

Protocol for the prevention and
management of COVID-19 cases

Airports

September 2020



Aeropuertos **Argentina 2000**

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COVID-19 airport adaptation protocol for resuming operations

Aeropuertos Argentina 2000 is part of the Corporation America Airports (CAAP), the biggest private airport operator in the world, and its main objective is to contribute to a better world by easing the connection between people, goods, and cultures. In the current world context imposed by the COVID-19 outbreak, new preventive measures should be implemented by the airport industry to ensure the health security of passengers, staff members, and the airport community in general.

Therefore, in Aeropuertos Argentina 2000, we have developed different initiatives related to prevention, hygiene and security, operational guidelines, and communication. Since Aeropuertos Argentina 2000 operates 35 airport terminals within the Argentine territory, our challenge is even bigger, as we need to adapt said measures to each terminal building by developing not only specific protocols, but also new infrastructure and communication methods.

1. Cleaning, hygiene and security

Special terminal and office cleaning and disinfection protocols have been developed in order to provide a higher level of biosecurity to passengers and staff members by minimizing the risk of virus transmission that results from making contact with contaminated surfaces.

Personal protective equipment (PPE) has been defined in relation to each different working role to promote a secure working environment by appropriately assessing and responding to health risks.

1.1. Terminal cleaning and disinfection

Identifying high passenger concentration areas in indoor public spaces, focusing on frequently touched surfaces and entrances.

Cleaning with medically approved products that are suitable for each surface to be disinfected.

Increasing the cleaning and disinfection frequency by area and operational availability.

Increasing the number of sanitising stations in all indoor areas at the airport terminals.

1.2. Equipment and workplace cleaning

Implementing a cleaning protocol for professional cleaning companies and staff members.

Ensuring the availability of necessary resources in each area.

Implementing preventive measures in common areas and working processes.

Increasing the cleaning and disinfection frequency in all areas.

1.3. Use of personal protective equipment

Requiring the use of PPE from passengers (face masks).

Implementing a PPE use and disinfection protocol for staff members.

Installing protective screens in fixed locations where staff members are in direct contact with passengers.

2. Health monitoring

Monitoring passengers' health from the moment they enter the airport as well as having a health service and a protocol in case of COVID-19 symptoms detection are essential to mitigate the risk of transmission. Since new operational processes concerning health monitoring have been established, passengers must receive appropriate appropriate information from all the areas involved in order for them to know the new preventive measures in each step of their route.

Regarding staff members, an advance detection of possible symptoms would allow early action to avoid intra-community transmission.

2.1. Pax and health services

Health monitoring to reduce the probability of potentially infected people moving around the airport.

Technical and economic analysis and medical approval of the whole spectrum of available solutions:

- Quick testing methods
- Temperature checks
- Taste/smell testing

Implementation of temperature checks in air-conditioned environments and health statements.

Promoting the implementation of a passenger's health statement in an electronic format that includes a temperature check.

Adapting isolation areas to the appropriate transportation protocols.

Defining a standard health service intervention protocol.

2.2. Staff members

Staff members' health monitoring and medical follow-up for early symptom detection.

Protocols for intervention and medical follow-up in case of a positive test result.

3. Sanitising

Another preventive measure is the sanitising of people, luggage, and other objects.

Following this measure, it is to expect the introduction of new hand sanitising stands as well as luggage disinfection processes that might be suitable for each airport typology.

Luggage sanitising by disinfectant spraying.

Ventilation protocol for active monitoring of air quality.

People sanitising measures: provision of numerous hands sanitising stands.

Products and supplies disinfection protocol for food permit holders and retail stores.

The use of sanitising tunnels has been dismissed by medical suggestion.

4. Physical distancing

In order to establish the appropriate physical distancing measures, different pieces of advice from national and international agencies (WHO, CDC, MSAL, ICA, NIH, among others) have been analysed, and, therefore, the recommended distance between people has been determined at 1.5 m.

Considering a division of the Argentine airports according to their type of operation and their infrastructure, preventive measures application criteria have been defined in relation to their particular capacity and distribution.

4.1. Airport signs

[FLYERS]

"PLEASE KEEP YOUR PHYSICAL DISTANCING"

Let's take care of each other.

"PLEASE WAIT HERE"

"LET'S TAKE CARE OF EACH OTHER"

- 1) Physical distancing delimitation in all airport terminal areas.
- 2) Placement of protective acrylic screens on the check-in and info desks.
- 3) Elevators use limited to passengers with reduced mobility and baby carriages.

4.2. Access and movement restrictions at the airport terminal

- 1) Implementing measures to avoid the unnecessary access of non-travellers and to reduce people movement in public spaces.
- 2) Avoiding staff members unnecessary movement in airport terminals and offices.
- 3) Implementing these measures together with PSA.
- 4) Modifying the food stores and restaurants layout.

[FLYER]

"Access for ticketed passengers only"

Due to safety measures, only passengers will be allowed to enter the terminal
Let's take care of each other

Capacity reduction to 70%.

Limited capacity seating.

Mercadopago and card payment collection.

4.3. Staff members distancing

- 1) Implementation of distancing in common areas -meeting rooms, dining area, offices.
- 2) Remote working implementation.
- 3) Organization of alternate working teams.

5. Capacity

5.1. Terminal capacity adaptation

Airport capacity has been analyzed to ensure physical distancing measures and to adapt the flight schedule in order to guarantee continuity, regularity, and safety in all the operational processes.

Criteria definition and airport capacity calculation regarding the newly implemented preventive and control measures.

Schedule adaptation to reduce people movement in public areas and avoid overpopulation, which affects physical distancing.

Considering only physical distancing measures based on a 1.5 m recommended distance, these are the capacities for domestic air traffic.

	Departures		Arrivals	
	Capacity (<i>constant traffic</i>)		Capacity (<i>constant traffic</i>)	
	Departures/Hour	Separation	Arrivals/Hour	Separation
AEP	6	every 10 min	10	every 6 min
EZE	2	every 25 min	6	every 10 min
COR	4	every 15 min	6 - 12 (*)	every 10 - 5 min
MDZ	2/3	every 25 min	4	every 15 min
TUC	1	every 60 min	2	every 30 min
SLA	1	every 37 min	3	every 20 min
BRC	3	every 20 min	4	every 15 min
NQN	1	every 50 min	1	every 40 min
EPA	2	every 25 min	2	2 simult. every 40 min

(*) Depending on whether INTER resources are been used for DOMESTIC or not.

6. Communication

Communication reinforcement is an essential action to spread the newly established procedures, to promote hygiene measures, and to give new information about operations at each airport to passengers, the airport community, and the public in general.

6.1. Passengers

→ [FLYER]

(Image)

"KEEP YOUR HANDS CLEAN! STEPS TO WASH YOUR HANDS PROPERLY"

1. Wet your hands with water.
2. Apply enough soap.
3. Lather your hands by rubbing them together with the soap (back of your hands, between your fingers, and under your nails) for at least 20 seconds.
4. Rinse your hands with water.

LET'S TAKE CARE OF EACH OTHER

Design and installation of graphic and digital compositions about recommendations to reduce the risk of transmission.

→ [LANDING PAGE]

(Image)

"CORONAVIRUS COVID-19"

- What we are doing in our airports
 - We regularly reinforce the disinfection of bannister rails, door handles, and air bridges.
 - We have increased the number of alcohol-based hand sanitisers.
 - We have trained our staff members to provide any assistance you may need.
- What we all can do
 - Try to not touch your eyes and nose.
 - Wash your hands regularly with soap and water.
 - Cover your nose and mouth with a flexed elbow when sneezing or coughing.

LET'S TAKE CARE OF EACH OTHER

Development and updating of the website with new FAQs.

→ [FLYERS]

(Image)

- > "RECOMMENDATIONS"
- > "KEEP A SAFE DISTANCE (1.5 M)"
- > "CHOOSE TAKE AWAY OPTIONS"
- > "IF YOU PREFER TO STAY, DO NOT MODIFY SEATING'S LAYOUT"
- > "LET'S TAKE CARE OF EACH OTHER"

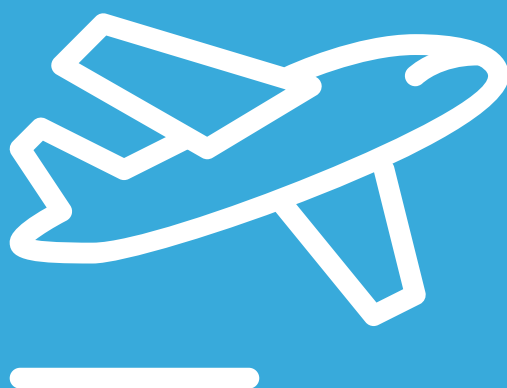
Movement recommendations at food stores and restaurants.

6.2. Staff members

- 1) Communication reinforcement regarding physical distancing, PPE use, preventive and cleaning measures.
- 2) Special training about new daily terminal operation measures for staff members that are in direct contact with passengers.
- 3) Training about new preventive measures in working spaces for all staff members.

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