "fair dealing" exception described above, you are permitted to use this content in whole or in part for non-commercial or commercial use provided you comply with the Attribution, Non-Commercial 4.0 International Creative Commons Licence. In particular, the content is not amended and the following acknowledgment is used, whenever our content is used: "Source: World Travel and Tourism Council: Leading Global Protocols for the New Normal - May 2020. All rights reserved. Licensed under the Attribution, Non-Commercial 4.0 International Creative Commons Licence."



You may not apply legal terms or technological measures that legally restrict others from doing anything this license permits.