

COVID-19 UPDATE

# IMPLEMENTED MEASURES

17 APRIL 2021



# ANA Aeroportos de Portugal has reinforced its protection and hygiene measures so that passengers feel safe flying.

Our airports are fully equipped and operationally adjusted to the new hygiene and sanitary safety requirements since the beginning of the pandemic, following all Health and Government Authorities' recommendations and introducing additional and innovative procedures to keep improving the new passenger experience.

ANA has also been working with its business partners to ensure a safe travel throughout the entire passenger journey.

- Clean & Safe certification from the Portuguese Tourism to all ANA Airports
- Bureau Veritas certification awarded to all ANA Airports
- Lisbon Airport was awarded ACI - Best Airport in 2020 (this year's criteria focused on the adaptation to the pandemic crisis)

## CURRENT SITUATION IN PORTUGAL

New measures, in state of emergency, were recently added by the Portuguese Government:

- All passengers arriving to Portugal must present a RT-PCR COVID 19 test; Children under 24 months are an exception (Fines applied to passengers and airlines for each passenger arriving without test)
- Prophylactic isolation for 14 days is now compulsory for passengers arriving from one of the following countries: South Africa, Brazil, Bulgaria, Czech Republic, Cyprus, Croatia, Slovenia, Estonia, France, Hungary, Netherlands, Poland and Sweden - must register their data on [travel.sef.pt](https://travel.sef.pt)

Further information at [covid19estamoson.gov.pt](https://covid19estamoson.gov.pt).

## OPERATING CONDITIONS AT AIRPORTS

All 10 ANA airports remained opened and are operating to date. At Lisbon Airport, flights previously operated at T2 are temporarily handled at T1.

## MEASURES IMPLEMENTED TO REINFORCE PROTECTION AT PORTUGUESE AIRPORTS

### PERSONAL PROTECTION



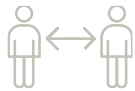
- Distribution of hand sanitisers in the terminals
- Mandatory use of mask/face coverings by passengers and staff.

### CLEANING AND DISINFECTION



- More cleaning and disinfection in passenger and staff areas, with permanent teams;
- Additional disinfecting with a Microbe Shield Z-71 product by Zoono;
- Disinfection of equipment such as wheelchairs, baggage trolleys, trays, baggage carousels, ATM, seats and travellers;
- Advanced UV technology for disinfection;
- Provision of protection and disinfection kits at vending machines;
- Improvements to the air renewal system inside the terminals.

### PHYSICAL DISTANCING AND PASSENGER EXPERIENCE



- Alternating allocation of check-in and baggage counters and other counters, when possible;
- Placing specific signs and making announcements to reinforce the need for physical distancing;
- Adapting queues at Security Control, Border Control and the Boarding Gate;
- Reducing the ANA Lounge and the smoking areas capacity;
- Installing glass and Plexiglas partitions at check-in and information counters;
- Setting up a second monitor to streamline boarding segmented by seats on the aircraft;
- Changing passenger flows and reorganizing areas in order to minimise contacts;
- All shops, restaurants and other services follow the general regulations defined by the Portuguese legislation.

### CONTACTLESS



- Development of new contactless solutions for later application in airports;
- More automated boarding procedures for passengers;
- Adding new technology to self check-in kiosks: QR Code reading allows passengers to control them by using their own smartphone;
- Installing sanitising equipment with sensors or a foot pedal to avoid contact;
- Setting new touchless features in elevators in order to avoid unnecessary contact.

## TEMPERATURE CONTROL



- Installing a walkthrough temperature reading system, allowing a more fluid passenger flow;
- Setting-up Isolation rooms.

## INFORMATION



- Posters and videos in the terminal focusing on health, hygiene and sanitary behavioural recommendations;
- Communication via social media and the airports' website;
- U-Monitor – app that passengers can use to report any anomaly related to COVID-19 implemented measures, by QR code, allowing us a real-time resolution.

## TESTING



- Testing areas at non–Schengen arrivals for PCR COVID-19 testing, with a dedicated team of Health Professionals.
- Antigen Testing Areas at Departures for flights whose destination requires a rapid (antigen) test a few hours before the flight

ANA is totally committed to ensuring the safety of its passengers and the airport community. It has implemented these specific measures, which are continuously assessed and will be reinforced and added to whenever the situation so requires.

### Travel safely with Aeroportos de Portugal

**Note 1:** The measures mentioned above may be changed according to any new rules that may be defined by the authorities

**Note 2:** Additional containment and testing measures are in force at Madeira and Azores Airports. Find out more at:

<https://www.ana.pt/en/corporate/ana/specific-measures-autonomous-regions-of-madeira-and-azores>

**Note 3:** Updates coming from decree-law [DL 7/2021](#) and [Order 3894-A/2021](#) from April 17<sup>th</sup>

The measures implemented at all ANA airports are in accordance with their Contingency Plans and the legal requirements defined by Health and Government authorities.

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