

# STANSTED AIRPORT CONSULTATIVE COMMITTEE

WEDNESDAY 24<sup>TH</sup> JULY

KEN O'TOOLE  
CEO

# CEO UPDATE



Government lobbying



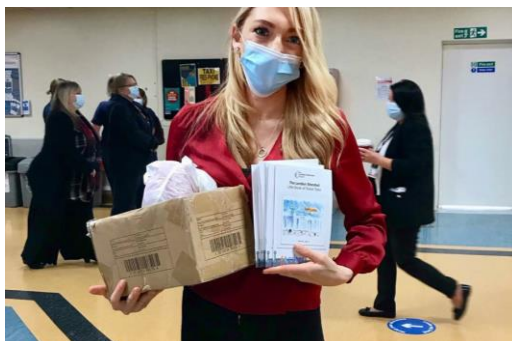
Passenger numbers



Our people



Airport improvements



Community

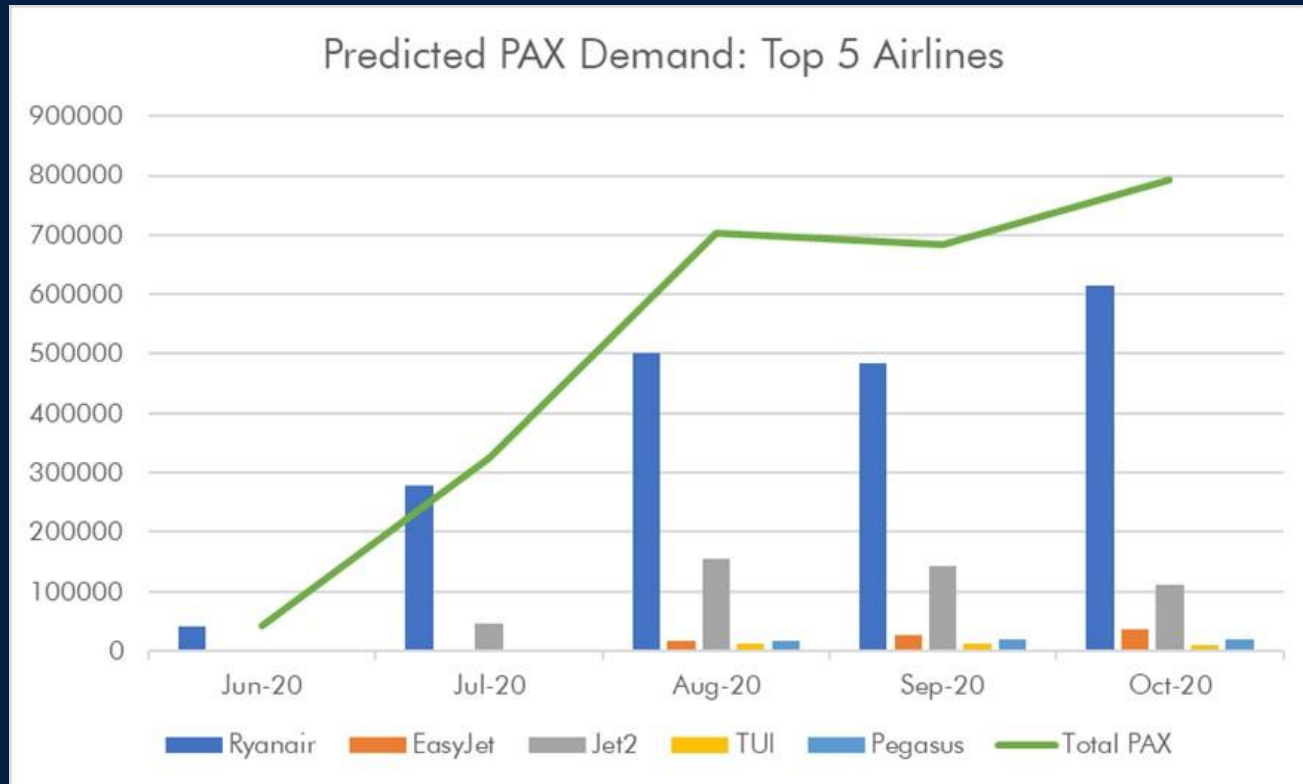


Airspace modernisation



NICK MILLAR  
OPERATIONS DIRECTOR

# AIRLINES AND PAX ARE COMING BACK



# INFRASTRUCTURE AVAILABILITY



## Phase 1: 21st June 04:00

- SAT2 DOM – already in operation
- SAT3
- Check In desks: C, D, E and F
- FCF operational
- Bussing in operation
- 6 x Security Lanes
- Use of VP1 & VP9



## Phase 2a: 1st July

- TTS (2-car – fully operational): DfT guidelines for SD
- SAT2 International
- Increased bussing, depending on frequency
- 13 x Security Lanes
- Use of VP1 & VP9
- WDF open with potential reduced trading hours/ WH Smiths poss. / H & H corridor open outside trading hours



## Phase 2b: 15th July

- JET2 & EZY ramp up
- VP2 open
- Possible use of shoreline
- Preparation for SAT1 opening, depending on Airlines' return

# DFT ADVICE



## 11/ 22 June: **DFT issued Coronavirus (COVID-19): safer aviation guidance for operators**

- General principles underpinned by a risk assessment approach that addresses the risks of coronavirus and incorporates decisions and control measures suitable for the aviation industry and details guidance through the passenger relating to;
  - Social Distancing
  - Hand washing
  - Respiratory hygiene
  - Face coverings
- The guidance also details the quarantine process introduced on 8<sup>th</sup> June

## DFT have also issued guidance for employers **Working safely during coronavirus (COVID-19)**

- Underpinned by the same risk assessment approach to working in various environments including;
  - Offices & call centres
  - Vehicles
- MAG has incorporated these guidelines and principles into both passenger and staff areas with a view to submitting a Covid secure declaration to demonstrate our commitment

# EASA ADVICE



21 May: EASA and EASA developed **Covid-19 Aviation Health Safety Protocol**

- General principles through the passenger journey relating to many of the UK Govt guidelines and also includes some guidance and information relating to Thermal Screening (if directed by Govt) – Not currently the case although MAG are trialling the technology
- Guidance is reasonably aligned to Govt guidance
- The guidance is **not legislative**

4 June: MAG signed up to the EASA charter along with 19 other airports/groups

- Submitted a response to the protocol checklist against MAG implementation
- Agreed to a set of KPIs to assist EASA in developing the protocol further

# THE PASSENGER JOURNEY



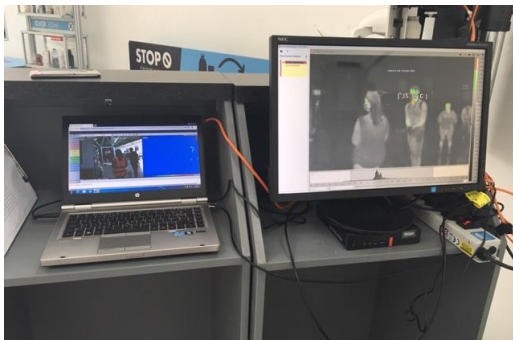
CHECK IN



PRM



PAX PREP



TEMP TESTING

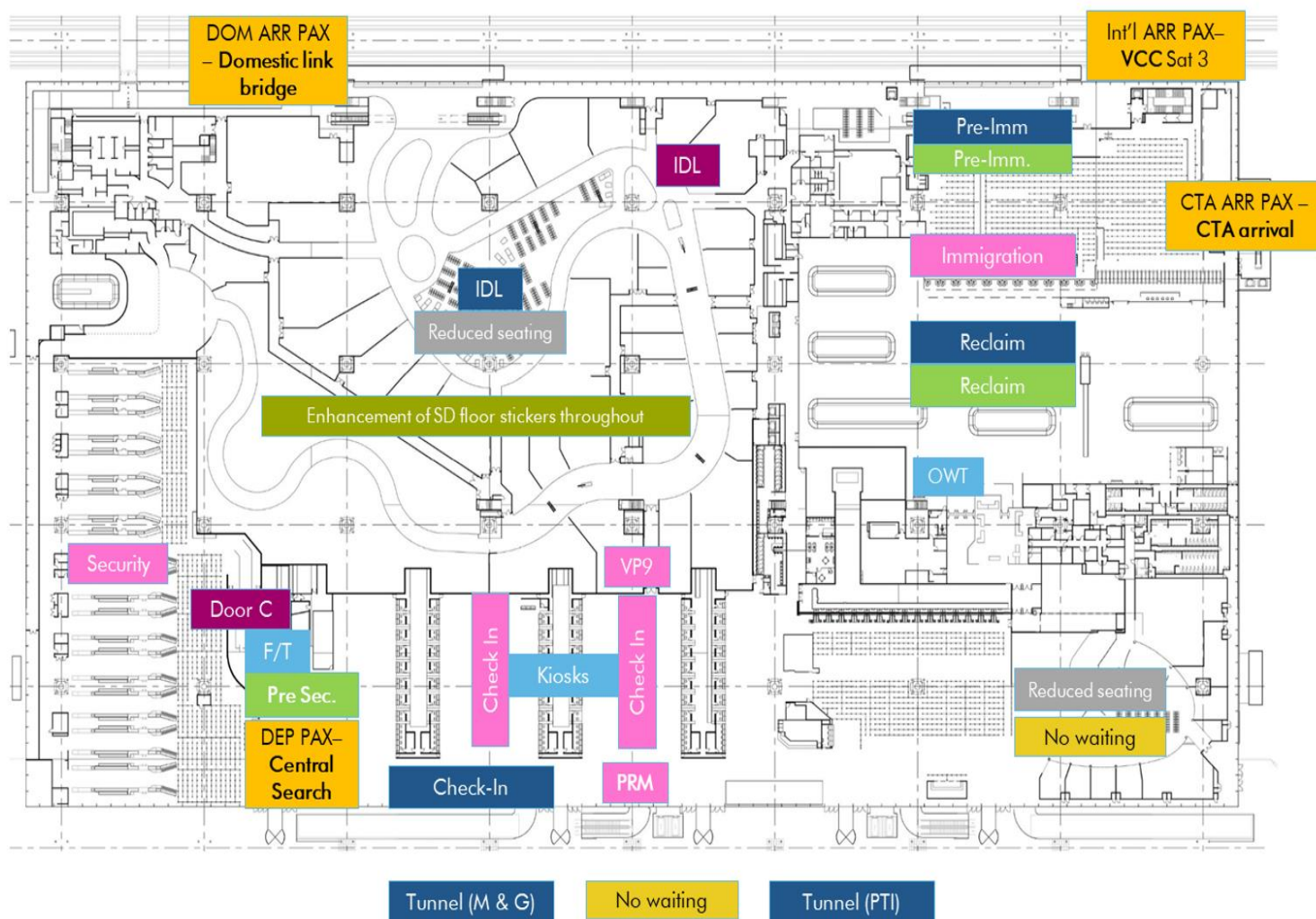


CENTRAL SEARCH



IMMIGRATION

# ACROSS THE TERMINAL



| KEY | MEASURE                                         |
|-----|-------------------------------------------------|
|     | Face mask provision                             |
|     | Vending machines                                |
|     | Hand sanitiser                                  |
|     | Perspex screens                                 |
|     | Enhanced cleaning (touch screens) / all Airport |
|     | Toilet (IDL) & Thermal camera (Door C) trial    |
|     | No waiting areas                                |
|     | Reduced seating                                 |
|     | SD stickers                                     |

# KEEPING OUR PEOPLE SAFE



BAY 8 WELFARE



SECURITY WELFARE



FLOOR MARKINGS



HAND SANITISERS



UP TO DATE ADVICE



FACE MASKS

# WELCOME BACK

60 minute welcome back induction

Departmental welcome

Ongoing senior leader communications

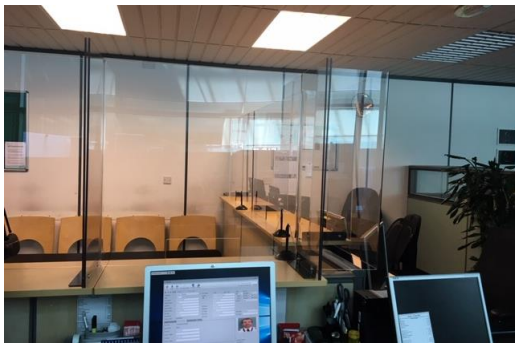
Colleague video

Employee handbook

Line Manager briefing packs

MAGnet articles

# ENTERPRISE HOUSE



ID CENTRE



ONE WAY SYSTEM

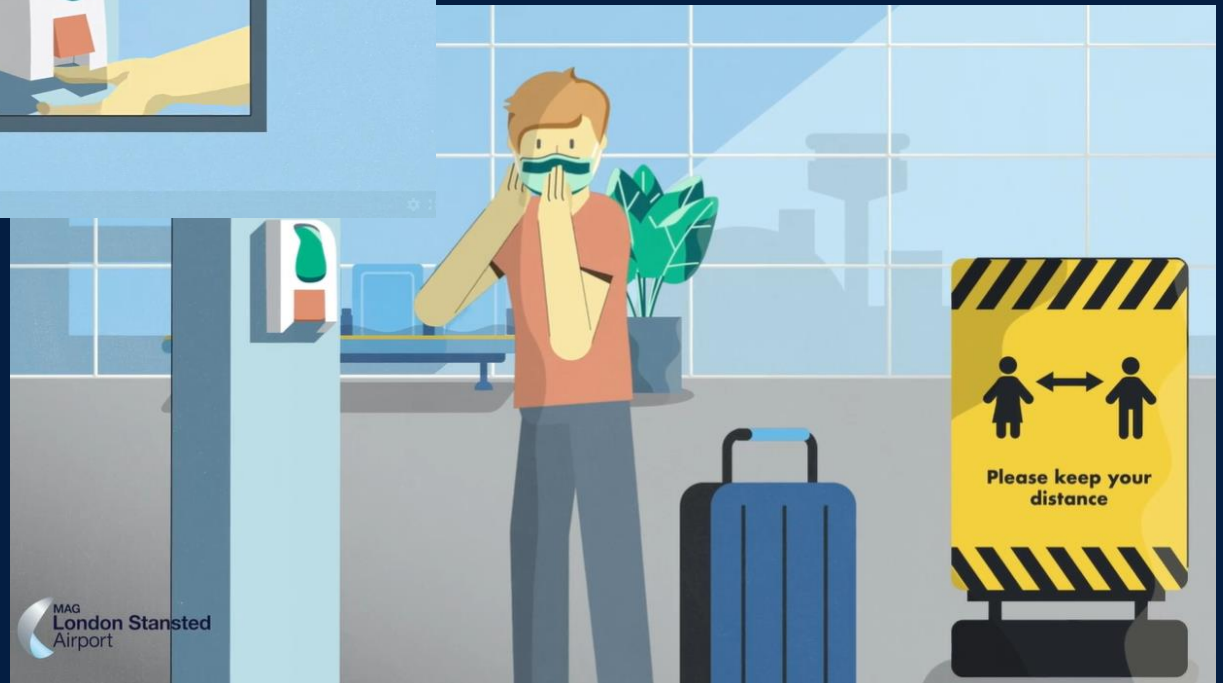
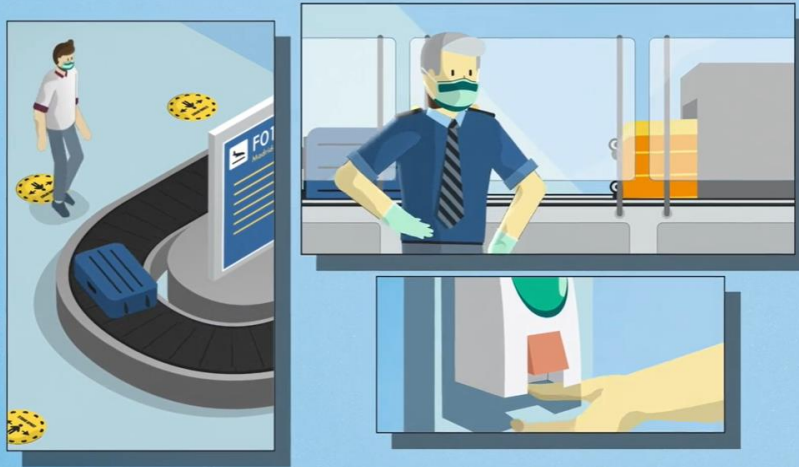


LIFTS

**01/08/20 – 31/10/20: All MAG offices in EH at 20% occupancy**  
**01/11/20 – 31/01/21: All MAG offices in EH at 50% occupancy**

- Atrium is not available for seating and people are not permitted to eat food there
- Defined route for navigating the building is in place
- Stairs should be used where possible
- A COVID-19 cleaning regime is in place for all areas
- Targeted signage to remind people of distancing & importance of sanitisation

# PASSENGER ANIMATION





QUESTIONS?