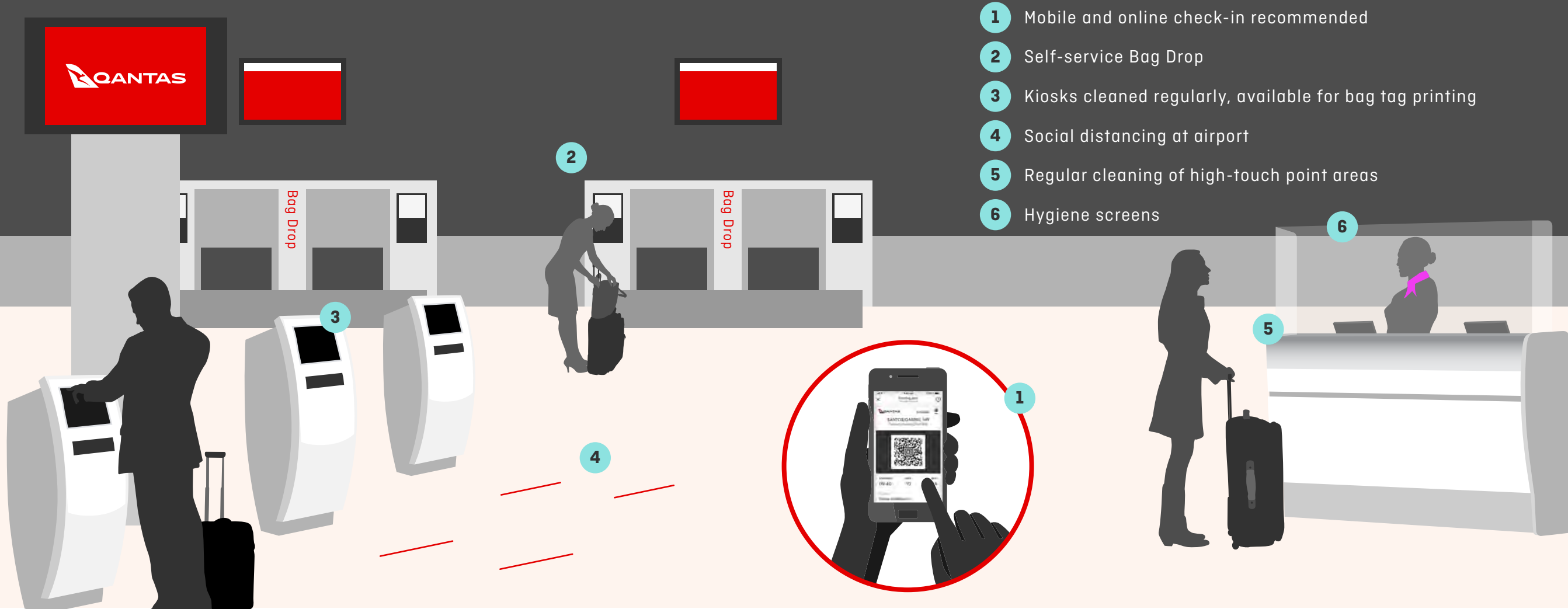
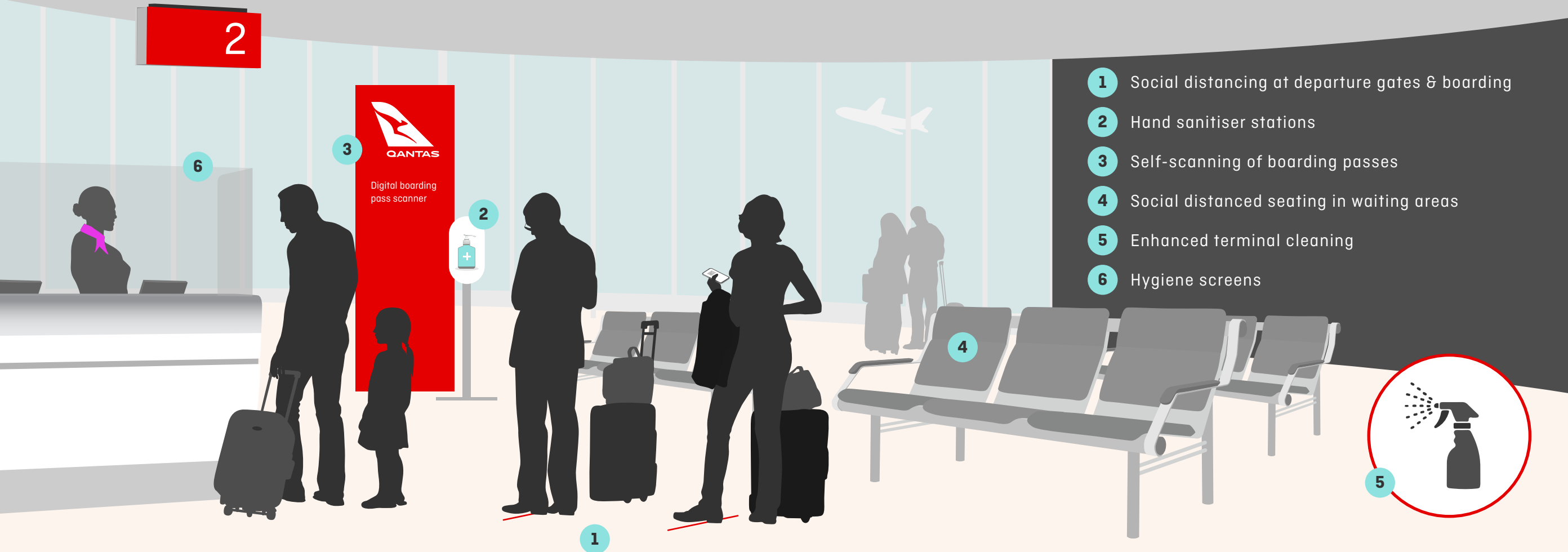


At the airport



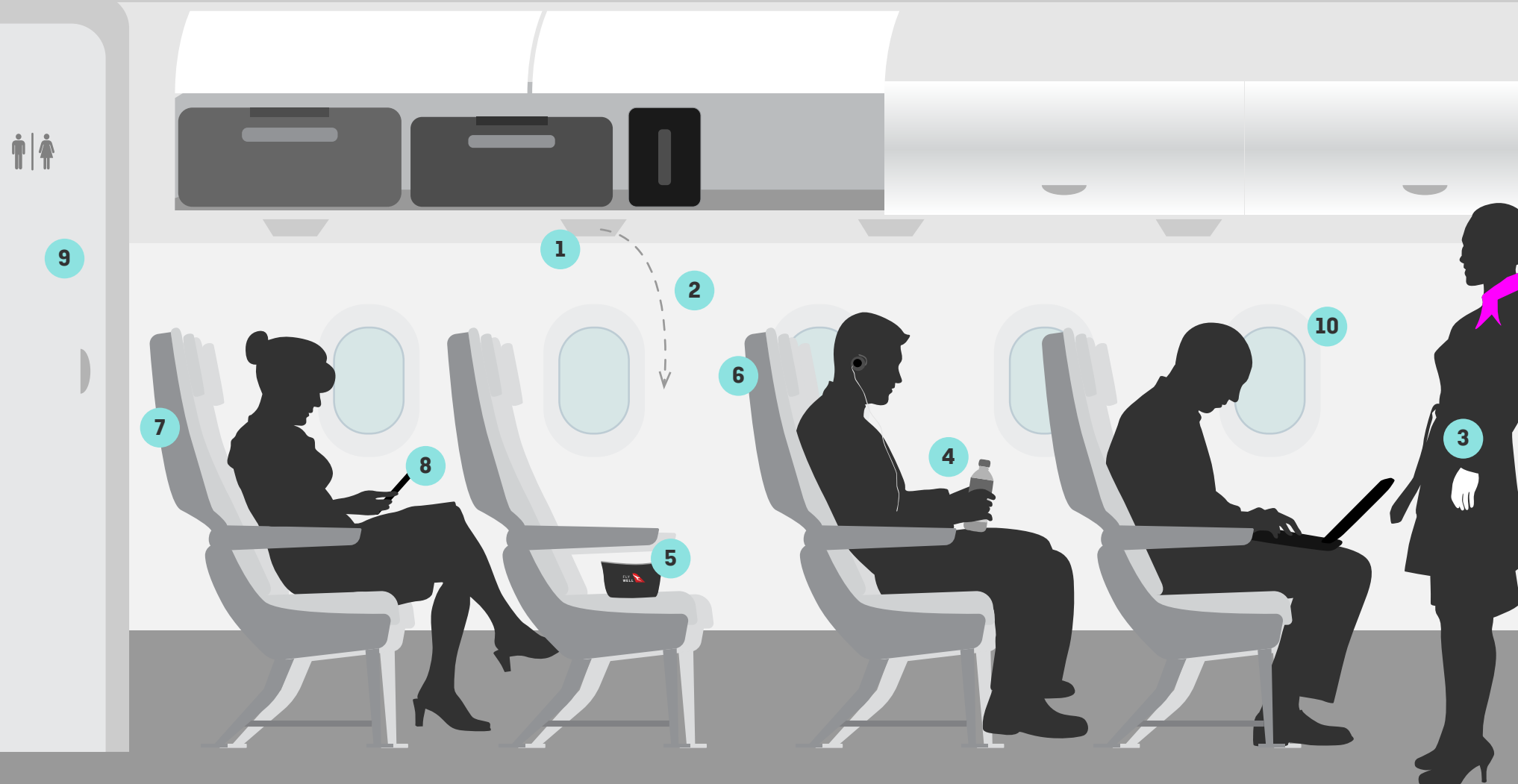
- 1 Mobile and online check-in recommended
- 2 Self-service Bag Drop
- 3 Kiosks cleaned regularly, available for bag tag printing
- 4 Social distancing at airport
- 5 Regular cleaning of high-touch point areas
- 6 Hygiene screens

At the departure gate



- 1 Social distancing at departure gates & boarding
- 2 Hand sanitiser stations
- 3 Self-scanning of boarding passes
- 4 Social distanced seating in waiting areas
- 5 Enhanced terminal cleaning
- 6 Hygiene screens

Onboard the aircraft



- 1 HEPA filters used in hospital operating theatres (capturing 99.99% of airborne contaminants)
- 2 Direction of inflight airflow (ceiling to floor)
- 3 Enhanced crew hygiene measures
- 4 Simplified service
- 5 Sanitising wipes provided to customers
- 6 Seats and galleys act as natural barrier
- 7 Limiting customer movement inflight
- 8 Temporary removal of inflight magazines (available to customers digitally)
- 9 Additional sanitiser and wipes available during flight
- 10 Enhanced cleaning of all customer touch points