

# Fly Safe, Fly Well

## Our approach to restarting commercial operations

May 2020

As Australian governments relax restrictions put in place to tackle the COVID-19 pandemic, the Qantas Group is working with governments to develop its comprehensive plan to safely recommence domestic, commercial flights.

In consultation with governments, we will implement measures that reduce health and safety risks, build confidence among passengers to fly, and are tailored to our operations and address evolving risks.

We are also collaborating with other Australian airlines and with airports on a consistent and evidence-based approach to making aviation COVID-safe. Such an **industry-wide, government-supported approach** to safe, seamless and sustainable recommencement of operations will be:

- **Medically informed:** Measures that are effective in minimising COVID-19 spread.
- **Aligned to population prevalence:** Measures aligned to both population and individual risk of infection.
- **Adaptable to triggers:** Measures are introduced and removed, triggered by broader government position.
- **Consistent with legislation:** Measures that are aligned with existing workplace safety legislation.

COVID-safe flying needs to consider changes in the entire passenger journey to make air travel even safer and more seamless than it is today. The table below outlines Qantas Group's building block approach to address changing COVID public health requirements, manage risk and restore consumer confidence.

Journey stage	Industry role	Government role (proposed)
<b>Pre-departure</b>	<ul style="list-style-type: none"> <li>• Enhanced cleaning of aircraft.</li> <li>• Increased crew communications/education.</li> <li>• Promoting the COVIDSafe app.</li> <li>• Encouraging online check-in.</li> <li>• Tailored safety/education campaigns.</li> </ul>	<ul style="list-style-type: none"> <li>• Sustained hygiene messaging.</li> <li>• Enhanced contact tracing through the COVIDSafe app.</li> <li>• Enhancing pre-screening health questionnaires.</li> <li>• Consideration of health passports and testing.</li> </ul>
<b>At the terminal</b>	<ul style="list-style-type: none"> <li>• Regular terminal and kiosk cleaning.</li> <li>• Social distancing at terminals.</li> <li>• Staff PPE (cleaning, baggage handling).</li> <li>• Increased touchpoint hygiene.</li> </ul>	<ul style="list-style-type: none"> <li>• Assess efficacy of thermal screening.</li> <li>• Consideration of testing.</li> </ul>
<b>Boarding the aircraft</b>	<ul style="list-style-type: none"> <li>• Socially distanced boarding practices.</li> <li>• Increased touchpoint hygiene.</li> <li>• Self-scanning of boarding passes (ideal).</li> </ul>	
<b>In-flight</b>	<ul style="list-style-type: none"> <li>• Reduced inflight touchpoints and increased touchpoint hygiene.</li> <li>• Separation of crew for take-off/landing.</li> <li>• Enhanced crew hygiene measures including gloves for specific tasks.</li> <li>• Masks available for customers and crew.</li> <li>• Safety video information.</li> <li>• Separation of passengers if space allows.</li> <li>• Limiting passenger movement in-flight.</li> </ul>	
<b>Arrival</b>	<ul style="list-style-type: none"> <li>• Encourage socially distant baggage areas.</li> </ul>	<ul style="list-style-type: none"> <li>• Contact tracing via airline seat information.</li> </ul>

