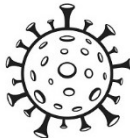


Protection concept for Zurich Airport



12.05.2020





Inform



Personal hygiene



Keep your distance



If it's not possible to keep your distance – wear a mask



Thorough cleaning





Special protection must be provided for our employees to enable them to continue to offer our passengers the best possible services and care during the COVID-19 crisis.



Employees



Passengers

We must ensure that all our passenger processes meet all the hygiene standards and recommendations.



Commerce

Our commercial partners must comply with all the authorities' protection provisions. We will support them in this with materials and advice.



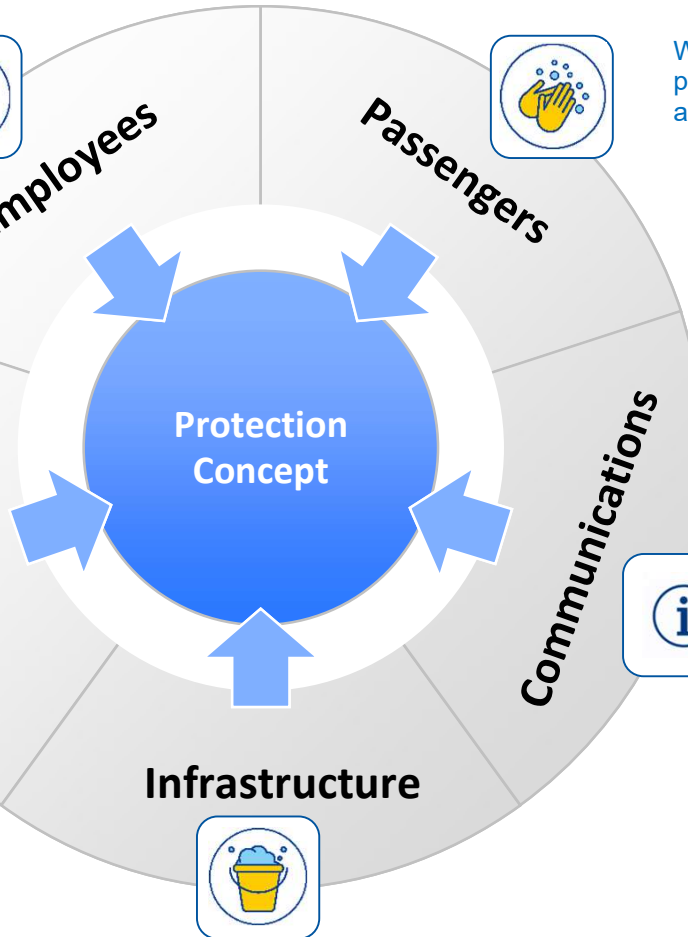
Communications

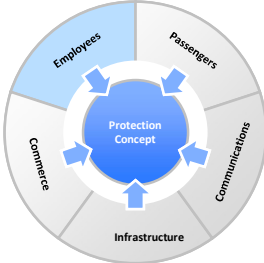
Professional communications will help gain and retain our passengers' confidence and trust.



Infrastructure

Our infrastructure must be adapted to the new challenges and ensure safe operations.

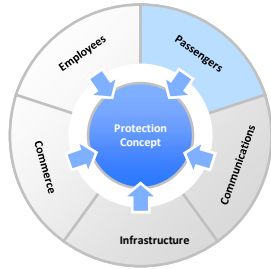




Employees

- Protective plexiglass screens at all customer service desks: check-in, ticketing, gates, transfer, information, service center, lost & found etc.
- Flughafen Zürich will provide hand sanitizer for its employees.
- Partner companies can obtain supplies of hand sanitizer from Flughafen Zürich.
- Hand sanitizer dispensers will be provided at central locations.
- Wherever social distancing minima cannot be maintained, face masks shall be worn.

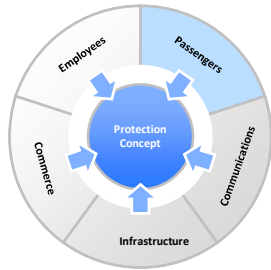




Passenger processes

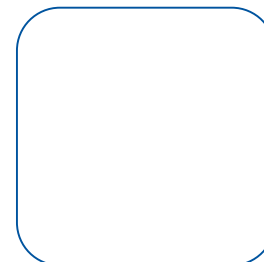
- Signage and floor markings in front of customer service desks, passport control, security control, baggage reclaim belts, self-service rail ticket machines etc. reminding travellers to maintain the two-metre social distancing required.
- Protective plexiglass screens at customer service desks at check-in, ticketing, gates, transfer, information, service centre, lost & found etc.
- If possible, only every other customer service desk to be used, to increase the space between waiting lines and help ensure that social distancing minima are maintained.
- Item trays used at security control to have their handled surfaces (edges) regularly disinfected.

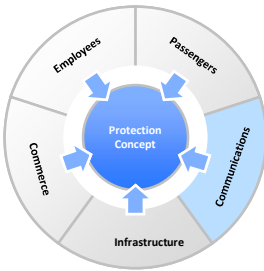




Passenger processes

- Flow-regulated boarding, managed by the handling agent or the airline.
- Exit screening at the gate as per the airline's/destination's instructions. Equipment provided by Flughafen Zürich; action performed by the handling agent.
- Flow-regulated deplaning at pier stands from 100 passengers upwards, managed and monitored by the cantonal police.
- Passenger buses and Skymetro to run at reduced passenger capacities (around 25% of normal volumes). Management and monitoring by bus drivers and airport guides.
- Limited numbers of meeters and greeters in the publicly accessible arrivals areas (maximum of one meeter per passenger). Management and monitoring by the cantonal police and terminal management.



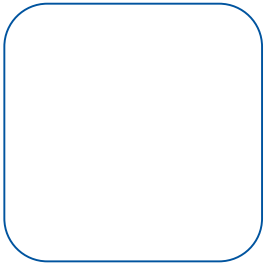
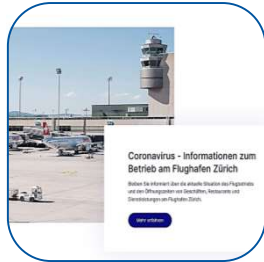
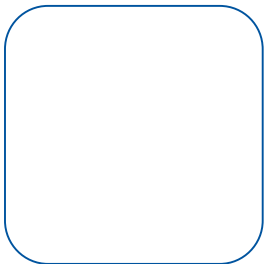


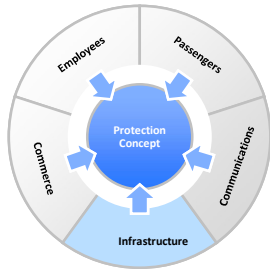
Communications

Passengers will be informed about the health authorities' conduct and hygiene provisions and recommendations via various channels. Unless otherwise specified, the official posters of the Swiss Federal Office of Public Health (FOPH) in German and/or English will be used. The observance of these provisions and recommendations will be monitored by the cantonal police and Flughafen Zürich AG.

Passengers will be informed via:

- frequent loudspeaker announcements in German and English on the social distancing requirements
- the placement of the FOPH posters at the usual poster locations
- the provision of the FOPH (video) information on digital screens
- the display of FOPH posters at additional locations via further information providers (often in combination with hand sanitizer dispensers)
- the provision of FOPH information flyers
- online information: <https://www.flughafen-zuerich.ch/en/passengers/news/corona/general-information>

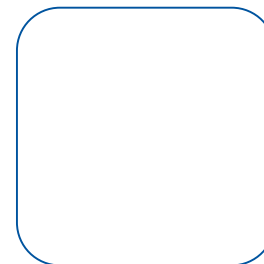
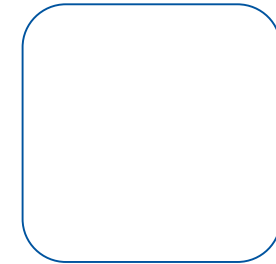


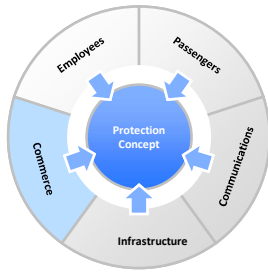


Infrastructure

Cleaning and disinfection

- Intensified cleaning of toilet facilities, door handles, stair and escalator handrails etc.
- Doors of toilet facilities to be wedged open, to eliminate the need to touch the door handle.
- Intensified cleaning of transport installations (e.g. the seats and grabrails on the Skymetro and passenger buses).
- Cleaning and disinfecting of baggage trolleys (handles and baskets).
- Provision of disinfectant dispensers at various locations in the terminal (passenger areas) and in public zones and the assurance of regular checks and replenishments.





Commerce



Retail outlets at Zurich Airport have their own protection concepts

All such protection concepts must ensure that the requirements below are met. Adequate and appropriate measures must be envisaged for each of these requirements. Responsibility for selecting and adopting such measures rests with the company and the general manager concerned.

- All employees at the outlet must regularly wash their hands.
- Employees and others must maintain a minimum social distance of two meters.
- Surfaces and equipment items must be regularly cleaned after use and according to need, especially if these are touched by multiple persons.
- At-risk persons must be adequately protected.
- Any employee showing symptoms of illness must be sent home and instructed to follow the FOPH's (self-) isolation procedure.
- Due regard must also be paid to specific aspects of the work and the work situation(s) to ensure that adequate and appropriate protection is provided.
- Employees and other persons involved must be fully informed of the hygiene requirements and the actions to be taken.
- All the hygiene requirements must be duly and fully met by the management, to ensure that all the protective measures prescribed are adopted efficiently and effectively and are modified as and when required.

