COVID – 19 Response Measures

Dubai Airports

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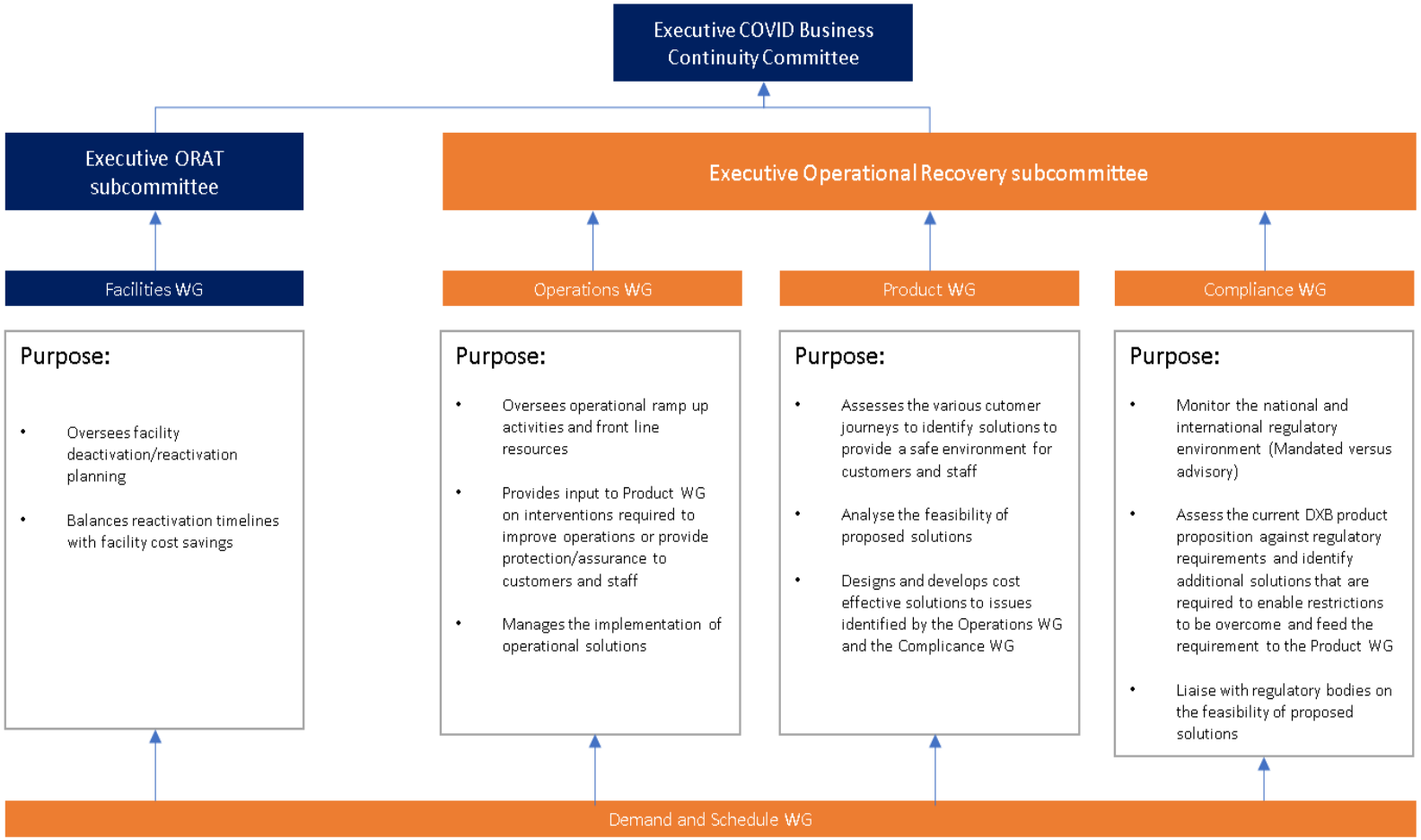
Governance Structure



Required:

Operations:
Operational ramp up management

AOCC:
Operational planning

Corporate Affairs:
Regulatory compliance, risk analysis and industry relationships

Research:
Demand, capacity and touchpoint analysis

Business Development:
Airline relations

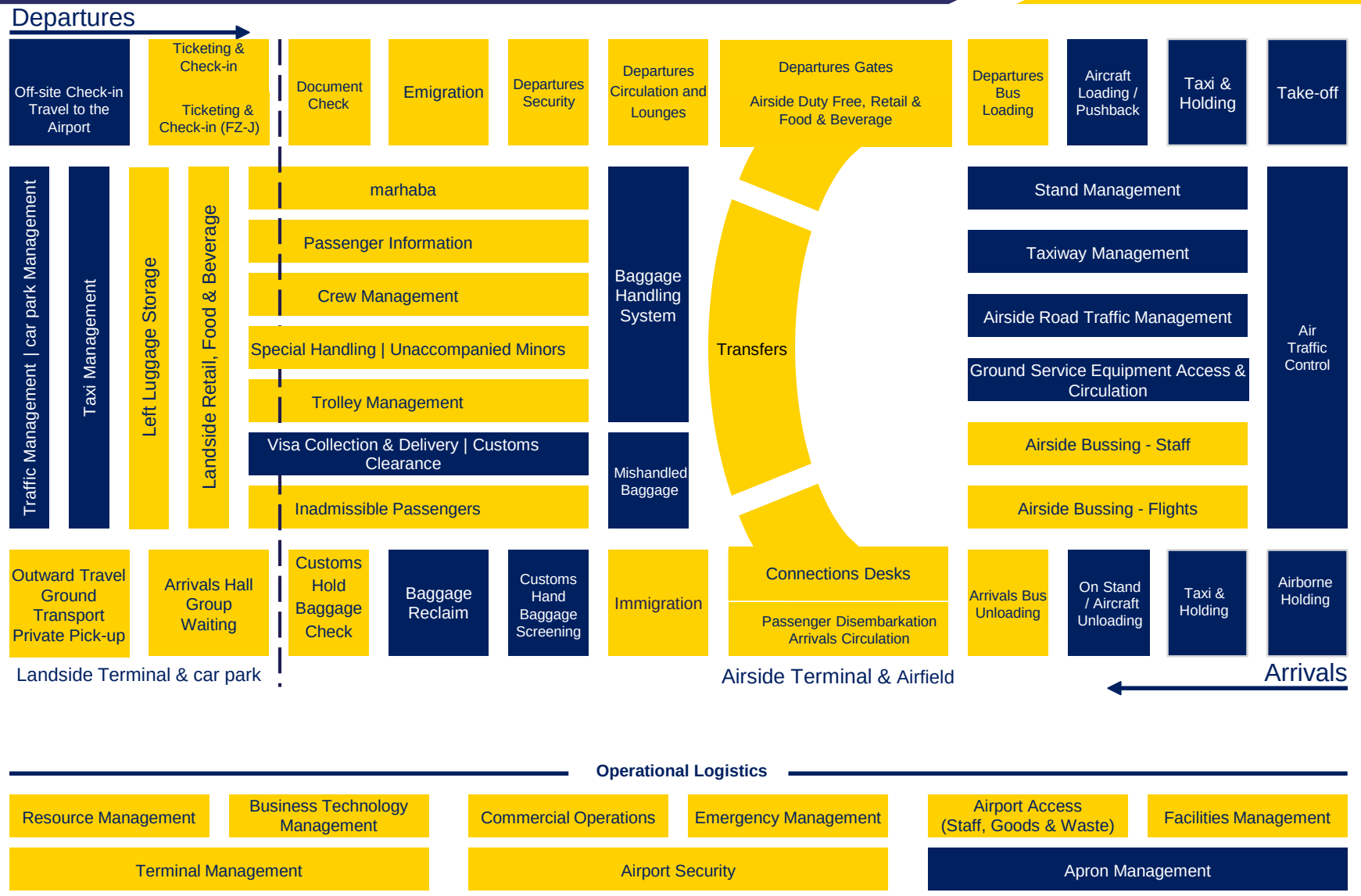
Design:
Product design and development

Programme:
Solution implementation

Other DA units as required

Process Centric

The Airport Operating Model to the right shows the functional elements of the passenger flows through the airport, including Departures, Arrivals and Transfers. The In Scope items of this Supplementary Plan of Operations are illustrated in Yellow, whilst Out of Scope items are in Dark Blue



Legend

In Scope by COVID-19

Out of Scope by COVID-19

Guiding Principles

WHAT WE AIM TO ACHIEVE THROUGH THE CUSTOMER JOURNEY

1

Create a safe and secure customer journey throughout the recovery phase (through continued high levels of hygiene, passenger testing and social distancing) and build confidence with our customers and staff

2

Ensure compliance with domestic and international guidelines (as they develop) to enable the flying programme to recover

3

Develop solutions that are;

- practical
- cost effective
- do not hamper recovery
- are temporary in nature

Compliance

Social Distancing

-Floor Markings in all Queuing Areas: rearranging queuing zones to accommodate Social Distancing directives and installing floor markings to ensure compliance.
-Seating Areas Separation: applying Social Distancing guidelines on Passenger seating areas.
-Facilities Separation: outlining Social Distancing guidelines at Passenger Facilities.
-Separating Terminal Entrances/ Exits: separating Entrance and Exit flow to prevent proximity
-On all forms of transport including ferry buses and staff transport

Personal Protective Equipment (PPE)

-All Passengers and Staff wear masks and gloves
-PPPE based on risk assessment
-PPE commensurate to Public Health risk
-Protective physical barriers for Passenger handling

Airport Hygiene

-Fumigation of all Assets
-Sanitizer Dispensers: distributed sanitizer dispensers throughout passengers touch points and staff areas.
-Special Waste Dispensers: deployed special purpose waste dispensers for potentially contaminated waste.
-Masks and Sanitizers Vending Machines: dedicated vending machines for masks and sanitizers for passengers and public requiring personal protective and hygienic items
-Regular cleaning and disinfection of key Passenger areas

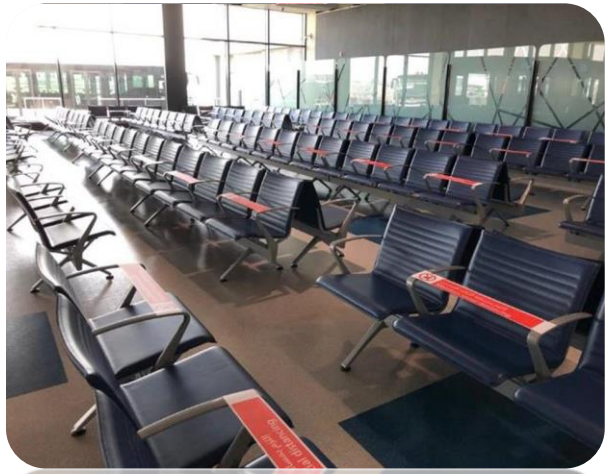
Medical Screening

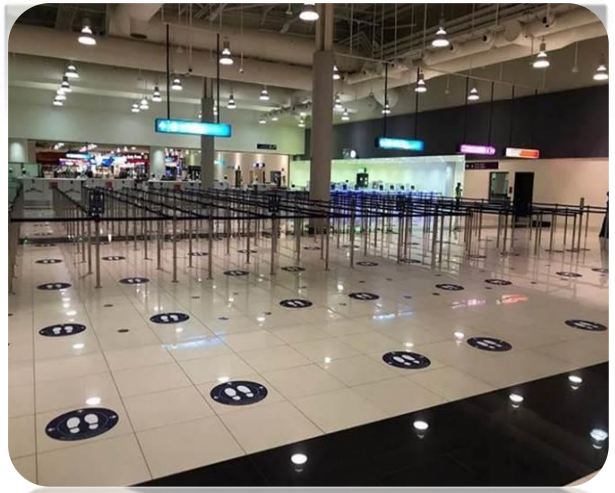
-Thermal Cameras at all Passenger/ Staff Access Points: deployed a total 43 Thermal Cameras across the airport to detect individuals with fever symptom.
-PCR Testing Stations: in collaboration with DHA established PCR testing stations and procedures in Terminals 3&2 for arriving repatriating passengers, crew, and staff.
-Antibody Testing Facility: introduced Antibody Testing Facility in Terminal 3 for departing repatriating passengers.
-Isolation areas for symptomatic Passengers

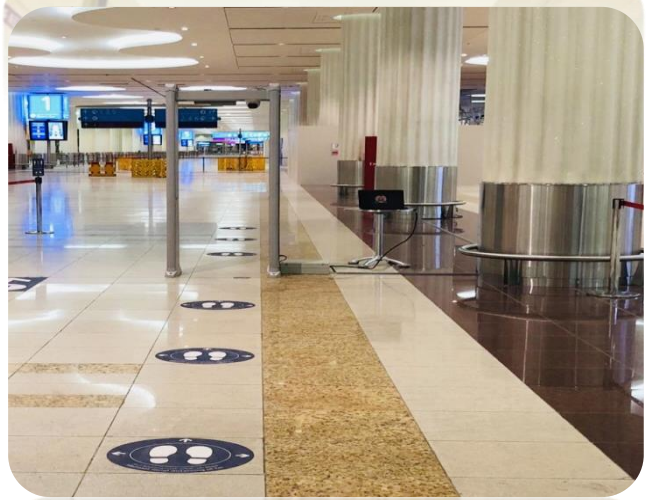
Management of Suspect Cases

- Manage suspect cases as per WHO guidance
- Reporting of suspect cases to Health Authority and GCAA
- Facilitate contact tracing

Safeguarding Measures-Examples







Stay Safe
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