

Finavia's hygiene and safe distance plan for pandemics

The plan includes the pandemic arrangements agreed jointly by the airport company Finavia and airlines with the aim of ensuring hygiene and safe distances in the terminal when people board and disembark aircraft.

The plan applies to all of Finavia's airports but health security measures can be adjusted according to the scope of the airport's operations. In addition, targeted measures may be taken at airports according to the wishes of regional health authorities.

Finavia complies with international aviation recommendations, national and EU legislation and the authorities' instructions in all of its operations, also in the event of a pandemic. Furthermore, Finavia is committed to the recommendations issued by the European Union Aviation Safety Agency EASA. Finavia is a limited liability company that does not have the same authorisations as authorities.

As COVID-19 spread, Finavia launched active measures as early as January 2020 to ensure more efficient cleaning and hygiene at its airports as well as starting to apply the Finnish Institute for Health and Welfare's (THL) hygiene and safe distance recommendations in spring 2020. Finavia was one of the first Finnish companies to introduce a face mask recommendation in spring 2020 and has also actively taken numerous voluntary measures throughout the year to prevent the spread of the pandemic.

1 Communications and instructions

Finavia publishes health authorities' instructions and recommendations intended for passengers and actively posts them in visible locations in the terminal. The terminal has many surfaces and forums available for communications, such as digital information displays, walls, doors, service counters, floors and free-standing roll-ups. In addition, public announcements are used.

Instructions, recommendations and other communications materials are placed in the terminal and outdoor areas throughout the entire passenger path: front doors, check-in, security control, gate area, departure gates, apron buses, arrival gates, border control, customs, baggage claim, arrivals halls, etc. Public announcements can be broadcast everywhere in the terminal or targeted at certain parts of the terminal.

Finavia communicates proactively in its own digital channels, 14 in total. In addition to intranet, extranet and internet services, Finavia uses several social media channels and newsletters.

All terminal materials and announcements are provided in three languages: Finnish, Swedish and English. If necessary, other languages, such as Russian and Chinese, are also used.

During the COVID-19 pandemic, Finavia's measures included, for instance, placing thousands of hygiene and safe distance reminders at its airports, handing out thousands of quarantine instruction sheets and forms, glueing thousands of safe distance stickers on floors and giving public announcements about authorities' instructions at seven-minute intervals.

To protect its own personnel, Finavia publishes up-to-date instructions about safe work according to each professional group's needs. For instance, during the COVID-19 pandemic, Finavia regularly updated its remote work instructions and safe customer encounter instructions for security officers.

Finavia may also publish recommendations and advice for other companies operating at the airport.

2 Cleaning and hygiene

2.1 Cleaning of terminal facilities, apron buses and contact surfaces

In cleaning, Finavia adheres to the instructions issued by the Finnish Institute of Occupational Health (FIOH), the Finnish Institute for Health and Welfare (THL) and, as applicable, EASA and proactively assesses the need for cleaning on the basis of the use of the terminal facilities and the apron buses. The quality of cleaning is monitored daily.

Contact surfaces, such as baggage trolleys, self-service machines and other devices in shared use, service counters and equipment used by passengers with disabilities or reduced mobility, e.g. wheelchairs, are cleaned regularly.

In addition, Finavia adheres to anti-infection cleaning instructions issued by hospital districts. These could include, for instance, cleaning contact surfaces more frequently and disinfecting them, if necessary.

2.2 Enabling good hand hygiene

Finavia's airports have good and functional sanitary facilities, where passengers can wash their hands with soap and warm water. Hands are dried with disposable hand towels and there are no air hand dryers.

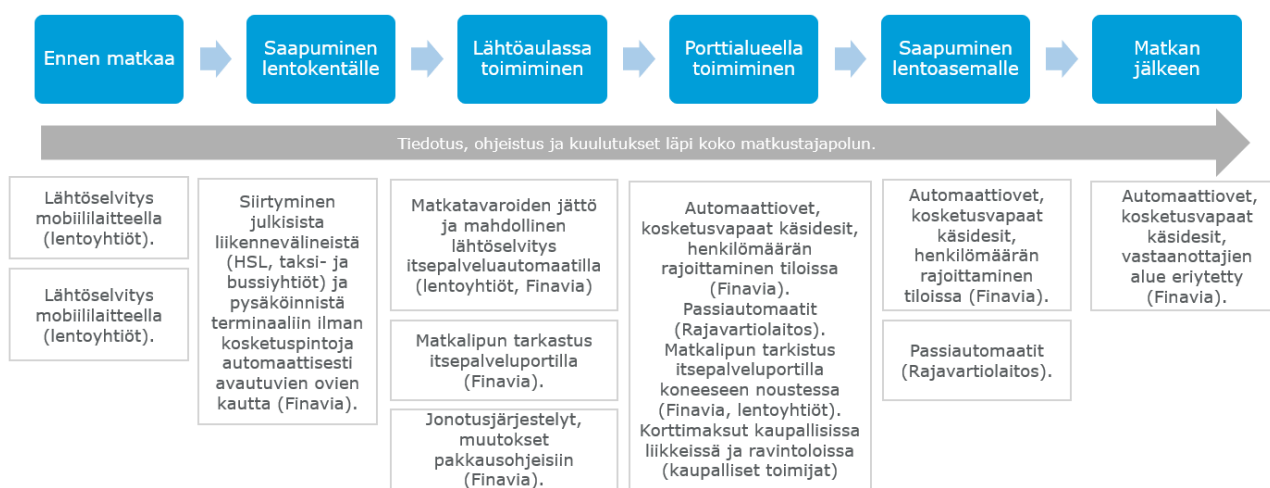
Hand hygiene is promoted with hand sanitiser dispensers. During the COVID-19 pandemic, Finavia placed hundreds of contact-free hand sanitiser dispensers in different parts of the terminals. Finavia has also introduced new technological solutions to improve the hygiene of contact surfaces at Helsinki Airport.

2.3 Reduction of contact surfaces

In the event of a pandemic, Finavia will reduce the use of contact surfaces or remove them from use. For instance, interactive info maps were disabled during the COVID-19 pandemic.

At most of Finavia's airports, parking does not require going to a parking customer service point or a pay station. Helsinki Airport's parking system is digital, making it possible to reserve and pay for a parking space in advance in the online service. Many network airports offer the possibility of making mobile payments.

The passenger path has many phases and involves many different companies and authorities.



2.4 Other hygiene-related measures

To protect passengers and the personnel, customer service points – such as the check-in, information desks, gate desks and restaurants – have been equipped with protective plexiglass screens.

Health care authorities still recommend wearing a face mask if it benefits your health or that of your family. Wearing a face mask is permitted and recommended at your discretion at airports, especially in congested situations, as the coronavirus is still circulating.

Finavia negotiates with the commercial operators operating at the airports to ensure that necessary hygiene and protective equipment are sold in different parts of the airport. For

instance, during the COVID-19 pandemic, many shops had hand sanitiser and face masks in their product selection.

3 Reducing crowdedness and ensuring safe distances

3.1 Ensuring safe distances in general

In the event of a pandemic, Finavia will expand, if the airport premises allow, the check-in and security control waiting areas, among other measures, to make it as easy as possible to keep a safe distance. Some personnel are reserved for guiding passengers and clearing queues and crowds.

The number of passengers in different spaces, such as lifts and restaurants, may be limited. At Helsinki Airport, for instance, the number of passengers on the apron buses between the terminal and the aircraft is reduced to approximately half of the normal number, if necessary. At network airports, there is less need for bus rides and keeping a safe distance during the short bus rides is taken into account as far as possible.

Finavia takes health security requirements into account also when planning the check-in, aircraft parking, departure and arrival gates and the use of baggage claim conveyor belts.

3.2 Measures in the check-in

Airlines are responsible for the check-in service. To ensure safe distances and reduce contacts, passengers are encouraged to make their check-in at home before coming to the airport, whenever possible.

At the airports where there are self-service machines available, passengers are encouraged to use them for bag drop.

During the COVID-19 pandemic, Finavia removed every other self-service machine at Helsinki Airport from use to ensure safe distances.

3.3 Measures in the security control

Many measures related to reducing crowdedness and improving hygiene can be taken in the security control. They include the following, for instance:

- Packing instructions may be changed. For instance, passengers may be requested to take as little hand baggage in the cabin as possible to minimise contacts in security control.
- The level of hygiene can be raised by increasing the number of hand sanitiser dispensers, intensifying the cleansing cycle of the security control trays and increasing cleaning and disinfection.

- Even under normal circumstances, tickets are controlled digitally at Helsinki Airport and many network airports. The security control is accessed through a contact-free self-service gate.
- In the event of a pandemic, Finavia tries to keep several security control points open and, depending on the size of the airport, direct passengers to different areas if there are a lot of people in the terminal.
- Finavia may utilise new innovations during a pandemic. During the COVID-19 pandemic, Finavia started to clean the security control trays with a new technology based on ultraviolet light (UVC), which is used in the cleaning of surfaces in health care and the food industry, for instance.

3.4 Aircraft parking and apron buses

When planning aircraft parking, Finavia pays attention to the even distribution of arriving and departing passenger flows or their separation into different parts of the terminal. This makes it possible to meet the health security requirements with regard to safe distances and different passenger groups. For instance, during the COVID-19 pandemic, the passengers of Helsinki Airport's domestic and international flights were directed to the arrivals halls via different routes.

As far as possible, the use of apron buses is minimised or the number of passengers on them is limited. However, requirements related to health security and border control may require bus transfer between the aircraft and the terminal. For instance, during the COVID-19 pandemic, entry practices required that the passengers arriving at Helsinki Airport were transferred from the aircraft to the border control by bus. At network airports, you can, as a rule, walk from the aircraft directly to the terminal either indoors or outdoors.

3.5 Measures when boarding and disembarking aircraft

The airline is responsible for boarding and disembarking and airlines have separate plans for these.

Health security arrangements are also taken into account at the departure gate, for instance by making hand sanitiser available to passengers and having the gate personnel make announcements regarding safe distances. With many airlines, passengers may use a mobile device or a QR code when boarding the aircraft, which reduces the number of contacts. The aircraft may be boarded in groups, by seat number, for instance.

3.6 Visiting the airport and seeing off and receiving passengers

Finavia recommends that in the event of a pandemic, everyone avoid staying unnecessarily at the airport. The instructions will be updated in accordance with valid national instructions.

3.7 Restaurants, shops and other services

The tenants of the commercial premises are responsible for the services, product selections and health security solutions of restaurants, shops and other service points. Finavia may provide commercial operators with advice to ensure health security at its airports.

3.8 Baggage claim

Baggage is handled by ground handling companies on behalf of airlines. Finavia plans the use of the baggage handling system and, as a result, can assign different conveyor belts for baggage to ensure safe distances in the baggage claim hall depending on the conveyor belt capacity at the airport.

3.9 Leaving the airport by public transport or taxi

Finavia supports bus and taxi companies in traffic arrangements. The Finnish Transport Infrastructure Agency is responsible for the train station at Helsinki Airport and HSL is responsible for operating the trains. Operators of public transport are responsible for the passengers' boarding on the vehicle and for having sufficient space on board.

It has been ensured that the public announcements at the train station are in line with the safety announcements at the airport. During the busiest hours, Finavia's customer service personnel participate in guiding passengers at the taxi station.

4 Plan review

The health security measures at Helsinki Airport are reviewed by the airport safety working group. In addition to Finavia, its participants include the City of Vantaa (health authority), the communicable disease physician of the City of Vantaa, the Finnish Institute for Health and Welfare (THL), the Regional State Administrative Agency and an airline representative.

At network airports, measures are planned together with regional health authorities on the basis of region-specific needs and flights.

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