Ready to Restart!

Protective measures to prevent COVID-19 spread

14th May 2020
The resumption of air transport requires a clear framework of operational measures, applied uniformly at national, or even better at European/international, level, on the one hand to ensure an adequate mitigation of the health risks involved in the future phase of managing the epidemic, but on the other hand to restore the minimum economic viability conditions of air transport.

The close collaboration between the Institutions in charge and the various players in the air transport chain, which began in Italy during the initial phase of the emergency, has ensured the definition and timely adoption of operational processes that are fundamental to fighting against the spread of the epidemic.

It is considered that a coordinated approach between Administrations and Industry should be preserved in all subsequent phases of post-crisis management.

In this scenario ADR is since the beginning strongly committed in:
— Providing safety and health protection for airline & airport staff
— Creating confidence for passengers in order to travel safe again
— Ensuring and complying with the most important requirements for health & behavior, such as shielding equipment and social distancing

The following is a description of the measures that have been implemented and that can be remodelled and integrated in view of further in-depth studies that are currently underway.
1. TERMOSCANNER
2. SANIFICATION
3. SIGNAGE – SOCIAL DISTANCING
4. PLEXIGLASS PROTECTION
5. WAITING AREA
6. RAILWAY – BUS STATION
7. CURBSIDE
8. NEXT STEPS
Infrared thermal imaging body temperature screening system has been installed at FCO since February 5th as countermeasure to prevent the virus spreading.

The high technology allows a real-time face temperature detection capturing up to 16 face temperatures simultaneously.

1. TERMOSCANNER

Parameters:
1. Temperature measurement accuracy ≤0.3°C
2. Temperature detection up to 16 face temperatures simultaneously
3. Motion detection, disk alarm, temperature alarm
4. Quick body temperature screening in ≤ 30 milliseconds
5. Field of view ≤ 10 meters
6. Sensitivity ≤ 40mK
7. Temperature measurement range -20°C – 60°C
1. TERMOSCANNER

Body temperature screening measurement

Body temperature conversion algorithm
A temperature conversion algorithm transforms face temperature into real body temperature.

Temperature algorithm correction
The temperature algorithm correction removes all environment, distance etc. alterations allowing the camera to work in a reliable way.

Temperature measurement accuracy ≤0.3°C
After the temperature correction the accuracy is ≤0.3°C (issuance, distance, environment temperature, etc.).

Accuracy of facial identification
The measured temperature is associated with the face without risk or error.

Alarms interface
2 alarms IN / 2 alarms OUT
Acoustic and bright signals can be activated when the alarm is ON.

Temperature alarm
If a detected temperature is beyond the pre-set threshold, an alarm signal is immediately generated.
The body temperature screening is performed under control of Ministry of Health by medical staff. Arriving, departing and transit passengers are involved.

1. TERMOSCANNER

- 56 TERMOSCANNER
  - Long distance, non contact
  - Blackbody real-time calibration
  - Large flow fast screening

Arrivals Hall
Boarding gates
Arrivals Hall
1. TERMOSCANNER

Smart Helmet: the portable termoscanner.

The device allows airport staff to monitor and measure the body temperature of passengers from a distance by walking in the airport.
The temperature is measured for airport staff using the termoscanners that have been installed in the dedicated entrances.

Dedicated doors for entry/exit from Terminal.
2. SANIFICATION

Information pylons showing the list of health protective recommended measures are spread along the Terminal.

Hand sanitizer gel dispensers are available in all areas (public and non-public zones).
The Terminal sanitization is managed on a daily basis along the external platforms and inside the Terminal.
2. SANIFICATION

The treatment extends to continuous and accurate attention to the Terminal equipment such as baggage trolleys, trays at security and toilets.
CONTENTS

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3. SIGNAGE

On-site
Signage to inform and remind passengers of body temperature check, health and immigration rules, social distancing message.

PA announcement every 15’ during operational hours.

Staff briefed to monitor compliance with social distancing.
App, Site, Video Making.

We are making a video whose goal will be to provide information, reassure passengers and at the same time ask everyone’s contribution for compliance with the rules to protect their own health and that of others.

### 3. SIGNAGE

PASSENGER INFORMATION

We are making a video whose goal will be to provide information, reassure passengers and at the same time ask everyone’s contribution for compliance with the rules to protect their own health and that of others.
3. SIGNAGE

Social distancing message on Ledwall and FIDS (Flight Information Display Screen) at check-in, boarding area, Arrivals and Departures Hall.
3. SOCIAL DISTANCING

Floor stickers applied for social distancing message at the security controls queueing area.
3. SOCIAL DISTANCING

Short term: floor signage implementation and plexi dividers positioning to maintain social distancing.
3. SOCIAL DISTANCING

Floor tape at Passport queuing area applied to remind passengers for social distancing.
3. SOCIAL DISTANCING

Walkable totems and stickers, use of check-in monitors to signal waiting positions and the need to keep the distance.
1. TERMOSCANNER
2. SANIFICATION
3. SIGNAGE – SOCIAL DISTANCING
4. PLEXIGLASS PROTECTION
5. WAITING AREA
6. RAILWAY – BUS STATION
7. CURBSIDE
8. NEXT STEPS
4. PROTECTION SCREENS

Plexiglas protection screens at check-in, ticketing, information desks to enhance the social distancing.
1. TERMOSCANNER
2. SANIFICATION
3. SIGNAGE – SOCIAL DISTANCING
4. PLEXIGLASS PROTECTION
5. WAITING AREA
6. RAILWAY – BUS STATION
7. CURBSIDE
8. NEXT STEPS
5. SEATING AREA

Seating area reduced with blocked seats to maintain the social minimum distance (leaving empty seats in between).
5. BAGGAGE RECLAIM HALL

Walkable and use of the ledwall to indicate the positions to be maintained on the ground.
CONTENTS

1. TERMO(scanner) ScANNer
2. SANIFICATION
3. SIGNAGE – SOCIAL DISTANCING
4. PLEXIGLASS PROTECTION
5. WAITING AREA
6. RAILWAY – BUS STATION
7. CURBSIDE
8. NEXT STEPS
6. RAILWAY AND CENTRAL BUS STATION

Stickers and totems at the beginning and end of the tapis roulant to remember the need to keep the distance.
1. TERMOSCANNER
2. SANIFICATION
3. SIGNAGE – SOCIAL DISTANCING
4. PLEXIGLASS PROTECTION
5. WAITING AREA
6. RAILWAY – BUS STATION
7. CURBSIDE
8. NEXT STEPS
7. CURBSIDE

Totems and panels placed outside the terminals.
1. TERMOSCANNER
2. SANIFICATION
3. SIGNAGE – SOCIAL DISTANCING
4. PLEXIGLASS PROTECTION
5. WAITING AREA
6. RAILWAY – BUS STATION
7. CURBSIDE
8. NEXT STEPS
8. TASK FORCE «START PHASE 2»

MACRO AREA

1. CAPACITY STUDIES
   1.1 Update of departure capacity data with current limitations (keeping 1 m away) on Check-in, Security, Passports and Boarding Areas.

2. OPERATIONS
   2.2 Definition of the new border area “WEST” connection corridor (cabins, storage areas, offices, works).
   2.3 Evaluation optimization of the travel voucher verification process by the Police.
   2.4 Updating of boarding / disembarkation processes (loading bridges and remote).

3. SOCIAL DISTANCE
   3.5 Definition of check-in structure (open islands, alternation of desks, ad hoc positioning of carriers).
   3.6 Definition of accumulation areas (boarding areas, security, passports, tax refund, L&P, return belts, ticket offices).
   3.7 Airside / landside seating layout definition (including curbside).
   3.8 Definition of toilet layout.
   3.9 Control and prevention measures (announcements, facilitator intervention rules with megaphone, people mover management...).

ACTIONS

YOUR SAFETY IS OUR PRIORITY

Distanza sociale Social distancing

Please Stand here

ACTION PLAN UNDER IMPLEMENTATION

4. WAYFINDING
   4.10 Signage and info pax interventions (Totem, FIDS, signage...): 4.10.1 seats; 4.10.2 check-in; 4.10.3 security; 4.10.4 passports; 4.10.5 boarding areas and LB; 4.10.6 lifts / stairs / treadmills; 4.10.7 tax refund; 4.10.8 L&P; 4.10.9 baggage claim; 4.10.10 ticket offices; 4.10.11 bathrooms; 4.10.12 areas of proof verification; 4.10.13 smoking cabin; 4.10.14 people mover.

5. COMMERCIAL ACTIVITIES
   5.11 “EST” Retail Structure.

6. COMMUNICATION VS. STAKEHOLDERS
   6.15 Authorization request, where necessary, for layout changes and capacity usage.

7. IMPLEMENTATION OF COST CONTEINMENT ACTIONS
   7.17 Implementation of cost containment actions defined in the contingency plan and related monitoring.
   7.18 Staff alignment with the infrastructure scenario defined on the basis of traffic volumes.