

## **SkyTeam Branded Lounges in the Age of COVID-19**

SkyTeam was founded with the promise to care more about our customers.

These guidelines bring together safety and hygiene practices from each SkyTeam Branded Lounge operator, our member airlines and recommendations from health and industry authorities.

To tackle the realities of COVID-19, SkyTeam Branded Lounges will elevate their safety and security standards to meet the new health challenges presented by the current pandemic environment.

The personal safety measures for each lounge will be reviewed and adapted to the local context.

## **Informed**

### Training and information

All staff will be provided ongoing training on protective measures against COVID-19 and the signs and symptoms of the disease. Staff will be capable of informing guests who inquire about the establishment's policy in terms of the preventive measures or other services that guests may require. If available, government training programs will be incorporated into the training. SOPs reviewed and redeveloped as needed.

### Emergency procedures

An up-to-date list of the contact information of the staff, including emergency telephone numbers.

- Health authorities, medical centers, public and private hospitals, and assistance centers for use whenever there is the possibility that a guest may be ill.

### Logbook of actions

A logbook of the important actions and measures carried out will be recorded.

## **Protected**

Person-to-person contact (guest-guest, guest-staff and staff-staff)

To help alleviate the risk of transmission from person-to-person:

- Staff will strictly perform personal hygiene and wear face masks and/or shields and disposable gloves
- Ideally, employers should measure the employee's temperature and assess symptoms prior to them entering the lounge and starting work
- Hand sanitizing stations throughout the lounge and shoe sanitizing mats available at the entrance (where possible)
- Masks available for customers at the reception (if required)
- Social distancing protocols:
  - Signage throughout the lounge reminding customers to maintain appropriate distance
  - Floor markings for guest movement and flow
  - Controlled queuing
  - Staff to engage and direct guests
  - Announcements as needed
- Limited to no guest contact with food and beverage or service equipment
  - Individually package food and beverage
  - À la carte service (where possible)
- Remove or re-arrange furniture to allow more space for distancing
- Remove print media and replace with digital (where possible)
- Acrylic partitions will be added at the reception desk/podium, bar area etc. to provide an extra level of precaution for customers and lounge staff

### Air-conditioning

The proper functioning of ventilation, air exchange, and dehumidification equipment will be checked by the airport.

## **Ready to Fly**

As a technology-driven alliance, our SkyTeam Branded Lounges are committed to creating a more touchless journey. All passengers will be able to enter the lounge via a touchless check-in. This will limit contact with lounge staff and reduce the need to touch surfaces.



## Cleaned

### High-touch surface cleanliness changes

- Surfaces will be thoroughly and continually wiped down with disinfectant TB and paper (approved to kill COVID-19)
- Special attention will be given to objects that are frequently touched such as handles, elevator buttons, handrails, switches, doorknobs, etc.
- On request, cleaning wipes are available if customers wish to further clean their space

High-level summary of cleaning and disinfection procedures in the different lounge touchpoints:

Reception area	Touchless check in: scanners will be within passenger reach, to allow scanning of own boarding passes. If frequent flyer number is needed, passenger will show card to customer service agent. Under no circumstances will staff members have contact with passenger belongings. Reception area will be cleaned with approved disinfectant TB and paper.
All areas/rooms in the lounge	Staff will clean all areas used by passengers with approved disinfectant TB and paper – including chairs, bar area, tables, and any other heavy-duty surfaces.
Toilets and Showers	Toilets and/or showers will be cleaned after each use – including doors, door handles, counters, walls, hand soap, toilet paper and paper towel dispensers. Based on lounge design and passenger traffic, some toilets and/or showers may be closed.
Staff room (back-office)	Personal protective equipment will be worn at all times, also in staff room(s). Staff will clean and disinfect all surfaces after each use – including equipment, tables and chairs. Clean and disinfect finger print clock after each use.
Kitchen	a) All surfaces will be cleaned after each shift with approved disinfectant TB and paper. b) All equipment will be cleaned after each shift.