TRAVEL SAFE FROM PRAGUE AIRPORT

Business Resumption Guidelines

Valid as of 18 May 2020

Context and Current Situation at Prague Airport

- Following the government decision to close borders, the airport traffic has experienced a dramatic decline. Nevertheless, Prague Airport has remained open during the COVID-19 outbreak to carry out necessary tasks such as repatriation flights and import of medical supplies.
- As the government has decided to ease certain regulations, Prague Airport is open for all departures and arrivals and ready to handle all resumed flight operations.
- Prague Airport has introduced operation resumption guidelines in line with the applied national regulations and recommendations.
- These guidelines set out current measures aimed at preventing the virus from further spreading while protecting both employees and customers.

Protective Measures Applied at Prague Airport

- Ensuring the safety of employees and passengers, facilitating protection against the spread of the disease
- Supporting the resumption of tourism and aviation
- Increasing confidence in travel from/to Václav Havel Airport Prague on B2B & B2C markets
- PR support for destinations and airlines operating at Prague Airport

Protective Measures Applied at Prague Airport

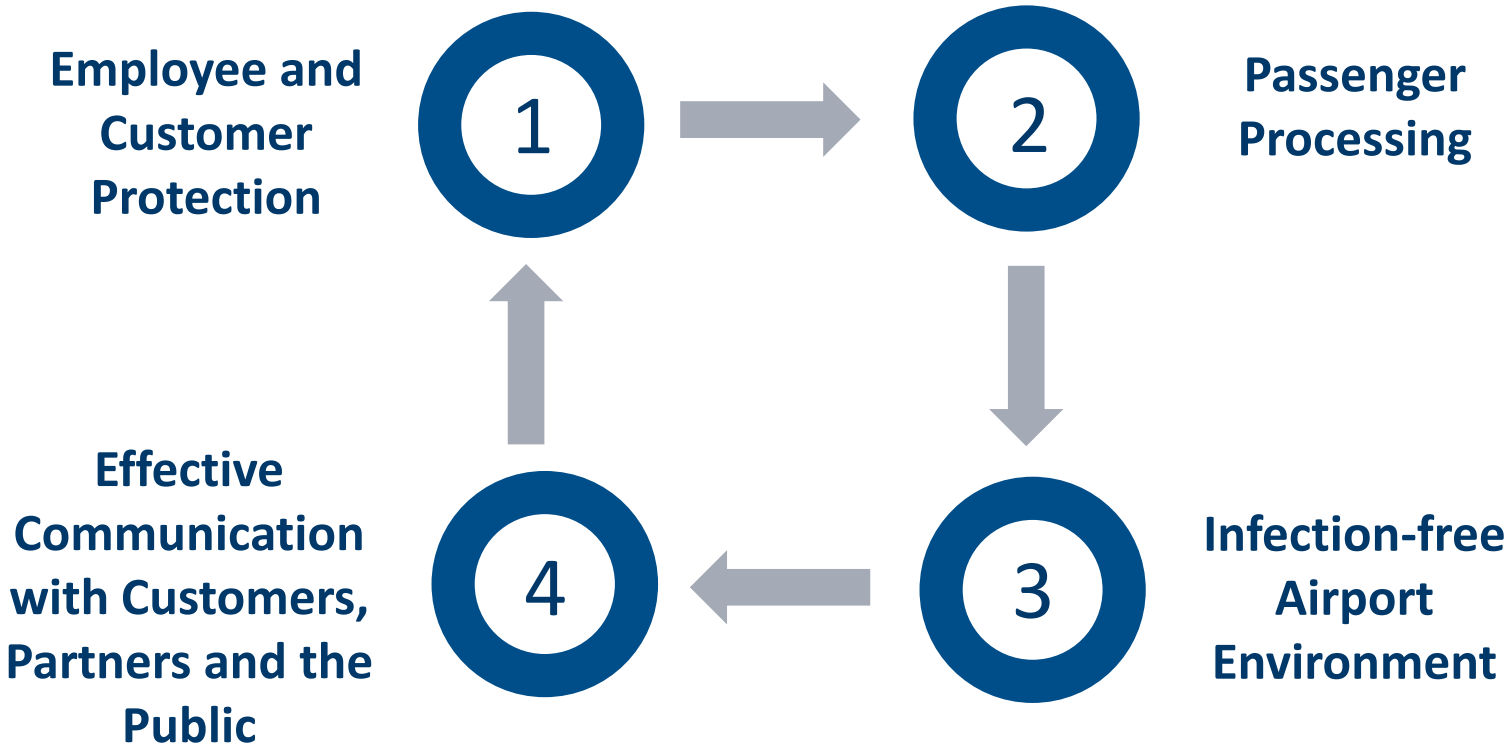
Protective measures set according to:

1. Measures set by public health authorities of the Czech Republic
2. Requirements set by the carriers
3. Measures applied by Prague Airport to protect all employees
4. Recommendations by the EU, ACI, IATA

In the following areas:

1. Employee and Passenger Protection
2. Passenger Processing
3. Infection-free Airport Environment
4. Effective Communication

Key Principles for Safe Air Travel



1. Employee and Passenger Protection

- Installation of protective foil or Plexiglas at central processing points
  - Check-in counters
  - Information desks
  - Customs
  - Oversized baggage and lost baggage counters
  - Third party counters in arrival halls
- Obligation for all personnel to wear a protective face mask and gloves in public and non-public areas
- Disinfection of employee workplace and work equipment assigned to workplace
- Optimized resource allocation to secure a safe distance for employees
  - Check-in counters
  - Immigration

1. Employee and Passenger Protection

- Obligation for all customers to wear protective face masks in all public and non-public areas
- Plan to introduce medical vending machines for customers to buy protective masks, gloves and hand sanitizers (located in public and non-public areas)

2. Passenger Processing

- Optimization of affected processes
  - Check-in
  - Security check
  - Border control
  - Boarding/Disembarking
  - Baggage claim area
- Preference of self-service counters with emphasis on their disinfection at increased intervals
  - Self-service bag drops (SBD)
  - CUSS kiosks
  - Easy-go-gates (EGG)
- Contact stands with boarding bridges preferred option
- No preboarding to passenger boarding bridges

2. Passenger Processing

- Arrival forms to be filled by arriving passengers
- Utilization of airport buses
  - To follow the social distancing regulations, passenger bus boarding and disembarking to be done with a reduced number of passengers if requested by airline or ground handling provider
- Plan to use dedicated airport areas for commercial testing for COVID-19 available to passengers – in progress

3. Infection-free Airport Environment

- Thorough disinfection of airport premises and airport buses
- Installation of hand disinfection dispensers along the passenger journey – also using ozone disinfection technology
  - parking
  - entrance to the terminals
  - individual processors
  - other selected areas – lavatories, etc.
- Increased cleaning intervals
- Social distancing rule
  - Markings on the floor
  - Information on FIDS and Digital Signage monitors
  - Optimization of queue management
  - Telescopic posts equipped with paper clips

4. Effective Communication

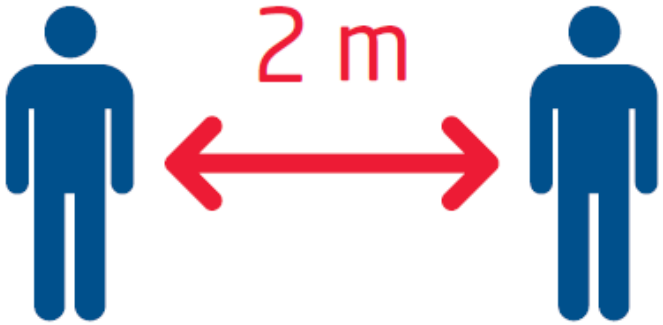
- Communication channels:
  - Official www.prg.aero website, special microsite
  - Official Prague Airport social media channels
  - Repetitive public announcements in all terminals in English and Czech languages
  - Banners and stands, leaflets
  - PR and media communication
  - B2C and B2B Newsletters
  - Confirmation e-mails upon service reservations (flight booking, parking, travel agencies)
  - PA in public transport (airport lines) and information at bus stops

4. Effective Communication

- Extensive communication campaign

Measures Applied at Prague Airport - Examples

COVID-19: POKYNY PRO CESTUJÍCÍ
COVID-19: INSTRUCTIONS FOR PASSENGERS



Dodržujte prosím při čekání bezpečnou vzdálenost.

••

Please keep a safe distance while waiting.

www.prg.aero

Prague Airport

COVID-19: POKYNY PRO CESTUJÍCÍ
COVID-19: INSTRUCTIONS FOR PASSENGERS
1
2 m
Dodržujte bezpečnou vzdálenost při čekání.
Please keep a safe distance while waiting.
2
Noste roušku či respirátor, nebo mějte obličej zakrytý šálou, šátkem či jiným způsobem.
Please wear face masks, respirators or scarves, or use other ways of covering your nose and mouth.
3
Často a důkladně si myjte ruce mýdlem a vodou.
Wash hands often and thoroughly with soap and water.
4
Při kýchání nebo kašlání si zakrývejte ústa kapesníkem nebo paží.
Cover your mouth with a tissue or an arm while sneezing or coughing.
5
Vyhýbejte se zjevně nemocným a místům s vyšším počtem lidí.
Avoid apparently sick people and places with a high number of people.
6
Nedotýkejte se neumytýma rukama očí, úst a nosu.
Do not touch your eyes, mouth and nose with unwashed hands.
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Prague Airport
239
240
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Dezinfekce
Disinfection
消毒液

276
275
SANDWICHES
COFFEE

245
244
243
242
241
STOP
Prague Airport

127
Please put your passport here
LITHIOVÉ BATERIE
LITHIUM BATTERIES
VAŠE PRÁVA
YOUR RIGHTS
Prague Airport

Informace k cestování*- COVID-19
platnost od 11. 5. 2020 od 0:00 hod
Vstup do ČR | z bezpečné země | z rizikové země**
občan ČR | ANO dle platných pravidel* | ANO dle platných pravidel*
cizinec s povoleným pobytem v ČR | ANO dle platných pravidel* | ANO dle platných pravidel*
cizinec (turista) | NE dle platných výjimek* | NE dle platných výjimek*
Výjezd z ČR | do bezpečné země | do rizikové země**
občan ČR | ANO | ANO
cizinec s povoleným pobytem v ČR | ANO | ANO
cizinec (turista) | ANO | ANO
Travel information* - COVID-19
applied from 11 May 2020 0:00 AM
Entry to the Czech Republic (CZE) | from safe country | from risk country**
Czech citizen | YES according to published rules* | YES according to published rules*
Foreigner with residence permit in CZE | YES according to published rules* | YES according to published rules*
Foreigner (tourist) | NO subject to exceptions* | NO subject to exceptions*
Exit from the Czech Republic (CZE) | from safe country | from risk country**
Czech citizen | YES | YES
Foreigner with residence permit in CZE | YES | YES
Foreigner (tourist) | YES | YES
* Aktuální informace – viz www.mvcr.cz/clanek/koronavirus-informace-mv.aspx
* Current information – see www.mvcr.cz/clanek/koronavirus-informace-mv.aspx
Zdroj: Ministerstvo vnitra ČR
EXIT
INFORMATION
INFORMATION
Dezinfekce
Desinfection
消毒液

DODRŽUJTE
ODSTUP
2 m
KEEP YOUR
DISTANCE

2 m
Vážení cestující,
dodržujte prosím při čekání
bezpečnou vzdálenost.
Dear passengers, please keep
a safe distance while waiting.
Prague Airport
STOP
STOP
STOP
Letiště Praha

RECEPTION 15

2 m
Vážení cestující, dodržujte prosím při čekání bezpečnou vzdálenost.
Dear passengers, please keep a safe distance while waiting.
POZOR • ATTENTION • ВНИМАНИЕ
12:59
D3
DODRŽUJTE ODSTUP
2 m
KEEP YOUR DISTANCE

We are looking forward to welcoming you and your passengers back at Prague Airport!
#WeAreInThisTogether #flyfromPRG
AHEAD
If you have any questions,
please contact us: flyfromPRG@prg.aero