Ready to Restart!

Protective measures to prevent COVID-19 spread

16th November 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 co-ordinated 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. THERMAL SCANNER
2. SANIFICATION
3. SIGNAGE – SOCIAL DISTANCING
4. PROTECTION SCREENS
5. WAITING AREA
6. RAILWAY – BUS STATION
7. CURBSIDE
8. RETAIL
9. NEW LAYOUT OF THE TERMINAL
10. EASA PILOT
11. COVID-19 TEST – AIRPORT T3
12. COVID-19 TEST – AIRPORT DRIVE-IN
13. COVID-19 TEST – PILOT PROJECT FCO-LIN
14. BIOSAFETY TRUST CERTIFICATION
15. ACI HEALTH ACCREDITATION
16. SKYTRAX COVID-19 RATING
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. THERMAL SCANNER

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. THERMAL SCANNER

**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.).

**Temperature alarm**
If a detected temperature is beyond the pre-set threshold, an alarm signal is immediately generated.

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

The body temperature screening is performed under control of Ministry of Health by medical staff. Both arriving & departing passengers are involved; thermal scanner available also at departure gates.

107 THERMAL SCANNER
- Long distance, non contact
- Blackbody real-time calibration
- Large flow fast screening
1. THERMAL SCANNER

Smart Helmet: the portable Thermal scanner.

The device allows airport staff to monitor and check the body temperature of passengers from a distance by walking in the airport.
1. THERMAL SCANNER

The temperature is checked for passengers, airport staff and operators using the thermal scanners that have been installed in the dedicated entrances.

Selected doors are reserved for passenger lanes to entry/exit from Terminal.
2. SANIFICATION

Information totem 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).
2. SANIFICATION

Electric hand sanitizer dispenser installed in the boarding area. It dispenses 2 ml of product with each use, guaranteeing 25,000 deliveries.
2. SANIFICATION

The Terminal sanitization is managed a daily basis along the external platforms and inside the Terminal.
2. SANIFICATION

The treatment provides for a continuous and accurate attention to the Terminal equipment such as baggage trolleys, trays at security and toilets.
2. SANIFICATION

Hold baggage is sanitized before it is collected by the passenger.

An automatic device for the distribution of a sanitizing mist emanated when the baggage passes inside a tunnel has been installed on all the baggage belts available to passengers.
Sanification of escalators and moving walkways.

The sanitization of the handrail of the escalators connecting the departure hall of Terminal 3 with the arrival hall, takes place through LED lamps that produce UV rays capable of instantly eradicating bacteria and viruses on the total contact area of the handrail. The same technology is being implemented on the handrails of all escalators and moving walkways.
Sanitizing of the air and sanitizing the lift control panel by using ultraviolet rays and a UV ray fan.

The process allows a 96% killing of viruses and bacteria.
Vending machines have been installed near the entrances to the departure hall of Terminal 3, equipped with a “sanitizing kit” which includes masks and sanitizing products.

The same “sanitizing kit” is sold in vending machines near exit for ground transportation (trains, buses and taxis) for passengers arriving at FCO and bound for Rome.

The sale of the sanitizing kit has also been extended to the vending machines in the boarding areas and masks and sanitizers are also sold in the parapharmacy and other shops.
2. SANIFICATION

Sanitization by UVC rays of the automatic security lines to allow the sanitization of all the trays used by passengers to store their personal effects during security checks.
2. SANIFICATION

The carpets are installed in all entrances to the Terminal (Arrivals, Departures, Mezzanine).

These mats, through immersion in a tub fixed to the floor containing sanitizing liquid, allow passengers to disinfect their shoes before entering the airport.
CONTENTS

1. THERMAL SCANNER
2. SANIFICATION
3. SIGNAGE – SOCIAL DISTANCING
4. PROTECTION SCREENS
5. WAITING AREA
6. RAILWAY – BUS STATION
7. CURBSIDE
8. RETAIL
9. NEW LAYOUT OF THE TERMINAL
10. EASA PILOT
11. COVID-19 TEST – AIRPORT T3
12. COVID-19 TEST – AIRPORT DRIVE-IN
13. COVID-19 TEST – PILOT PROJECT FCO-LIN
14. BIOSAFETY TRUST CERTIFICATION
15. ACI HEALTH ACCREDITATION
16. SKYTRAX COVID-19 RATING

YOUR SAFETY IS OUR PRIORITY
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.
We have made a video whose goal will be to provide information, reassure passengers and at the same time ask everyone to contribute to the respect of 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

ENTRY / EXIT DEDICATED DOORS

- Fever Free Landside Area
- Thermal scanner
- Door closed

Terminal 3 - Departures

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

Floor signage implementation and plexiglas 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 show waiting positions and the need to keep the distance.
3. SOCIAL DISTANCING

SMOKING CABIN

Please
Stand here

YOUR SAFETY IS OUR PRIORITY

Distanza sociale Social distancing

Aeroporti di Roma
3. SOCIAL DISTANCING

YOUR SAFETY IS OUR PRIORITY

TOILETS

Please Stand here
1. THERMAL SCANNER
2. SANIFICATION
3. SIGNAGE – SOCIAL DISTANCING
4. PROTECTION SCREENS
5. WAITING AREA
6. RAILWAY – BUS STATION
7. CURBSIDE
8. RETAIL
9. NEW LAYOUT OF THE TERMINAL
10. EASA PILOT
11. COVID-19 TEST – AIRPORT T3
12. COVID-19 TEST – AIRPORT DRIVE-IN
13. COVID-19 TEST – PILOT PROJECT FCO-LIN
14. BIOSAFETY TRUST CERTIFICATION
15. ACI HEALTH ACCREDITATION
16. SKYTRAX COVID-19 RATING
4. PROTECTION SCREENS

Plexiglas protection screens at check-in, ticketing, information desks to enhance the social distancing.
Plexiglas protection screens at border controls to guarantee protection between both passengers and operators.

4. PROTECTION SCREENS
CONTENTS

1. THERMAL SCANNER
2. SANIFICATION
3. SIGNAGE – SOCIAL DISTANCING
4. PROTECTION SCREENS
5. WAITING AREA
6. RAILWAY – BUS STATION
7. CURBSIDE
8. RETAIL
9. NEW LAYOUT OF THE TERMINAL
10. EASA PILOT
11. COVID-19 TEST – AIRPORT T3
12. COVID-19 TEST – AIRPORT DRIVE-IN
13. COVID-19 TEST – PILOT PROJECT FCO-LIN
14. BIOSAFETY TRUST CERTIFICATION
15. ACI HEALTH ACCREDITATION
16. SKYTRAX COVID-19 RATING
5. SEATING AREA

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

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

- Attend here
- Wait here for your baggage

<table>
<thead>
<tr>
<th>Social Distance</th>
<th>Person Count</th>
</tr>
</thead>
<tbody>
<tr>
<td>50 cm</td>
<td>1 person</td>
</tr>
<tr>
<td>100 cm</td>
<td>1 person</td>
</tr>
<tr>
<td>150 cm</td>
<td>1 person</td>
</tr>
<tr>
<td>160 cm</td>
<td>1 person</td>
</tr>
</tbody>
</table>
1. THERMAL SCANNER
2. SANIFICATION
3. SIGNAGE – SOCIAL DISTANCING
4. PROTECTION SCREENS
5. WAITING AREA
6. RAILWAY – BUS STATION
7. CURBSIDE
8. RETAIL
9. NEW LAYOUT OF THE TERMINAL
10. EASA PILOT
11. COVID-19 TEST – AIRPORT T3
12. COVID-19 TEST – AIRPORT DRIVE-IN
13. COVID-19 TEST – PILOT PROJECT FCO-LIN
14. BIOSAFETY TRUST CERTIFICATION
15. ACI HEALTH ACCREDITATION
16. SKYTRAX COVID-19 RATING
Stickers and totems at the beginning and end of the tapis roulant to remember the need to keep the distance.
CONTENTS

1. THERMAL SCANNER
2. SANIFICATION
3. SIGNAGE – SOCIAL DISTANCING
4. PROTECTION SCREENS
5. WAITING AREA
6. RAILWAY – BUS STATION
7. CURBSIDE
8. RETAIL
9. NEW LAYOUT OF THE TERMINAL
10. EASA PILOT
11. COVID-19 TEST – AIRPORT T3
12. COVID-19 TEST – AIRPORT DRIVE-IN
13. COVID-19 TEST – PILOT PROJECT FCO-LIN
14. BIOSAFETY TRUST CERTIFICATION
15. ACI HEALTH ACCREDITATION
16. SKYTRAX COVID-19 RATING
7. CURBSIDE

Totems and panels placed outside the terminals.
CONTENTS

1. THERMAL SCANNER
2. SANIFICATION
3. SIGNAGE – SOCIAL DISTANCING
4. PROTECTION SCREENS
5. WAITING AREA
6. RAILWAY – BUS STATION
7. CURBSIDE
8. RETAIL
9. NEW LAYOUT OF THE TERMINAL
10. EASA PILOT
11. COVID-19 TEST – AIRPORT T3
12. COVID-19 TEST – AIRPORT DRIVE-IN
13. COVID-19 TEST – PILOT PROJECT FCO-LIN
14. BIOSAFETY TRUST CERTIFICATION
15. ACI HEALTH ACCREDITATION
16. SKYTRAX COVID-19 RATING
8. RETAIL

People counting and signage to remember social distancing.
1. THERMAL SCANNER
2. SANIFICATION
3. SIGNAGE – SOCIAL DISTANCING
4. PROTECTION SCREENS
5. WAITING AREA
6. RAILWAY – BUS STATION
7. CURBSIDE
8. RETAIL
9. NEW LAYOUT OF THE TERMINAL
10. EASA PILOT
11. COVID-19 TEST – AIRPORT T3
12. COVID-19 TEST – AIRPORT DRIVE-IN
13. COVID-19 TEST – PILOT PROJECT FCO-LIN
14. BIOSAFETY TRUST CERTIFICATION
15. ACI HEALTH ACCREDITATION
16. SKYTRAX COVID-19 RATING
9. NEW LAYOUT OF THE TERMINAL

Configuration from 17th November 2020

- Domestic / Schengen
- Extra Schengen
- Not in use

BOARDING AREA

E 18-24 NS
E 11-17 DS
E 1-8 DS
T3
CONTENTS

1. THERMAL SCANNER
2. SANIFICATION
3. SIGNAGE – SOCIAL DISTANCING
4. PROTECTION SCREENS
5. WAITING AREA
6. RAILWAY – BUS STATION
7. CURBSIDE
8. RETAIL
9. NEW LAYOUT OF THE TERMINAL
10. EASA PILOT
11. COVID-19 TEST – AIRPORT T3
12. COVID-19 TEST – AIRPORT DRIVE-IN
13. COVID-19 TEST – PILOT PROJECT FCO-LIN
14. BIOSAFETY TRUST CERTIFICATION
15. ACI HEALTH ACCREDITATION
16. SKYTRAX COVID-19 RATING
On April 15th 2020, the European Commission presented a common European roadmap setting out recommendations on Covid-19 containment measures. As requested in the roadmap, on 13th May 2020 the Commission presented indications on how to progressively restore transport services, connectivity and free movement with the speed allowed by the health situation, while protecting the health of workers and passengers.

The Commission has mandated the European Union Aviation Safety Agency (EASA) and the European Center for Disease Prevention and Control (ECDC) to jointly publish more detailed technical operational guidelines for the aviation sector.

EASA and ECDC developed these guidelines, the purpose of which is to serve as a basic protocol for aviation health safety and to provide a source of good practice on how airport operators, airlines, and national aviation authorities can ensure the health and safety of passengers, as well as of operators in the sector, reducing the risk of transmission of the virus.

Air carriers and airport operators have been invited to participate in a program for compliance with these rules which, among others, provides for a weekly data collection aimed at constituting a feedback cycle on the execution of the implemented measures established in the protocol.

This collection will facilitate further refinements and revisions of the protocol to improve the effectiveness and efficiency of the guidelines, in view of the expected increase in traffic volumes and potential new waves of Covid-19.

Aeroporti di Roma has been one of the first airport operator to join this program.
CONTENTS

1. THERMAL SCANNER
2. SANIFICATION
3. SIGNAGE – SOCIAL DISTANCING
4. PROTECTION SCREENS
5. WAITING AREA
6. RAILWAY – BUS STATION
7. CURBSIDE
8. RETAIL
9. NEW LAYOUT OF THE TERMINAL
10. EASA PILOT
11. COVID-19 TEST – AIRPORT T3
12. COVID-19 TEST – AIRPORT DRIVE-IN
13. COVID-19 TEST – PILOT PROJECT FCO-LIN
14. BIOSAFETY TRUST CERTIFICATION
15. ACI HEALTH ACCREDITATION
16. SKYTRAX COVID-19 RATING
11. COVID-19 TEST

The new dedicated area of 1,000 square metres at the Terminal 3 Arrivals Hall allows to accommodate up to 480 passengers simultaneously, in full compliance with the safety distancing rules where doctors from the Health Ministry can operate in 12 reserved boxes (up to a maximum of 20) in full respect of privacy.

Covid-19 antigenic tests are provided to arriving passengers from some countries* (e.g. United Kingdom, Spain, France, Netherlands, Belgium etc).

* According to the current regulation and subject to future possible changes.
The small travelers as well, children with their parents are welcomed by medical staff in a reserved and comfortable area.
Aeroporti di Roma made available an area of about 7,000 square meters converting a portion of the Long stay car parking to build a new Drive In structure of the Lazio Region to perform swabs antigenic Covid-19.

The structure was built in collaboration between the Health Ministry, the Lazio Region, the Spallanzani Institute and Italian Red Cross.

It is managed by the Health Authorities of the Lazio Region and manned by medical and paramedical staff of the Italian Red Cross.
The new area dedicated to rapid tests, accessible to anyone, can be easily accessed from the Rome-Fiumicino motorway, partly thanks to dedicated road signs.

The facility, which is the largest in Italy, has six health check-points for sampling and a pedestrian dedicated lane. Up to 130 vehicles can have access simultaneously.

The drive-in is open seven days a week with extensive opening times giving also the opportunity to undergo the test for arriving passengers in the evening after closure of the test area at Terminal 3 Arrivals.

A shuttle service is available from and to the Terminal: the connection is enhanced during evening hours to facilitate the use of the Drive-In.

Food service is available and the area is equipped with toilets.
12. COVID-19 TEST

From September 16th, trial of "COVID-tested flights" in cooperation with Alitalia and Region Lazio.

PILOT PROJECT FCO-LIN

Flight booking

Passengers booking a covid-free flight receive all the relevant information directly on the airline web page. Covid-free flights will only transport passengers who have tested negative for Covid-19. Either having performed the rapid antigen test at the airport before boarding or presented a medical certificate with a negative molecular (RT PCR) or antigenic test result carried out in the 72 hours before boarding.

Swab procedure at the Airport

Passengers access the testing area through a dedicated fast lane. They fill a form with some relevant personal data and then proceed for the swab. The result is communicated by a doctor after 30 minutes. While waiting for the result passengers are asked to remain in the area.

- If the result is negative, passengers receive a certificate confirming the result and continue their journey inside the airport (check-in/security/boarding)
- If the result is positive:
  - boarding is denied (if passenger is already checked in then he is de-listed by the airline)
  - a doctor performs another swab for a molecular test.
  - passengers will then have to self-isolate waiting for the result of the molecular test (passengers can leave the area following Ministry of Health protocols, so using a private vehicle or waiting for ad hoc transportation/hospitality made available by the Lazio Region)

Boarding

Before accessing the boarding lane, a doctor from the Maritime, Air and Border Health Ministry (USMAF) will check the validity of the covid-19 negative certificate already held by passengers.
CONTENTS

1. THERMAL SCANNER
2. SANIFICATION
3. SIGNAGE – SOCIAL DISTANCING
4. PROTECTION SCREENS
5. WAITING AREA
6. RAILWAY – BUS STATION
7. CURBSIDE
8. RETAIL
9. NEW LAYOUT OF THE TERMINAL
10. EASA PILOT
11. COVID-19 TEST – AIRPORT T3
12. COVID-19 TEST – AIRPORT DRIVE-IN
13. COVID-19 TEST – PILOT PROJECT FCO-LIN
14. BIOSAFETY TRUST CERTIFICATION
15. ACI HEALTH ACCREDITATION
16. SKYTRAX COVID-19 RATING

YOUR SAFETY IS OUR PRIORITY

Distanza sociale
Social distancing

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The new approach and the contingency measures evolved in standard procedures. We decided together with RINA to apply at the airport the concept of Biosafety Trust Certification.

The first certification framework for management systems designed to prevent and mitigate the spread of infections in order to protect people from the threat of biological agents.

14. BIOSAFETY TRUST CERTIFICATION

It is based on ISO norms (ISO 45001, ISO 14001, ISO 31000, ISO 19011), with a focus on the analysis of behaviours from the Organizational Behaviour Management (OBM) and on Risk Management. Monitoring of third parties and training courses on the respect of hygiene norms is part of the management system.

The requirements of this new tool can be integrated in other current certifications, in particular in the Occupational Health and Safety certification ISO 45001.

Aeroporti di Roma has been the First Airport Operator in the World to be Biosafety Trust Certified.
1. THERMAL SCANNER
2. SANIFICATION
3. SIGNAGE – SOCIAL DISTANCING
4. PROTECTION SCREENS
5. WAITING AREA
6. RAILWAY – BUS STATION
7. CURBSIDE
8. RETAIL
9. NEW LAYOUT OF THE TERMINAL
10. EASA PILOT
11. COVID-19 TEST – AIRPORT T3
12. COVID-19 TEST – AIRPORT DRIVE-IN
13. COVID-19 TEST – PILOT PROJECT FCO-LIN
14. BIOSAFETY TRUST CERTIFICATION
15. ACI HEALTH ACCREDITATION
16. SKYTRAX COVID-19 RATING
An important international recognition for Rome Fiumicino Airport in the fight against the spread of Covid-19.

1st airport in the European Union – and third in the world – to receive the Airport Health Accreditation issued by Airports Council International (ACI), the international association that represents over 1,900 airports.

A recognition that demonstrates how the protocols and measures taken at FCO are the forefront in the procedures for containing the spread of the virus and are examples of best practise to be followed in the air transport industry.

The ACI Airport Health Accreditation (AHA) programme provides airports with an assessment of how well their health measures align with the ACI Aviation Business Restart and Recovery guidelines and the recommendations of the ICAO Council Aviation Restart Task Force, along with industry best practises.

The cleaning and disinfection of areas, the maintenance of physical distancing, the protections provided to staff and communication to passengers were all assessed.

Since the beginning of the pandemic, Aeroporti di Roma has launched a considerable intervention plan, due to the breadth and depth of the measures implemented, in order to ensure safety and comfort for passengers and workers.
Another important international recognition for Fiumicino Airport in the fight against the spread of Covid-19. On September 10th Skytrax, the international rating organization for airlines and airports worldwide, awarded the highest score of 5 stars to “Leonardo da Vinci” for the implemented measures and protocols.

The Skytrax Airport Covid-19 Audit is based on a combination of procedural efficiency checks, visual observation analysis and ATP sampling tests, with the consistency of standards being a key determinant in the final rating applied. In the inspection and rating assessments, Skytrax follows WHO Best Practise levels, ICAO CART guidelines and EASA COVID-19 policies.

The Audit identified that the general policies relating to COVID-19 procedures are meeting a rigorous standard and they are well enforced with effective signage and information systems implemented with excellent brand cohesion and intelligibility. Moreover Skytrax verified the frontline success of the implementation for keeping airport staff and customers safe.

Fiumicino airport is the first airport in the world to receive this certification, added to its other certifications, including the Riina Biosafety Trust Certification and the ACI Airport Health Accreditation recently awarded.