Ready to Restart!

Protective measures to prevent COVID-19 spread

1st October 2020

ROME FIUMICINO AIRPORT
LEONARDO DA VINCI

Aeroporti di Roma

PREFACE

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.

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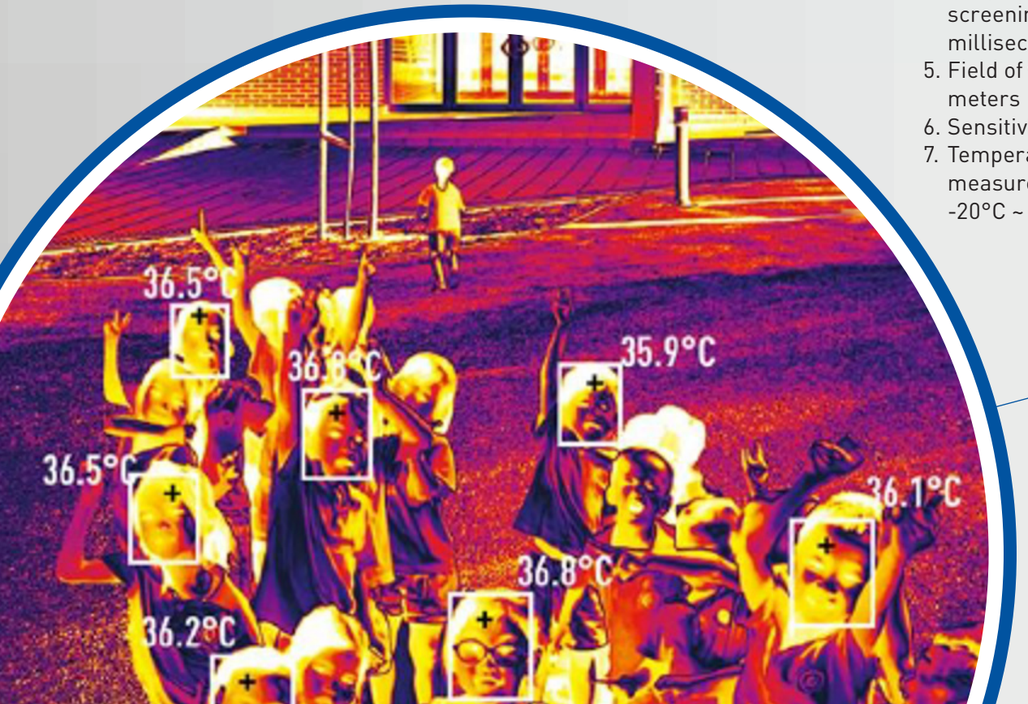
1. THERMAL SCANNER

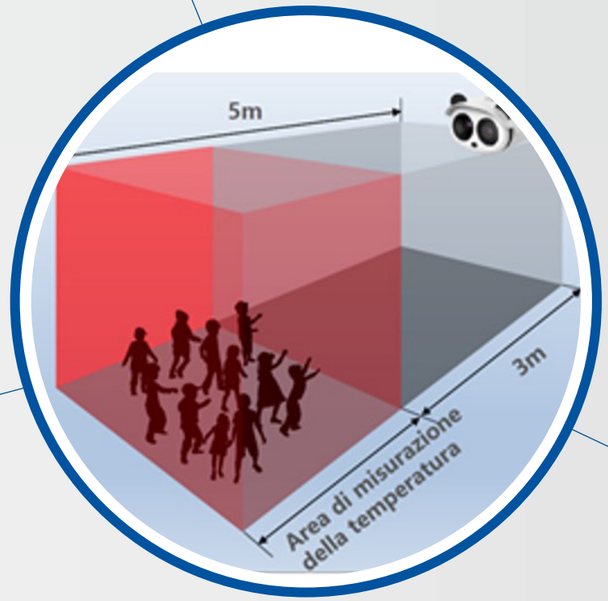
Infrared thermal imaging body temperature screening system has been installed at FCO since February 5th as countermeasure to prevent the virus spreading.

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

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





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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.).

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.

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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**

Entrance to Terminal Building

Arrivals Hall

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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.

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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.

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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).

MORE THAN 250 GEL DISPENSERS

2. SANIFICATION

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

DISPENSER

2. SANIFICATION

The Terminal sanification 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.

Baggage trolleys

Trays at Security

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 tested on a baggage belt and then implemented on all the others.

Pending completion of the work on all the baggage belts, luggages were sanitized by spraying a specific product before being collected by passengers, providing adequate communication.

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2. SANIFICATION

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.

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2. SANIFICATION

The sanification of the lift connecting the airside area of Terminal 3 is able to instantly eradicate bacteria and viruses.

The same technology is also being implemented on the other main active lifts.

LIFT

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2. SANIFICATION

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.

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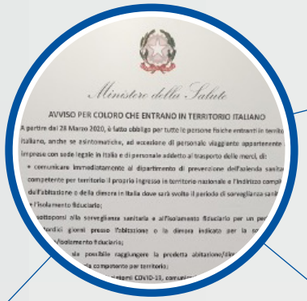
3. SIGNAGE

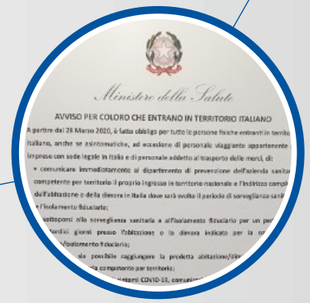
On-site
Signage to inform and remind passengers of body temperature check, health and immigration rules, social distancing message.

PA announcement every 15' during operational hours.

Staff briefed to monitor compliance with social distancing.

PASSENGER INFORMATION





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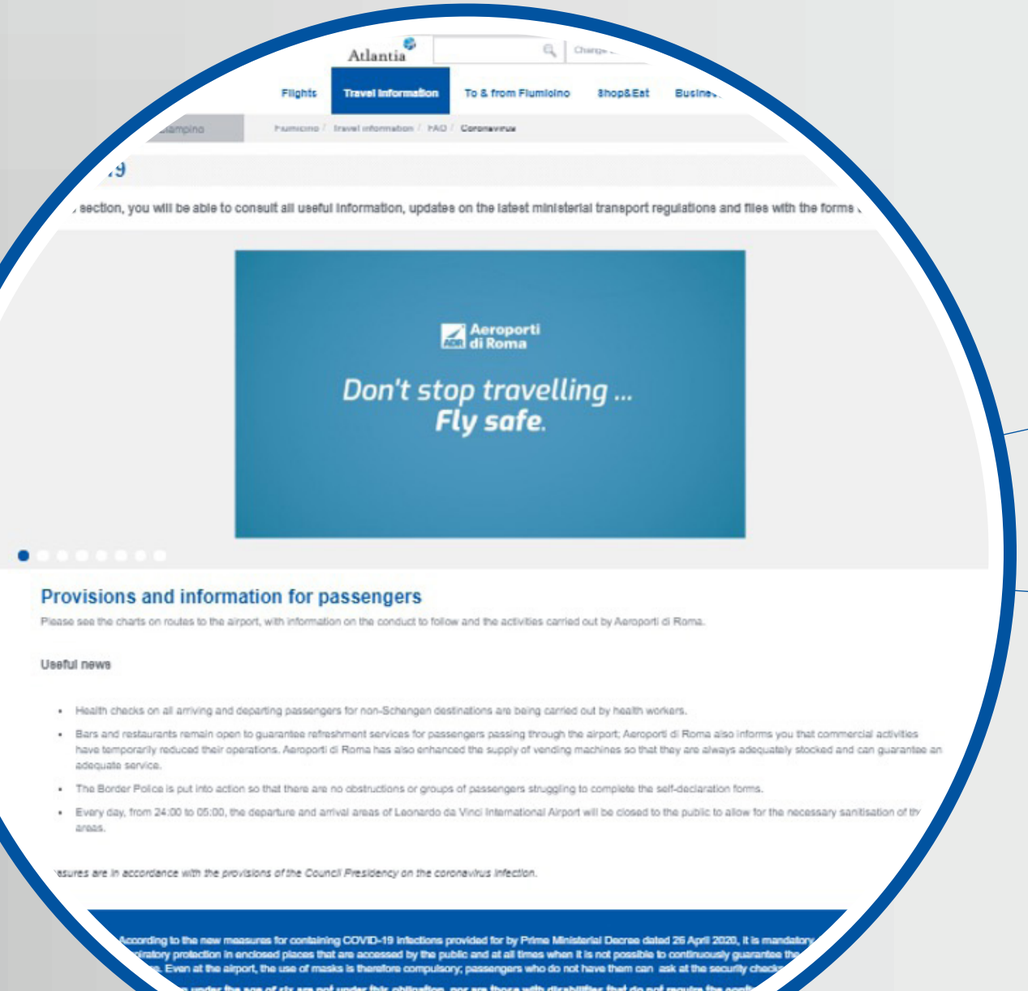
3. SIGNAGE

App, Site, Video Making.



Site adr.it

PASSENGER INFORMATION

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.

App

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3. SIGNAGE

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

SOCIAL DISTANCING

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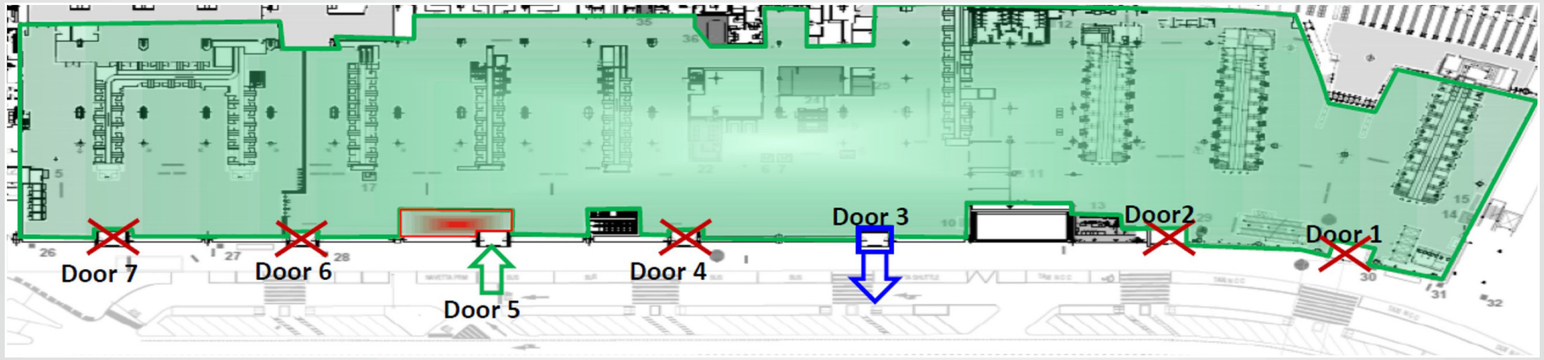
3. SOCIAL DISTANCING

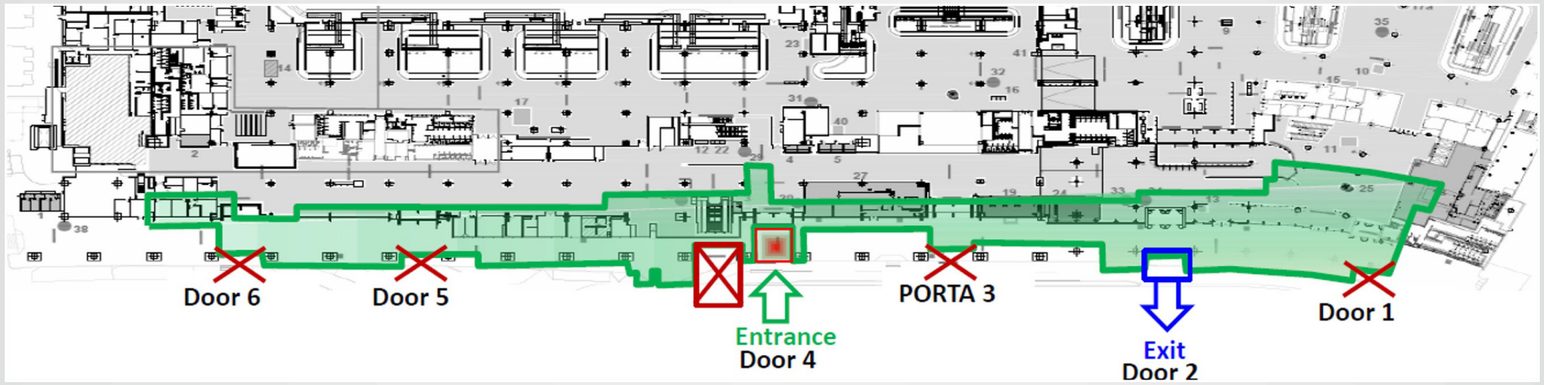
ENTRY / EXIT DEDICATED DOORS

- Fever Free Landside Area
- Thermal scanner
- Door closed

Terminal 3 - Departures



Terminal 3 - Arrivals



3. SOCIAL DISTANCING

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

SECURITY CONTROLS

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3. SOCIAL DISTANCING

Floor signage implementation and plexiglas dividers positioning to maintain social distancing.

DISTANZA SOCIALE - SOCIAL DISTANCING

SECURITY CONTROLS

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3. SOCIAL DISTANCING

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

IMMIGRATION / EMIGRATION

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3. SOCIAL DISTANCING

Walkable totems and stickers, use of check-in monitors to show waiting positions and the need to keep the distance.

CHECK-IN COUNTER

3. SOCIAL DISTANCING

SMOKING CABIN

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3. SOCIAL DISTANCING

TOILETS

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4. PROTECTION SCREENS

Plexiglas protection screens at check-in, ticketing, information desks to enhance the social distancing.

Information Point

Check-in counters

Ticket Office

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4. PROTECTION SCREENS

Plexiglas protection screens at border controls to guarantee protection between both passengers and operators.

Between Passengers

Between Operators

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5. SEATING AREA

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

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5. BAGGAGE RECLAIM HALL

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

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6. RAILWAY AND CENTRAL BUS STATION

MECHANIZED CONNECTIONS

Stickers and totems at the beginning and end of the tapis roulant to remember the need to keep the distance.

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7. CURBSIDE

Totems and panels
placed outside the terminals.

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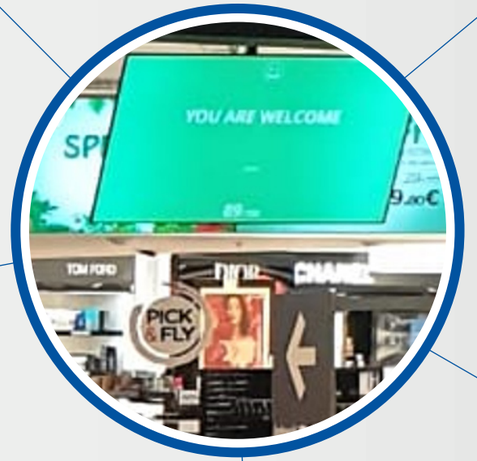
8. RETAIL

People counting and signage to remember social distancing.



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9. NEW LAYOUT OF THE TERMINAL

BOARDING AREA

Configuration from 1st July 2020

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9. NEW LAYOUT OF THE TERMINAL

Departures
n. 8 cabins (l. 2,2 m)
Connecting Pax
n. 4 cabins (l. 2,5 m)

EMIGRATION AND CONNECTING

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10. EASA PILOT

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.

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11. COVID-19 TEST

The new 1,000 square metres dedicated area at 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 Ministery 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 Malta, Spain, Greece, Croatia and some regions of France.

AIRPORT T3 ARRIVALS

Aeroporti di Roma

11. COVID-19 TEST

The small travelers as well, children with their parents are welcomed by medical staff in a reserved and comfortable area.

AIRPORT T3 ARRIVALS

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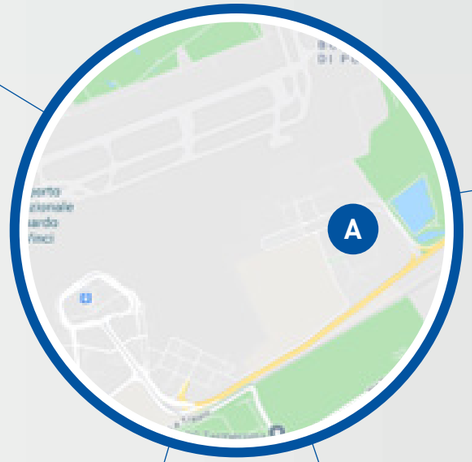
12. COVID-19 TEST

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.

AIRPORT DRIVE-IN

The structure was built in collaboration between the Health Ministery, 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.



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12. COVID-19 TEST

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.**

AIRPORT DRIVE-IN CENTRE

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.

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13. BIOSAFETY TRUST CERTIFICATION

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.

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.

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14. ACI AIRPORT HEALTH ACCREDITATION

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.

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15.SKYTRAX COVID-19 RATING

Rome FCO the first airport in the world to receive Covid-19 5-Star Airport Rating.

The Covid-19 audit by Skytrax was conducted over 3 days in September and 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.

The Covid-19 systems and procedures put in place across Rome Fiumicino Airport are meeting a rigorous standard, and Skytrax verified the frontline success of the implementation for keeping airport staff and customers safe.

Skytrax identified that **the general policies relating to Covid-19 procedures are well enforced at Rome Fiumicino Airport, with effective signage and information systems** that have been implemented with excellent brand cohesion and intelligibility.

In high movement areas of the terminal, the airport has an in-house Bio-Safety Team of 40 staff that facilitate social distancing and ensure compliance with face mask usage.

Read the article

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www.adr.it