



with SkyTeam's Director Health, Safety and Security,  
Stephen Aulds



As SkyTeam's Director of Health, Safety and Security, Stephen Aulds' role is dedicated to supporting SkyTeam members as they strive to meet the highest standard of hygiene, safety, and security measures to care for all passengers flying or connecting across our global network.

Caring for our customers has always been at the core of SkyTeam, forming part of our foundation. But now, in the words of Stephen, "our members have collaborated on a series of core measures that provide additional layers of safety, enhancing each step of the journey. As the situation with COVID-19 continues, this guiding principle will remain. Safety first, adjusting measures to best care for customers and employees as the landscape evolves."

Stephen talks through each of the 15 core measures and what they mean to the journey, from check-in right through to the chosen destination.

## Informed

### **1. Up-to-date information, readily available**

All SkyTeam members currently provide up-to-date information regarding various measures, network changes, revamped onboard and ground services, and refund and cancellation policies on their webpages. This seems like a small and obvious step, but it means customers can have the latest information for each airline at their fingertips. If they are connecting from one member to the next, customers can find information for all airlines in their itinerary. Another useful resource is IATA's interactive coronavirus map. Click [here](#).

## Ready to Fly

### **2. Digital check-in available (some regulatory restrictions apply)**

Before customers even leave home, our members are creating a safer journey. A touchless experience will become more and more common in the future. The first step is allowing customers to check-in digitally to receive their boarding passes on their mobile devices or in print and we encourage this to be done before arriving at the airport. Travel will continue to change, and as technology develops our members will be able to utilize advancements to create an end to end touchless journey.

## Cleaned

### **3. Frequent cleaning at hub airport high-touch areas**

Our members have enhanced cleaning with a focus on high-touch areas in the airport, in close cooperation with airport operators. Customers can be confident that touchpoints throughout their journey are being thoroughly cleaned, areas may include check-in, baggage drop-off, baggage delivery belts, security, lounges, and gate areas.

### **4. Aircraft disinfected regularly**

This is an important measure where aircraft are thoroughly and regularly disinfected to enhance hygiene and help ensure a high level of cleanliness throughout.

### **5. High-touch areas intensified cleaning on all aircraft**

Aircraft interiors are cleaned to the highest standard. This process has been enhanced further with our members cleaning high-touch areas including amongst others, armrests, seatback trays, window shade handles, IFE screens, and lavatories.

## **6. Fresh outside air and HEPA filters**

Members' aircraft are ventilated with fresh, outside air and when air is recirculated, quality is assured by the use of HEPA filters. There has been a lot of talking about HEPA filters and there's a good reason why. These filters extract airborne particles including bacteria and viruses with 99.95% efficiency or more. They play an essential role in the aircraft system when air is circulated and provide refreshed air into the cabin every three minutes on average.

## **7. Revamped onboard services**

Temporarily, customers will experience an adapted onboard service. All changes have been made with their safety in mind. Creating a more hygienic experience means changes may have been made to catering and/or other items like blankets, pillows, or in-flight reading materials.

## **8. Cleaning wipes or additional personal space cleaning available upon request**

Despite the cleaning and disinfection of high touch areas and the aircraft cabin itself, some customers may still feel comfortable if they can give their personal onboard space a quick wipe down. We want our customers to feel as comfortable as possible, so upon request, SkyTeam members can provide additional hygiene supplies.

## **Protected**

### **9. Greater protection for customers and airport staff**

We know it's important to create a safe space both in the air and at the airport. To do this, in members' hubs, customers will experience measures such as airport staff wearing masks or face coverings and/or other barriers such as clear screens, similar to those you would see in other public spaces.

### **10. Safe distancing at members' hub airports (in compliance with local regulations)**

A variety of efforts have been implemented in our members' hub airports to help ensure customers maintain a safe distance. Our members have been working hard with airports and are in compliance with local authorities to ensure safe distancing occurs via an array of initiatives such as floor markings, signage, and/or queue designs at various touchpoints. These are meant to help everyone in the airport to keep safer distances.

### **11. Hand sanitizer available at key touchpoints in members' hub airports**

Hand sanitizer has become commonplace in our daily lives in restaurants and shops. Airports are no different and hand sanitizers or wipes are available at members' hub airports.

### **12. Customers are required to wear face masks (exceptions for medical conditions and children apply)**

SkyTeam members currently require the majority of customers (with some exceptions) onboard to wear masks or face coverings.

### **13. Use of masks or face coverings by cabin crew**

All SkyTeam members' cabin crew currently wear masks onboard and, in some cases, you may see cabin crew using additional personal protection equipment known as PPE. Our airlines and crew want to create a safer travel experience for all those that fly across our members.

### **14. Onboard sickness action plan**

Our members have action plans at the ready. They will take quick action to support and care for customers that become sick and help protect their fellow passengers onboard. Although a rare situation, cabin crew are prepared to respond when needed.



### **Screened**

### **15. Health checks conducted if required by local regulations**

Where required, members complete health checks. This might include temperature checks of customers, health certificates, or similar. Currently, temperature checks are typically done at the entry to the airport, boarding, and/or arrival to a chosen destination. Customers may also be asked questions regarding their health during the check-in procedure or in some cases require a health certificate. However, at this time it differs by country and is not a requirement for every departure airport or destination.