

Ready to Restart!

Protective measures
to prevent COVID-19 spread

26th April 2021

FCO



Aeroporti
di Roma

PREFACE

The resumption of air transport requires a clear framework of operational measures, applied uniformly at national, or even better at European / International level, on the one hand to ensure an adequate mitigation of the health risks involved in the current & future phase of the epidemic, but on the other hand to restore the minimum economic viability conditions of air transport.

In this scenario ADR, since the beginning, is strongly committed in:

- Providing **safety and health protection** for airline & airport staff;
- Creating **confidence for passengers** in order to travel safe again;
- Ensuring and complying with the most important **requirements for health & behavior**.

A SAFE AIRPORT, AS BASE PREREQUISITE

As one of the largest hub in Europe, ADR has been at the forefront of prevention measures, being committed to:

- Provide safety and health protection for customers and staff;
- Enhance passengers' confidence;
- Obtain third parties' certifications and accreditation.

AIR TRAVEL IS SAFE! FOCUS IS ON AVOIDING IMPORT / EXPORT OF VIRUS

Prevention measures adopted by the aviation industry: effective and rigorously implemented:

- No evidence of outbreaks occurred due to procedural gaps, nor due to the failure to comply with the rules.
- Risk of infection to happen onboard substantially inexistent (IATA reports 1 case out of 27 mln pax)
- Current focus remains solely on avoiding risk of transfer of infection across different regions / countries.

PASSENGERS FEEL SAFE AT THE AIRPORT

- **99.6%** of passengers declare that they have had a safe travel experience at Fiumicino airport;
- **98.1%** of passengers wear the mask correctly, **90.1%** of passengers respect the social distance of at least 1.5 m.



SAFETY AND HEALTH PROTECTION

ENTRY / EXIT DEDICATED DOORS

107 THERMAL SCANNER

- Long distance, non contact
- Blackbody real-time calibration
- Large flow fast screening

The body temperature screening is performed under control of Ministry of Health by medical staff. Both arriving & departing passengers are involved; thermal scanner available also at departure gates.



SMART HELMET: THE PORTABLE THERMAL SCANNER

The device allows airport staff to monitor and check the body temperature of passengers from a distance by walking in the airport.



MORE THAN 250 GEL DISPENSERS

Hand sanitizer gel dispensers are available in all areas (public and non public zones). Electric hand sanitizer dispenser are installed in the boarding area. Each of it dispenses 2 ml of product with each use, guaranteeing 25,000 deliveries.

PLEXIGLAS PROTECTIONS

Plexiglas protection screens at border controls to guarantee protection between both passengers and operators.



SIGNAGE

Seating area reduced with blocked seats to keep the social minimum distance (leaving empty seats in between).

Social distancing message on Ledwall and FIDS (Flight Information Display Screen) at check-in, boarding area, Arrivals and Departures Hall. Floor signage implementation and Plexiglas dividers positioning to maintain social distancing.

APP, SITE, VIDEO MAKING

We have made a video whose goal will be to provide information, reassure passengers and at the same time ask everyone to contribute to the respect of the rules to protect their own health and that of others.



SANIFICATION

The Terminal sanification is managed on a daily basis along the external platforms and inside the Terminal. The treatment provides for a continuous and accurate attention to the Terminal equipment such as baggage trolleys, trays at security and toilets.

SANIFICATION OF ESCALATORS AND MOVING WALKWAYS

The sanitization of the handrail of the escalators connecting the departure hall of Terminal 3 with the arrival hall, takes place through LED lamps that produce UV rays capable of instantly eradicating bacteria and viruses on the total contact area of the handrail. The same technology is being implemented on the handrails of all escalators and moving walkways.

SANIFICATION OF LIFTS

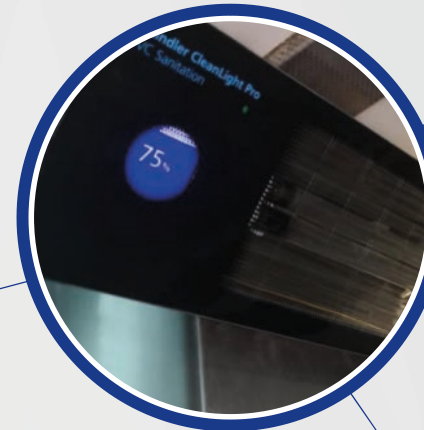
Sanitizing of the air and sanitizing the lift control panel by using ultraviolet rays and a UV ray fan. **The process allows a 96% killing of viruses and bacteria.**

ANTI-CONTAMINATION CARPETS

The carpets are installed in all entrances to the Terminal (Arrivals, Departures, Mezzanine). These mats, through immersion in a tub fixed to the floor containing sanitizing liquid, allow passengers to disinfect their shoes before entering the airport.

SANIPOINT

A shower cabin sanitizer, designed to decontaminate and disinfect people and objects, has been installed in the renewed Covid-19 rapid test area at Arrivals T3 at Fiumicino airport: a sanitizing solution mixed with air is nebulized for few seconds, acting on clothes and shoes of those who enter it.



SANIFICATION / SECURITY CONTROL

Sanitization by UVC rays of the automatic security lines to allow the sanitization of all the trays used by passengers to store their personal effects during security checks.

HOLD BAGGAGE SANIFICATION

Hold baggage is sanitized **before it is collected by the passenger**.

An automatic device for the distribution of a sanitizing mist emanated when the baggage passes inside a tunnel has been installed on all the baggage belts available to passengers.



ONE STEP CLOSER TO A COVID-FREE AIRPORT.

Before we return your luggage,
we sanitize it with disinfectants.
Your luggage might feel damp when you pick it up.



COVID-19 TEST / AIRPORT DRIVE-IN

Aeroporti di Roma made available an area of about 15,000 square meters converting a portion of the Long stay car parking to build a new Drive In structure of the Lazio Region to perform swabs antigenic Covid-19.

The structure was built in collaboration between the Health Ministry, the Lazio Region, the Spallanzani Institute and Italian Red Cross.

The new area dedicated to rapid tests, accessible to anyone, can be easily accessed from the Rome-Fiumicino motorway, thanks to dedicated road signs.

The facility, which is the largest in Italy, has six health check-points for sampling and a pedestrian dedicated lane. **Up to 130 vehicles can have access simultaneously.**

The drive-in is open seven days a week with extensive opening times giving also the opportunity to undergo the test for arriving passengers in the evening after closure of the test area at Terminal 3 Arrivals.

A shuttle service is available from and to the Terminal: the connection is enhanced during evening hours to facilitate the use of the Drive-In.

Food service is available and the area is equipped with toilets.



COVID-TESTED FLIGHTS

THE ENVISAGED WAY-FORWARD TO SUPPORT THE RECOVERY

Since the pandemic breakout ADR has consistently advocated **“100% Covid-tested clean corridors”**:

- **ALL passengers subject to certified pre-flight rapid testing** > maximum control, safety perception on-board.
- **NO restriction on arrival, which thus appear useless** > sustainable mobility, harmless persons can travel.

ADR is now experimenting this protocol, aiming at getting it widely applied within Spring 2021 (assuming pandemic not eradicated in the year):

- Target: support the recovery and allow for a safe and sustainable Summer 2021 season.
- **Resumption of air traffic and connectivity as a prerequisite for global economies’ recovery.**

FIRST PROTOTYPE COVID-TESTED FLIGHT

Aiming at demonstrating operational viability and overall effectiveness of the proposed protocol, in cooperation with Lazio Region (Order No. Z00058), ADR started a pilot project on Sep 16 with Alitalia, offering the first Covid-tested flights on the domestic route Rome FCO- Milan LIN.

THOUGHT FOR ROLL-OUT ON INTERNATIONAL ROUTES

Clear indication of operational viability and market support.

On Covid-tested flights, passengers must either have performed the rapid antigen test at the airport or presented a medical certificate with a negative molecular (RT PCR) or antigenic test result carried out in the 72 hours before boarding.

AOK PASS

Aeroporti di Roma and Alitalia have begun using AOKpass through a pilot project to digitize Covid-19 rapid antigen test results, carried out at FCO airport. The testing will allow passengers on Covid-Tested Flights to present, upon boarding, a digital negativity certificate from a Covid-19 rapid antigen test, enhancing safety and saving time during travel procedures.

Very easy procedure: once the AOKpass app has been downloaded and after performed the test travelers will receive the result via a QR code that authenticates and securely stores the negative result on the device. Upon boarding the flight passengers will then be able to use their digital health credentials by scanning the QR code directly.



**Aeroporti
di Roma**

ADR – CASE

FIRST TRANSOCEANIC NO-QUARANTINE COVID-TESTED FLIGHT

FIRST TRANSOCEANIC “CLEAN CORRIDOR” EXPERIMENTED IN ROME

On experimental basis, **the first transoceanic Covid-tested corridor to be operated in Rome Fiumicino, allowing for the removal of quarantine obligations:**

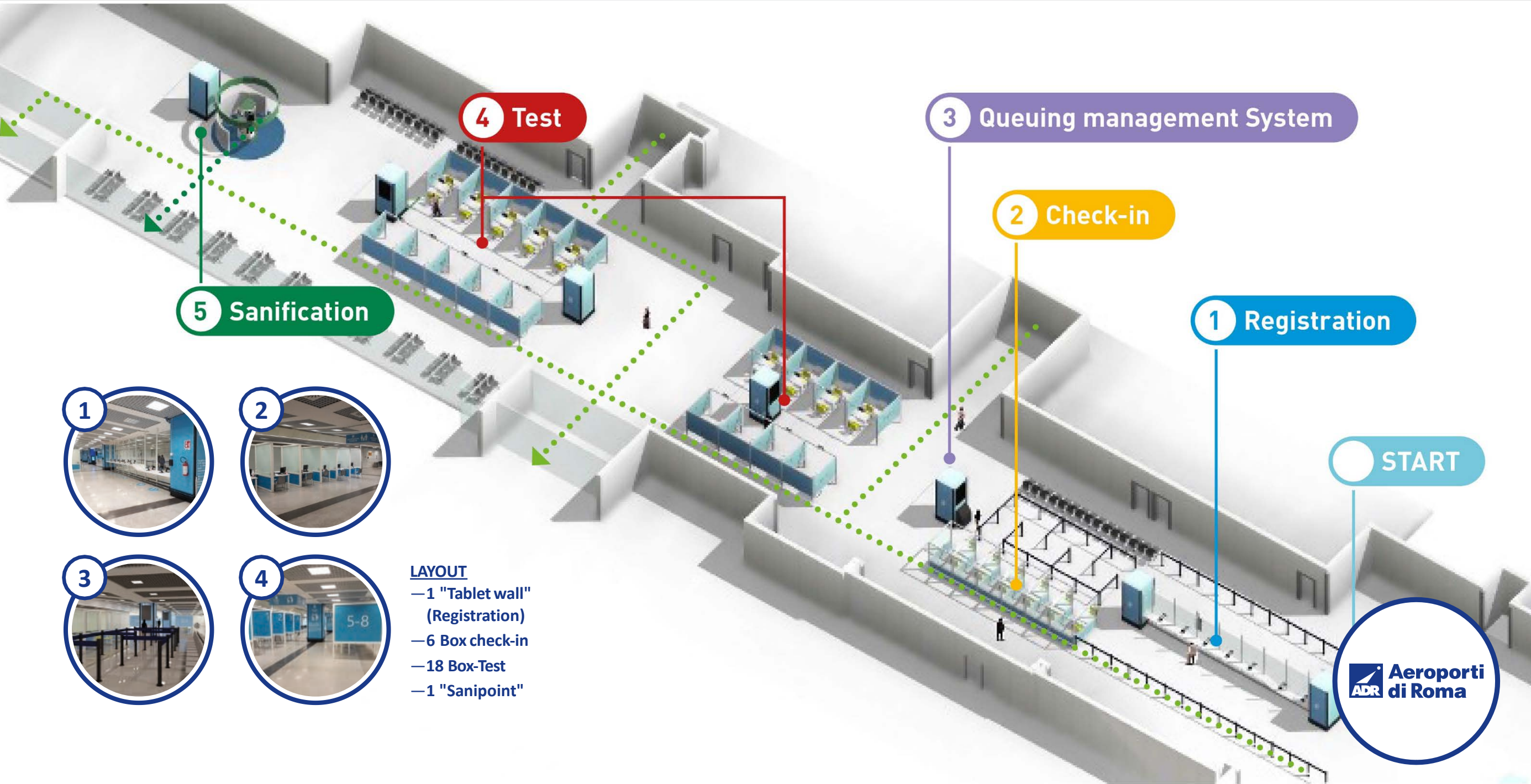
- the initiative, with Italy first among European countries to implement this innovative procedure, received **strong governmental support** (order signed by Ministries of Health, Transport and Foreign Affairs)
- passengers on Covid-tested flights from USA **will not be subject to quarantine obligations**, having performed at least a molecular or antigenic test within 48 hours before boarding and repeating, for additional safety, a rapid antigenic test upon arrival at Fiumicino.

First flights scheduled before Christmas:

- Dec. 8, 2020: first Covid-tested flight from New York JFK to Rome FCO, operated by Alitalia;
- Dec. 19, 2020: first Covid-tested flight from Atlanta ATL to Rome FCO, operated by Delta Air Lines;
- Apr. 1, 2021: first Covid Tested flight from New York JFK to Rome FCO, operated by Delta Air Lines
- May 7, 2021: first Covid Tested flight from Newark EWR to Rome FCO, operated by United
- May 9, 2021: first Covid Tested flight from New York JFK to Rome FCO, operated by American.



COVID TESTED FLIGHTS / TESTING AREA FOR DEPARTURES



COVID TESTED FLIGHTS / TESTING AREA FOR ARRIVALS



CERTIFIED AIRPORT EXCELLENCE / QUALITY

THE AWARD

Airports Council International (ACI) Europe recognizes, on a yearly basis, the "Best Airport Award" to the airports that stand out for the excellent levels achieved in key areas such as operations management, quality of services, infrastructure development, etc...



ASSIGNMENT CRITERIA

The 2020 edition of the "Best Airport Award" was focused on how airports have reacted to Covid-19 by introducing new technologies and new processes aimed at permanently improving the passenger experience.

Airports (divided into 5 categories in depending on the volumes of traffic managed) were evaluated by an Independent Commission of experts (by Eurocontrol, SESAR, etc.) on the results achieved in the following areas:

- Contactless passenger experience,
- Biosecurity,
- Restructuring and business recovery.

AWARD

For the third year in a row, Leonardo da Vinci Airport has been awarded the "Best Airport Award", in the category "airports with more than 40 millions of passengers"; the achievement is even more exceptional since it has never happened in the past that an airport had been awarded for three consecutive years.

KEY FACTORS

The jury motivated the award underlining the excellent results obtained by Aeroporti di Roma in rolling out health and security measures aimed at restoring passenger confidence, with a strong cooperation with all involved stakeholders. More, it has been noted the use of new technologies such as automatic sanitization or Smart Helmet, and the opening of the airport "drive-in" testing area for carrying out antigen tests.

THE AWARD

The Airport Service Quality (ASQ) is an international survey on customer satisfaction, conducted by ACI (Airports Council International) through a standardised questionnaire distributed to passengers at the gate before boarding.



ASSIGNMENT CRITERIA

The survey is carried out in more than 350 airports worldwide.

Passengers have the opportunity to assess the services at the airport and express their overall satisfaction with customer experience by giving a score from 1 (poor) to 5 (excellent).

AWARD

The scores received from passengers in 2017, 2018, 2019 and 2020 place Rome-Fiumicino International Airport at the top of the leader board among European airports with more than 40 million passengers per year.

KEY FACTORS

For the fourth year running, the recognition comes in one of the most difficult and challenging years for the air transport sector. In particular, travellers at "Leonardo da Vinci" appreciated the effort Rome Airports made to guarantee a quality service even during the Covid-19 pandemic.



CERTIFIED AIRPORT EXCELLENCE / BIOSAFETY



First airport within EU to get the certification by ACI World (3rd in the world).

A recognition that demonstrates how the protocols and measures adopted at Fiumicino Leonardo da Vinci and Ciampino G.B. Pastine are at the forefront of procedures to contain the spread of viruses and represent an example to follow.

The ACI "Airport Health program Accreditation" provides airports an assessment on how far their measures are aligned with the "ACI Aviation business restart and Recovery" guidelines.



The Covid-19 Audit is based on a combination of checks on the efficiency of procedures, visual observations and ATP tests (bioluminescence test on surfaces in which highlights the presence of adenosine triphosphate; depending on the levels of ATP found, the tests are passed, failed or to be monitored). In the inspection and related evaluation of the rating, Skytrax follows key guidelines given by WHO Best Practice, ICAO, EASA Covid-19 policies and more.

FCO achieved the highest rating of 5 STARS, being the first in the world.



Airports Council International (ACI) World, to complete the "Airport Health Accreditation" (AHA) certification system, in partnership with Bureau Veritas, has activated the "Airport Health Measures Audit Program" (AHMA): following an onsite audit aimed at validating and demonstrating the effective implementation in the field of measures to combat Covid-19, Fiumicino and Ciampino airports were found to be compliant at every stage of the airport processes, thus becoming the first airports in the world to obtain SafeGuard™ certification.

[Check the status here.](#)



The certification awarded by RINA is the result of a careful investigation on containment measures adopted for all the possible forms of viruses contagion, from those less dangerous to more harmful ones like Ebola and Covid-19, which involved every single activity carried out in our airports: from airport services to ICT systems, from infrastructure maintenance to commercial activities, including the right information flows towards both employees and passengers.



www.adr.it