

Qatar Airways & Hamad International Airport COVID-19 Measures

June 2020





Qatar Airways COVID-19 Preventative Measures

Operations:

- All passengers wear face covering/mask
- Hand sanitizers on board for passengers and crew
- Face shields being introduced
- Social distancing while boarding and disembarking
- Social distancing on board where loads permit
- Protective screens for customer service staff
- Staff wear surgical masks & customer facing staff wear masks and gloves
- Protective screens for customer service staff

Cleaning:

- Increased frequency of cleaning of all common touch points in line with MOPH requirements
- All contractors have provided assurances that they comply with MOPH requirements
- Cleaning staff wear PPE



Qatar Airways COVID-19 Preventative Measures

Passenger Handling:

- All front line customer facing staff e.g. Check In, Boarding, Transfers, PRM Buggy drivers, wheelchair assistance, INAD team and Lounges are provided with surgical masks.
- All staff are briefed to change their masks in line with WHO recommendations.
- Wheelchairs are disinfected after every use. PRM buggies are disinfected regularly, however if the buggy was used to transport passengers from the high-risk destination, they are disinfected immediately, prior to next use.
- In relation to the use of passenger transport, where possible Qatar Airways will avoid remote stand parking of aircraft. Where this is unavoidable there is sufficient transport available to ensure social distancing measures are adhered. Bus drivers clean with approved materials after each trip, focusing on touch points of passengers.
 - Wherever loads permit, passengers are seated on flights in line with the social distancing guidelines:
 - All flights are pre-edited and where possible, a minimum of one seat space is kept between seated customers
 - Families and customers on the same PNR are permitted to be seated together
 - The crew is briefed by the ground staff about the seating plan



Qatar Airways Lounges COVID-19 Preventative Measures

QR Lounges (Doha and Outstations)

- Qatar Airways Lounge service policies and procedures are continually reviewed to ensure best practice.
- Supplementary COVID19 guidelines for all service and cleaning staff are regularly communicated and monitored, including guidelines on the distance when serving each customer and the wearing of PPE (masks, gloves).
- Adjustments to all customer service touchpoints have been considered in line with international standards. Dining table set-ups have been altered with social distancing in mind including the removal of some seating to ensure distance; physical menus removed and changes to the provision of food and beverage services for each location implemented.
- Additional cleaning and sanitization protocols (like spray sanitization programs for OS lounges and additional cleaning regiments) are in place and heightened staff awareness with regard to interactions remain closely supervised by all Lounge staff.



Hamad International Airport COVID-19 Preventative Measures

- **Passengers:**

- All transfer passengers are thermally screened before going through transfer security.
- All joining passengers are thermally screened immediately after entering the terminal.
- Hand sanitizers are provided at immigration and security screening points.
- Enhanced cleaning protocols have been introduced with increased focus on touch points.
- Awareness videos and banners
- Retail outlets are closed
- F&B dispense take away food
- Lounges adjusted to ensure social distancing

- **Cleaning:**

- Increased frequency of cleaning of all common touch points/quality checks
- Dedicated cleaning staff per area to avoid cross contamination
- Cleaning staff wears PPE



Hamad International Airport COVID-19 Preventative Measures

Health safety promotion



Hand sanitizers are placed along the terminal.



Hygiene advices for passengers are displayed on FIDS.



Hamad International Airport COVID-19 Preventative Measures

Cleaning and disinfection:



New automatic UV disinfection systems are implemented across the terminal



Fully autonomous mobile disinfection robot



Hamad International Airport COVID-19 Preventative Measures

Cleaning and disinfection:



All passenger touch points are disinfected regularly.



Disinfection of baggage belts and trays.

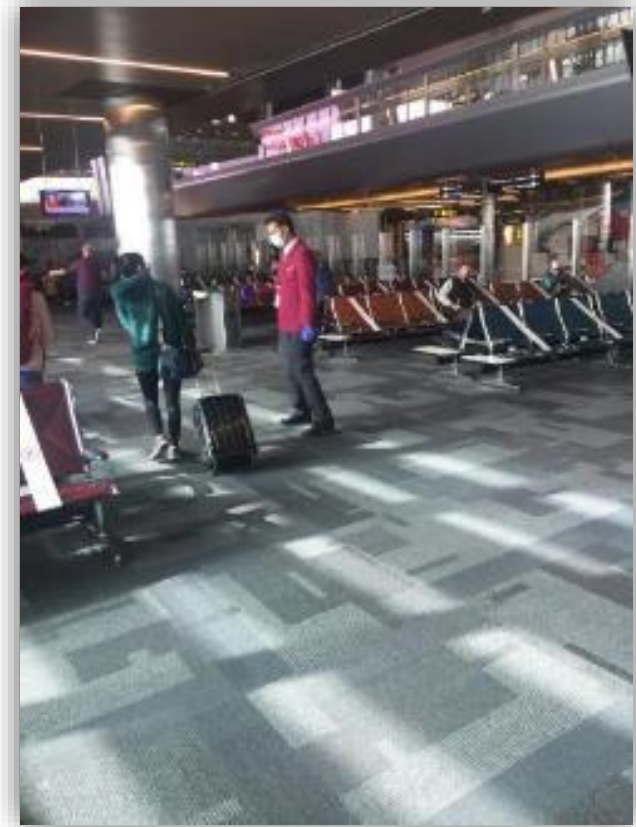


Hamad International Airport COVID-19 Preventative Measures

Sitting area and physical distancing monitoring:



Distance-sitting method, leaving one seat empty.



Airport personnel monitors physical distancing measures are followed.



Catering Services COVID-19 Preventative Measures

Premium Cabin :

- Introduction of pre-set Tray service for premium passengers to minimize crew interaction with passengers.
- Re-design of service concepts to only offer essential services to meet the recommendations from CAA in different destinations.
- Amenity kits left over in the cabins will not be recycled.
- Dental kits & shaving kits displays in the lavatories have been removed
- Hand towels have been removed and replaced with disposable packed wet wipes.
- Message pillows have been removed (second small pillow on Qsuite)
- Newspapers have been removed
- Magazines have been removed
- Fresh flowers, food and beverage displays from the social areas on A350/A787/A380 have been removed
- Additional provisions made for Laser temperature guns, hand sanitizers, masks and Bio-hazard kits on flights



Catering Services COVID-19 Preventative Measures

Economy Class:

- Blankets offering have been revised on all flights except ULH.
- No blankets offered on short haul flights. Customers are offered blankets on request on flights above 6.15 hours duration where by 25% loaded in bulk.
- Pillows have been removed from all flights except Ultra Long Haul
- Menu cards have been removed



Thank You