

READY for a new **TAKE OFF!**

**Trieste
Airport
Friuli Venezia
Giulia**

COVID-19 PREVENTION MEASURES AT TRIESTE AIRPORT

THE SAFETY OF PASSENGERS, STAFF AND OF THE WHOLE AIRPORT COMMUNITY IS OUR PRIORITY

- Trieste Airport (TRS) will re-open to commercial operations on June 19th;
- the airport lies in one of the Italian regions (Friuli Venezia Giulia) that have had the lowest impact by COVID19 pandemic, not only in absolute terms but also as a share out of total resident population;
- TRS has set up – in full compliance with current health guidelines and best practices – a whole series of pro-active measures that will ensure passengers and airport operators the highest standards of health and safety from the beginning to the end of their airport experience;
- we understand that this is a new experience for everybody, being somehow different from the usual airport routine but, today even more than yesterday, it is our priority to ensure that all our passengers and staff keep healthy and safe.

GENERAL SAFETY MEASURES



Pronti ad un nuovo decollo - regole per la prevenzione da Covid-19
Ready for a new take off - Covid-19 safety guidelines

L'accesso è vietato agli accompagnatori (ad eccezione degli accompagnatori di passeggeri PRM e minori di 18 anni)		Access is forbidden to meeters and greeters (except for PRM or unaccompanied minors meeters and greeters)
Controllo della temperatura: potrai entrare solo se hai meno di 37.5 °		Body temperature scan: you're allowed to enter only if your temperature is lower than 37.5°
Indossa la mascherina all'interno del terminal		Wear protective mask inside the terminal
Lavati spesso le mani col sapone o usa gel a base alcolica		Wash your hands with soap frequently or use sanitising gel
Non toccarti occhi, naso e bocca		Do not touching eyes, nose or mouth
Evita i contatti ravvicinati mantenendo la distanza di almeno 1 metro		Keep a safe distance (at least 1 metre)
Copri naso e bocca con fazzoletti monouso quando starnutisci o tossisci, altrimenti usa la piega del gomito		Cover your mouth and nose with a tissue or sleeve when coughing or sneezing

- All people at the airport (staff, passengers, State Authorities reps.) have to wear protective masks;
- airport staff undergo a body temperature scan at the beginning of each working day or shift;
- all the areas of the air terminal and its working surfaces are subject to frequent deep cleaning and sanitisation; toilets are cleaned and sanitised up to six times a day;
- for keeping hands clean on the go, disinfection gel dispensers are available at high visibility locations across all the areas of the air terminal;
- health, behavioural and operational instructions are displayed throughout the air terminal (posters, videos, etc.) and are also broadcast via the public announcement system during the opening hours of the airport.

DEPARTING PASSENGERS

**ARRIVAL
AT THE
AIRPORT**

**ENTRANCE:
TICKET,
CHECK-IN,
CAR-RENTAL**

SECURITY

**DUTYFREE
BAR
LOUNGE**

**BOARDING
AREAS**



- The air terminal is accessible exclusively through the oneway DEPARTURES DOOR: passenger access is managed by airport staff who will direct flows (to the car-rental area, to the check-in area, or to security), guaranting social distancing (floor signposting) according to access and circulation speed; queuing area outside the terminal – if needed – is covered; constant information on airport access, flight status and health guidelines as well as security advice are displayed in the area;
- on-site body temperature screening by thermo-scanners at the entrance is a compulsory condition to access the air terminal;
- access to the terminal will be allowed 2 hours before the departure of the flight.is limited only to passengers and to UM and/or PRM meeters and greeters, who are allowed to enter after undergoing a scan of their body temperature and can stay in for a limited amount of time (handover of the UM/PRM to/from the airport staff);
- admitted inbound passenger flows are strictly kept segregated and directed to car rental desks, the ticket counter, the check-in and the security lanes for those travellers who have already checked-in (web/mobile);
- terminal access is permitted with face masks only; automatic dispensers of disposable masks, disposable hand gloves and hand disinfectant gel are available at the entrance.



- Floor-signposting will grant social distancing, i.e. at least 1 metre between one queuing passenger and the other;
- transparent plexiglass partitions are provided for each service desk (check-in, ticket counter);
- hand disinfectant gel dispenser available in the check-in area;
- check-in counters and self check-in kiosks are deep-cleaned after every flight and sanitised once a day;
- dedicated TRS staff takes charge of UMs and PRMs following a special safety operational protocol: their meeters and greeters can stay inside the air terminal just for the short time allowing the handover;
- in the first phase of the re-start, the bar and the restaurant located on the first floor of the terminal will not be available; passengers, on the other hand, will have access to food, beverage and retail services after Security.



- Floor-signposting will grant social distancing, i.e. at least 1 metre between one queuing passenger and the other;
- security control trays are sanitised after the departure of every flight;
- without prejudice of flight security, «hand search» procedures are limited as much as possible: Security staff use, in any case, all the protective measures for a safe physical check;
- A hand disinfection gel dispenser is available after Security, disposable hand gloves are available in the retail area;
- LAG security regulations remain the same as ever, i.e. disinfectant gel in the hand baggage will be allowed in bottles of up to 100ml each; overall LAG allowance in the hand baggage remains 1 litre.



- The **food and beverage** and **retail** offer might be limited in June and July;
- The **duty free shop** and the **airside bar** operate in compliance with current health and safety guidelines, putting in place all the specific and necessary protocols; adequate information on these procedures are given by concessionaires' staff at their relevant premises;
- **VIP lounge**: the lounge will reopen soon; seating has been re-configured in order to grant adequate social distancing; availability of packaged and sealed food and drinks only; exclusive use of disposable catering materials;
- **duty-free shop, airside bar, VIP lounge**: easily recognisable hands disinfectant gel are available at strategic locations across the whole area.



- Holding areas and boarding gates seating has been reconfigured in order to grant adequate social distancing, also by reducing the number of available seats;
- social distancing (at least 1 metre between one queuing passenger and the other) is granted by dedicated floor signposting;
- transparent plexiglass partitions are provided for each gate service desk; every passenger will have to scan his/her own boarding card using the optical reader of the desk;
- boarding gates are cleaned after the departure of every flight and sanitised once a day;
- walk-out boarding procedure (either on the apron or via the air-bridge) is preferred, with social distancing granted by airport staff at the gate;
- The air-bridge is deep-cleaned after the departure of every flight and sanitised once a day;
- All pre-boarding activities are carried out granting adequate social-distancing.

ARRIVING PASSENGERS

DEPLANING

BAG
RECLAIM

LOST &
FOUND

EXIT



- Walk-in disembarkation procedure (either on the apron or via the air-bridge) is preferred;
- In compliance with local health regulations, incoming passengers on selected flights may undergo body temperature screening when entering the air terminal;
- social distancing (at least 1 metre between one passenger and the other) at the baggage reclaim and at the lost-and-found is granted by dedicated floor signposting; easily recognisable hand disinfectant gel dispensers are available across the area;
- passengers can leave the air terminal through the oneway ARRIVALS DOOR only; car rental offices are located inside the arrivals hall of the terminal;
- meeters and greeters are not allowed to enter the arrivals area: they can wait for incoming passengers outside the terminal, granting adequate social distancing; only UM/PRM meeters and greeters can enter the terminal and stay there for the short time necessary for the handover: they have to enter the terminal, however, exclusively through the DEPARTURES DOOR, after undergoing the compulsory body temperature check;
- constant information on flight status and health guidelines are displayed in the area.

SPECIAL CRUISE CHARTERS SAFETY MEASURES

- All the procedures outlined in the previous slides apply also to charter flights and cruise-charter flights;
- charter passengers usually arrive/leave by coach; a different airport access/egress procedure has been set up to grant better social distancing and a smoother management of passengers flows and circulation in compliance with health and safety guidelines;
- all dedicated coaches have to stop:
 - either in front of the air terminal as usual...
 - ...or at the coach station of the airport multi-modal hub and not; the air terminal is however quickly and easily accessible via a short covered (moving) walkway and escalators/elevators;
- for the same reason, charters are warmly welcome to consider and evaluate airport access/egress also by train, calling at the same multi-modal hub, fully integrated with the air terminal.