Fraport TAV Antalya Terminal Management Inc.

Antalya Airport's COVID-19

Action Plan

Introduction

The Current pandemic, namely COVID-19, has severely affected the global aviation industry. The dramatic traffic decrease in commercial air transportation had a sudden impact on all players of the sector as well as the airports as being one of the two main pillars of the sector together with airlines. While closely observing the state of pandemic, variety of new measures became necessity at the airports in order to minimize the risk of virus spread and obtain the maximum health and safety levels to assure the Covid-free travel and maintain efficient operations.

Target

Fraport TAV Antalya Airport is one of the first international airport in Turkey that has been entitled to receive the Pandemic Certification of the Directorate General of Civil Aviation, Turkey. This document briefly addresses all related health and safety measures implemented to enable the efficient restart of aviation operations and maintain the confidence of personnel and travelers in line with the requirements of the certification process. All measures presented are delicately planned, processed and implemented in the premises of our terminals which also cover the most up-to-date instructions of civil aviation organizations and authorities worldwide.

The Health and Safety Measures have been implemented in order to:

Ensure safe and secure travel at the airport

Safeguard health & well-being of both passengers & airport users
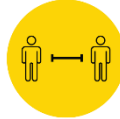
Fraport TAV ANTALYA Airport

Audio-visual safety awareness messages displayed to remind passengers about the precautionary measures at the airport.

Passenger routes and all equipment in the terminal disinfected regularly with special methods.

Encourage users to offer available contactless payment methods.

Mandatory Social Distancing.

Personnel and passenger contact minimized with plexiglas barriers.

Hand sanitizers are available for passengers throughout the terminal.

Fresh air circulation enhanced in all indoor areas.

Mandatory Thermal Screening to all passengers & personnel.

Obligatory usage of masks at the entrance of Terminal. Disposal bins for used PPE.
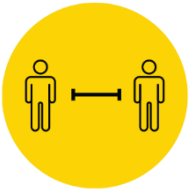
Obligatory change of gloves after each body search. Any contact to passenger itineraries, personnel ID cards, etc. minimized.

Elevator usage limitation according to social distancing regulation.

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PPE (Personal Protective Equipment): PPE (masks, gloves, face shields etc.) used by personnel.

Social Distancing: All measures taken to ensure the social distancing at all premises of the terminal.

Queue Management: Reconfiguration of queue lines, enforcing social distance.

Plexiglas Protective Shield: Personnel and passenger contact minimized with plexiglas barriers.

Thermal Screening: Mandatory thermal screening and secondary temperature control procedure by handheld digital infrared thermometers.

Contactless Facilities: Contactless payment and online check-in encouraged to minimize the touch points.

Disinfection: Regular and frequent disinfection of facilities, terminal areas, staff offices and equipment to minimize the risk of the infection.

Signage & Awareness: Create awareness of precautionary measures against the spread of virus through signage, commercial boards, stickers, screens and ground floor markings.

Cleaning & Disinfection : Regular and frequent disinfection of facilities, terminal areas and staff offices, and equipment to minimize the risk of the infection.

- Passenger routes and all equipment in the terminal disinfected regularly with special methods.

- Fresh air circulation enhanced in all indoor areas.

- Disposal bins for used PPE (masks, gloves, face shields etc.) provided.

- PPE (masks, gloves, face shields etc.) used by personnel.

Disinfection measures are in place for the following areas:

- Terminal building surface
- Check-in and passport counters
- Security points
- Duty Free shops and Food & Beverage areas
- Boarding gates
- Baggage reclaim areas

- Seats
- Restrooms
- Baggage trolleys
- Praying rooms
- Information desks
- Elevators and escalators

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Pre-travel | Carpark | Terminal Access | Check-In | Immigration & Security | Boarding

Informing the passengers through Social Media, Mobile App and Website about control process at the airport.

Providing information to passengers about terminal facilities via digital platforms.

Reminding passengers to regularly check with their respective airlines regarding all information related to their travels.

Reminding passengers about PPE and precautionary measures.

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Health & Safety Measures - Departure

Pre-travel | Carpark | Terminal Access | Check-In | Immigration & Security | Boarding

Disinfected baggage trolleys are available for our guests.

Warning signs have been placed in car parks to remind passenger about safety rules.

Public Transportation not allowed to anyone without PPE.

Pre-travel   Carpark   Terminal Access   Check-In   Immigration & Security   Boarding

Disinfected baggage trolleys are available for our guests.

Car park staff must all time wear necessary PPE. Disposal bins for PPE located at parking area.

Encourage users to use available contactless payment methods.

Fraport TAV ANTALYA Airport

Pre-travel — Carpark — **Terminal Access** — Check-In — Immigration & Security — Boarding

Mandatory Thermal Screening to all passengers & staff.

Disinfected trolleys are available for our guests.

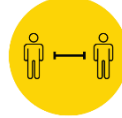Automated hand sanitizers are available for passengers through out the terminal.

Obligatory usage of masks at the entrance of terminal.

Obligatory change of gloves after each body search. Any contact to passenger itineraries, personnel ID cards, etc. minimized.

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Pre-travel　　Carpark　　**Terminal Access**　　Check-In　　Immigration & Security　　Boarding

Audio, Visual Safety awareness messages displayed to remind passengers about the precautionary measures at the airport.

Regular and frequent disinfection of facilities, terminal areas to minimize the risk of the infection.

Encourage users to offer available contactless payment methods.

Terminal wide mandatory social distance rules.

Pre-travel · Carpark · Terminal Access · **Check-In** · Immigration & Security · Boarding

Plexiglas barriers placed on the Check-in desks.

Frequency of cleaning and disinfection increased at high contact areas.

PPE (masks, gloves, face shields etc.) used by personnel.

Automatic hand sanitizer dispensers placed.
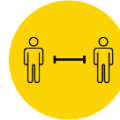
Floor markings for social distancing installed in front of the Check-in desks.

Pre-travel · Carpark · Terminal Access · **Check-In** · Immigration & Security · Boarding

Check-in queue lines have been reconfigured, enforcing social distance.

Encourage the use of available self-services such as online check-in to limit human interaction.

Pre-travel · Carpark · Terminal Access · Check-In · **Immigration & Security** · Boarding

Obligatory change of gloves after each body search. Any contact to passenger itineraries, personnel ID cards, etc. minimized.

PPE used by personnel and it's mandatory for passengers and staff.

Signage and announcements provided to ensure social distancing.

Pre-travel · Carpark · Terminal Access · Check-In · **Immigration & Security** · Boarding

Frequency of cleaning and disinfection increased at high contact areas.

Floor markings for social distancing installed.

Temperature control procedure by handheld digital infrared thermometer.

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Pre-travel | Carpark | Terminal Access | Check-In | Immigration & Security | **Boarding**

Boarding area disinfected regularly with special methods.

Social distancing rules maintained during all boarding operation. Markings for social distancing installed.

Automatic hand sanitizer dispensers placed.
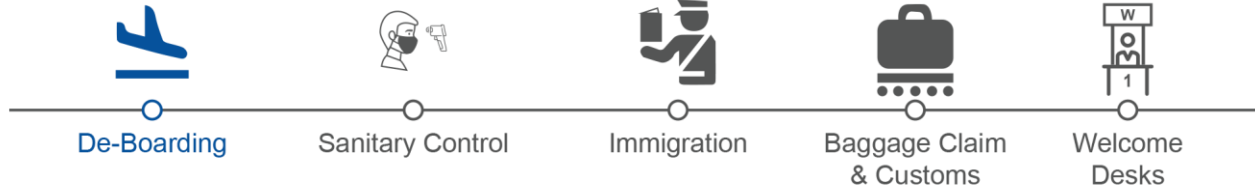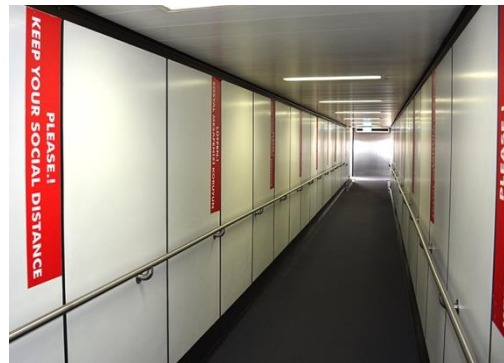
Plexiglas barriers placed on the boarding desks. Contactless ID and Boarding card controls.

PPE used by personnel.

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De-Boarding — Sanitary Control — Immigration — Baggage Claim & Customs — Welcome Desks

Signage and announcements provided to ensure social distancing.

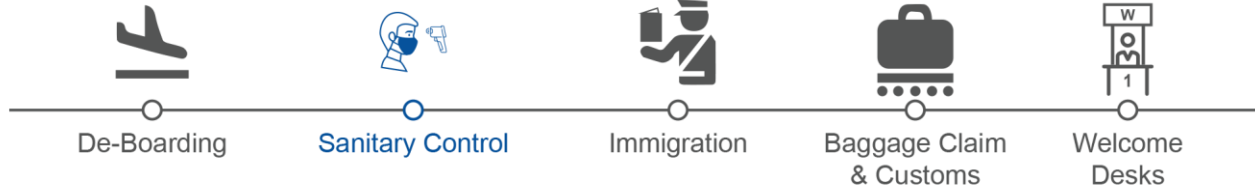De-Boarding areas disinfected regularly with special methods.

Social distancing rules maintained during all De-Boarding operation. Markings for social distancing installed.

Usage of PPE is mandatory.

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Fraport TAV ANTALYA Airport

De-Boarding — **Sanitary Control** — Immigration — Baggage Claim & Customs — Welcome Desks

Signage and announcements provided to ensure social distancing

Mandatory Thermal Screening to all passengers.

Social distancing rules maintained during all operations. Markings for social distancing installed.

Sanitary control areas disinfected regularly with special methods.

Automatic hand sanitizer dispensers placed.

PPE to be used by passengers and Health & Sanitary Control Teams at all times.

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De-Boarding — Sanitary Control — **Immigration** — Baggage Claim & Customs — Welcome Desks
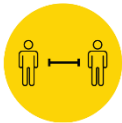
Signage and announcements provided to ensure social distancing.

Passaport Control areas disinfected regularly with special methods.

Social distancing rules maintained during all immigration operation. Markings for social distancing installed.

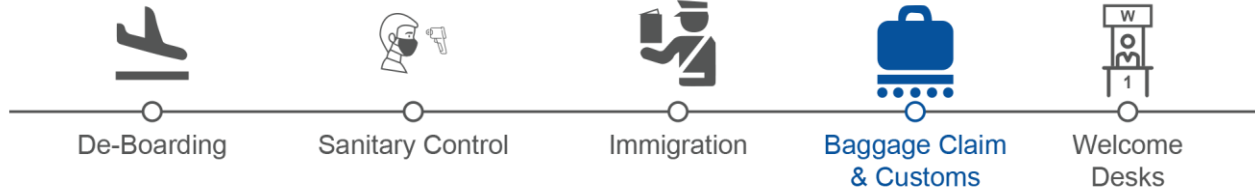PPE to be used by passengers and immigration officers at all times.

Automatic hand sanitizer dispensers placed.

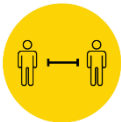Plexiglas barriers placed on the Passport control desks.

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De-Boarding — Sanitary Control — Immigration — **Baggage Claim & Customs** — Welcome Desks

Signage and announcements provided to ensure social distancing.

Social distancing space-marks installed at baggage claim carousels and customs to maintain social distance.

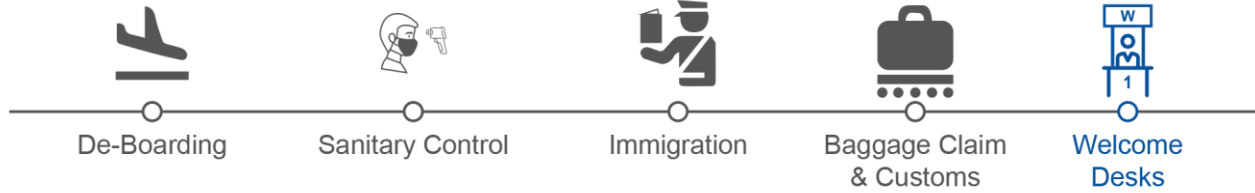Touchless automatic hand sanitizer dispensers placed at Baggage Claim Area.

PPE usage is mandatory.

Disinfected baggage trolleys are available next to all baggage claim carousels.

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De-Boarding — Sanitary Control — Immigration — Baggage Claim & Customs — **Welcome Desks**

Plexiglas barriers placed on the welcome desks.

Frequency of cleaning and disinfection increased at high contact areas.

PPE used by personnel.

Floor markings for social distancing installed in front of the welcome desks. Social distance between seating groups maintained.

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PPE use is mandatory by staff working in commercial outlets and service facilities.

Signage and announcements provided to ensure social distancing. Floor markings installed in front of the cashiers.

Plexiglas barriers placed on the cashiers.

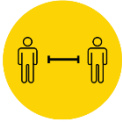Contactless payment encouraged to minimize the touch points.

Disposable and single use cutleries and packed products are obligatory.

Paper based menus are prohibited. Digital menu are obligatory.

Seating areas disinfected after each usage. Frequency of cleaning and disinfection increased at high contact areas.

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Ground space-marks at our meeting point, check in counters, passport control and lounges to indicate where people should stand to maintain social distancing.

No newspapers, magazines etc. in common areas to avoid the virus spread risk.

Plexiglas barriers placed at check in counters and lounge desk to reduce contamination risk .

Re-arranged seating order according to social distance regulation at our lounges.

Intense and frequent sanitation throughout the lounges especially utmost attention to commonly touched surfaces.

Contactless payment encouraged to minimize the touch points.

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PPE use is mandatory for staff.

Hand sanitizer dispensers at the meeting point and in the lounges as part of hygiene applications.

Service assistance instead of open buffet system to minimize the risk.
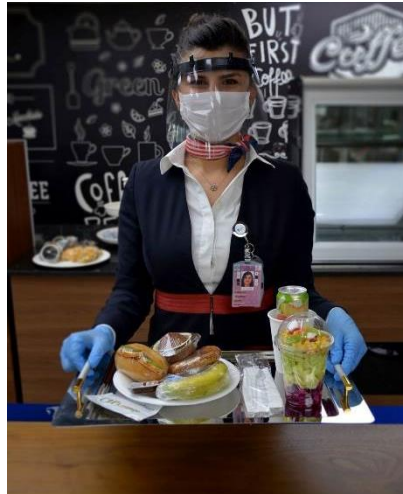
Disposable and single use cutleries and packed products placed.

Kids playing rooms are temporarily out of service.

Re-arranged seating order according to social distance regulation at our lounges.

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Thank You

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