



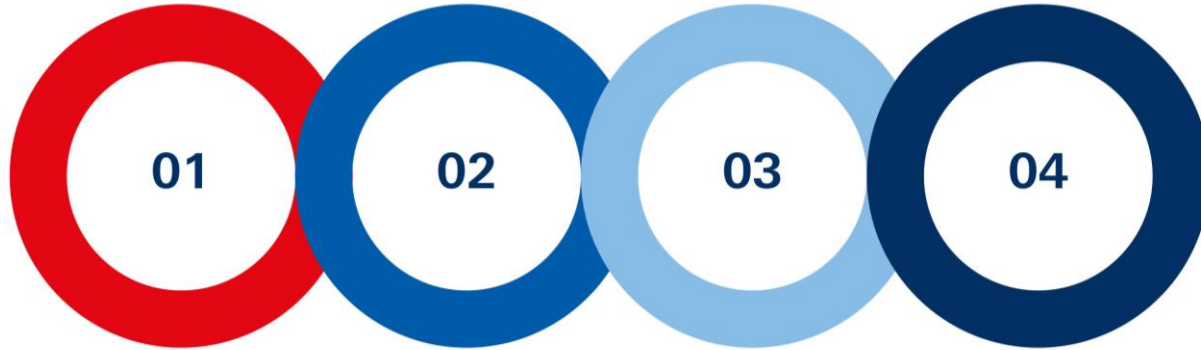
“Take Off” at Hamburg Airport

Hamburg Airport's measures for a safe
resumption of flight operations



“Take Off” at Hamburg Airport

Four core areas for safe flight operations



Employee protection

The safety of our employees has the highest priority for us. We have therefore also established special protective measures for our employees.

Passenger processes

We want our passengers to feel comfortable and safe during their travels. We therefore ensure that all processes take place in compliance with current infection-protection guidelines.

Infrastructure

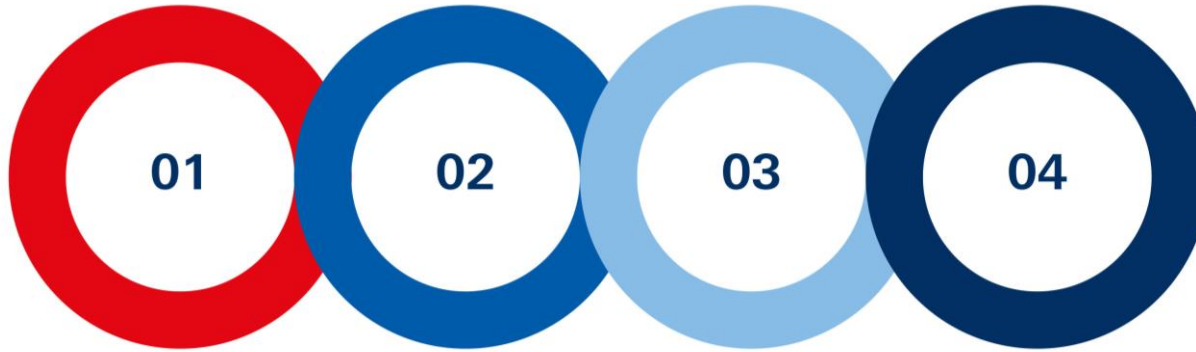
We have adapted our infrastructure to the new challenges and can thus guarantee safe operations.

Customer communications

To actively engender trust, we provide transparent and comprehensive information to our passengers about the measures we are taking.

"Take Off" at Hamburg Airport

Overview of measures



Employee protection

- Perspex panes at place of work
- Distancing rules
- Hand hygiene possibilities

Passenger processes

- Distancing rules
- Adaptation of security checkpoint
- Adaptation of boarding process

Infrastructure

- Requirement that face mask be worn
- Hand hygiene possibilities
- Surface disinfection
- Non-contact check-in

Customer communications

- Public announcements
- On-site personnel
- Information via monitors and display boards
- Information via digital media

1

Employee protection

Perspex panes

- Installation of perspex panes to protect employees of Hamburg Airport in direct contact with passengers
- Locations:
 - Check-in counters
 - Boarding counters
 - Information counters, Hamburg Welcome Center and Airport Lounge
 - Glass protection panes were already in place at border checkpoints



Perspex panes were expressly fitted at those counters intended for use during the resumption phase for passenger operations.

1

Employee protection

Distancing rules

- Airport employees are required to maintain a minimum distance of 1.5 meters.
- Additionally, in line with the regulations issued by the Free and Hanseatic City of Hamburg, employees are required to wear a face mask at work.
- Employees behind perspex panes are not required to wear face masks.



Face masks are provided for employees by Hamburg Airport.

Employee protection

Hand hygiene

- Bathroom facilities are available to all employees for regular hand washing nearby .
- All staff bathrooms were already equipped with hand disinfectant dispensers before the coronavirus pandemic. Additionally, further disinfectant dispensers were set up in the terminals and on the pier. The dispensers are regularly refilled.



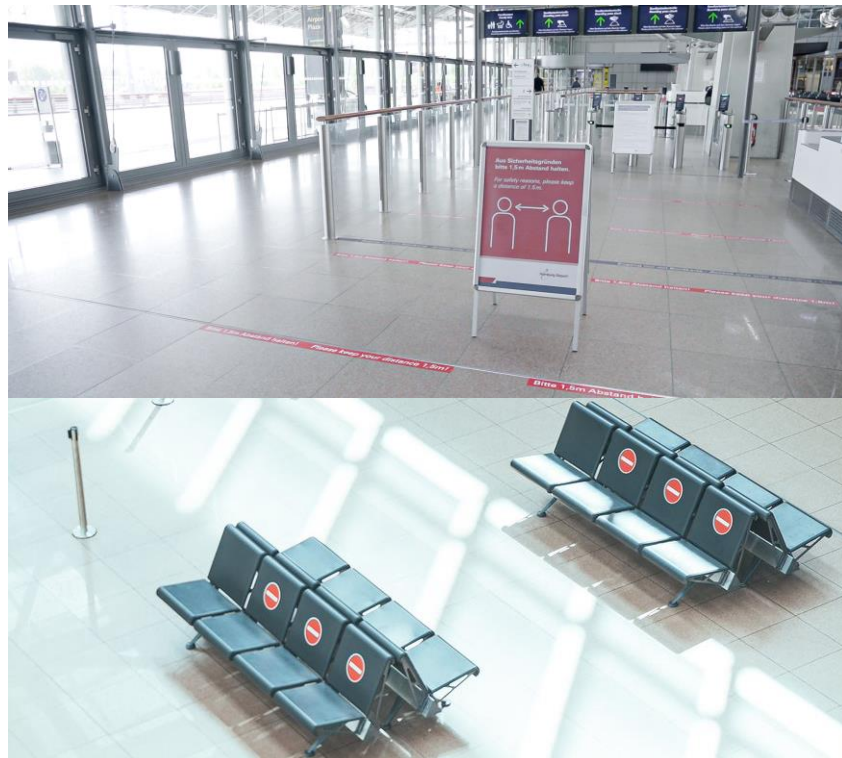
Infection protection for personnel is essential to smooth flight operations.

Passenger processes

Distancing rules

We have undertaken various measures to assist our passengers to maintain sufficient distance:

- Time buffering in the use of check-in counters
- Application of floor markings at check-in, security checkpoint, gates, border checkpoint and baggage reclaim
- Blocking of seats on waiting area benches, removal of seats to increase distance
- Additional reminders of minimum distance via announcements, monitors and display boards



All measures are implemented in close collaboration with the handling agents and airlines

Passenger processes

Security checkpoint

Temporary adaptation of inspection process at central security checkpoint:

- Passengers do not have to remove protective face masks and gloves during inspection. Protective face masks must only be lowered briefly for identity verification.
- Manual follow-up checks by personnel are avoided wherever appropriate alternatives are available. This requires passengers to empty their bags and remove their shoes in advance.
- Only one item of cabin baggage per passenger may be taken through the security checkpoint.
- Floor markings help passengers to maintain a safe distance in the waiting area.



Temporary adaptation of aviation security measures has been approved by the EU Commission.

- Where possible, bus transfers are being completely avoided by using aircraft parking positions with jetbridges or the Walk In / Walk Out procedure.
- When bus transfers cannot be avoided, the maximum number of passengers is restricted and more buses are deployed to guarantee sufficient distance.



The current reduction in air traffic means that there are sufficient jetbridge-equipped positions directly at the terminals.

- It is mandatory to wear a face mask in the terminals at Hamburg Airport. This is based on the latest coronavirus regulations issued by the Free and Hanseatic City of Hamburg and in effect from 27 May 2020.
- Face masks can be bought at the [Metropolitan Pharmacy](#) or at two [self service machines](#). There, you can also buy hygiene wipes and sprays.
- The legal requirement to wear protective face masks also applies in shops, restaurants and other service premises at the airport.
- Information for passengers that many airlines require face masks to be worn on board.



Passengers and visitors are informed of face mask regulations via the [Hamburg Airport website](#).

- Dispensers with hand disinfectant are provided for passengers and visitors in all bathroom and lavatory facilities as well as in the terminals and on the pier.
- A partial **changeover to non-contact bathroom facilities** is currently underway.
- As far as possible, **distancing regulations** are observed seamlessly and without interruption.



The bathroom and lavatory facilities are continually being cleaned by cleaning personnel.

- A **disinfection team** is responsible for the ongoing and repeated cleaning of surfaces touched by passengers, visitors and personnel.
 - e.g. hand rails, seats, tables in the waiting areas, elevator buttons



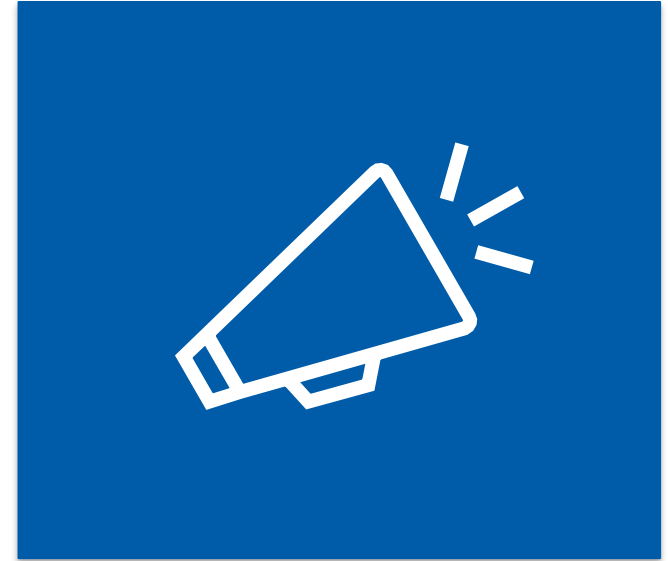
Regular cleaning minimises the risk of surface virus transmission.

- Thanks to the option of **mobile check-in** offered by many airlines, combined with the **check-in kiosks** in both terminals, passengers can check in for their flights without any contact at all.
- A total of **30 self bag drop kiosks** also allow passengers in Terminal 1 and 2 to check their own baggage in without contact.
 - Airlines currently participating: Lufthansa, Swiss, Austrian Airlines, Eurowings, Air France, KLM, easyJet, SAS



Depending on the airline and the passenger's wishes, check-in and baggage drop may take place completely contact-free.

- We inform passengers and visitors about safety information via **regular public announcements**:
 - *„Please mind the legal hygiene specifications at Hamburg Airport: Wear a face mask and keep your distance.“*



The announcements are repeated in German and English at regular intervals.

- The Hamburg Airport **Mobile Service Team** is on duty in the terminals and on the Passenger Pier, assisting passengers e.g. to maintain safe distancing in queues.
- Team members are also available for passengers **on-site** to answer any questions that may arise.



Personnel are always available on-site to answer passengers' questions even during mandatory social distancing.

- We share safety and travel information in German and English with passengers and visitors via **monitors and display boards**.

Halten Sie Abstand

Bitte wahren Sie mind. 1,5 m Abstand zu anderen Menschen.

Keep distance

Please keep at least 1,5 m distance from other people.

Gute Reise und bleiben Sie gesund.
Have a pleasant flight and stay healthy.



Maskenpflicht

In den Terminals von Hamburg Airport sowie in den Shops und im öffentlichen Nahverkehr besteht die Pflicht zum Tragen einer Mund-Nase-Bedeckung. Auch an Bord vieler Airlines ist dies Pflicht.

Wearing a face mask is mandatory

All passengers are required to cover their mouth and nose with a face mask in the terminals and shops and on public transport. This is also mandatory on board some airlines.

Gute Reise und bleiben Sie gesund.
Have a pleasant flight and stay healthy.



Fieber und Husten?

Sie haben Erkältungssymptome? Wenden Sie sich bitte vor dem Boarding an unsere Mitarbeiter.

Fever and cough?

Do you feel cold symptoms? Please contact our staff before boarding.

Gute Reise und bleiben Sie gesund.
Have a pleasant flight and stay healthy.



Achten Sie auf Hygiene

Bitte waschen Sie sich regelmäßig Ihre Hände und nutzen Sie Desinfektionsmittel.

Wash your hands

Please wash your hands regularly and use disinfectant.

Gute Reise und bleiben Sie gesund.
Have a pleasant flight and stay healthy.



Display boards and monitors are located at central points along the customer journey.

Customer communications

Digital media

- We keep passengers and visitors up-to-date on current regulations and safety measures **via the www.hamburg-airport.de website and the airport's social media channels.**



Daily updates provide information on the latest developments.

We wish all our passengers a pleasant and safe journey.

