

# Public Health Emergency Preparedness



## KQ Experience

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# *focus*



**1** Overview : destinations, Fleet

**2** Safety First: Our enhanced health & safety programme post COVID-19

**3** Operations: Our preparedness

**4** Q&A



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NEW YORK



# Airline Fleet



## **Boeing 787-8**

No. of Aircraft - 9

Business Class - 30 seats  
Seat Pitch - 75 Inches

Economy Class - 204 seats  
Seat Pitch - 32 Inches



## **Boeing 737-8**

No. of Aircraft - 8

Business Class - 16 seats  
Seat Pitch - 47 Inches  
Economy Class - 129 seats  
Seat Pitch - 32 Inches



## **Boeing 737 F**

No. of Aircraft - 4  
Tonnage - 20 metric tonnes

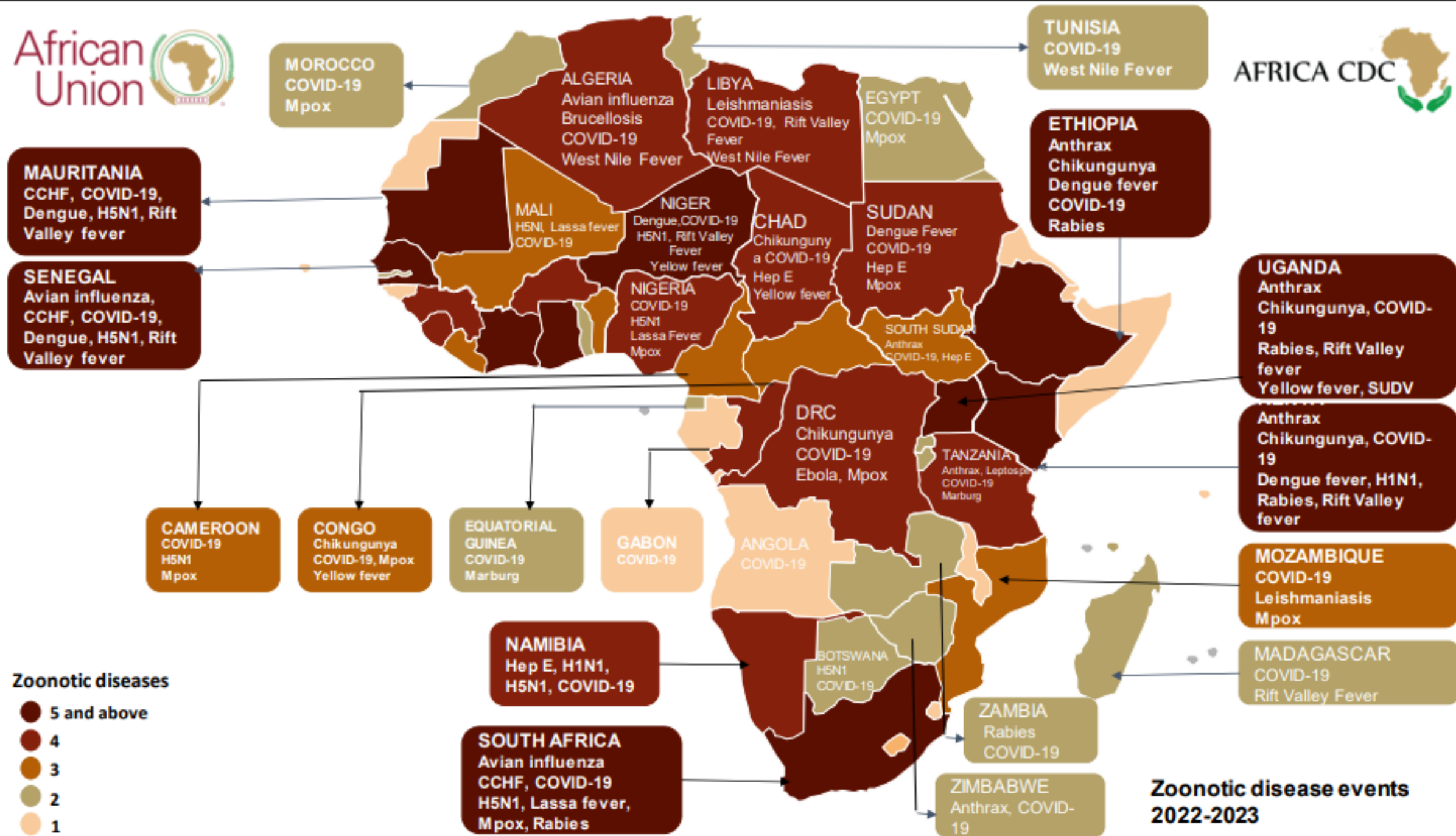


## **Embraer 190**

No. of Aircraft - 13

Business Class - 12 seats  
Seat Pitch - 38 Inches  
Economy Class - 84 seats  
Seat Pitch - 31 Inches





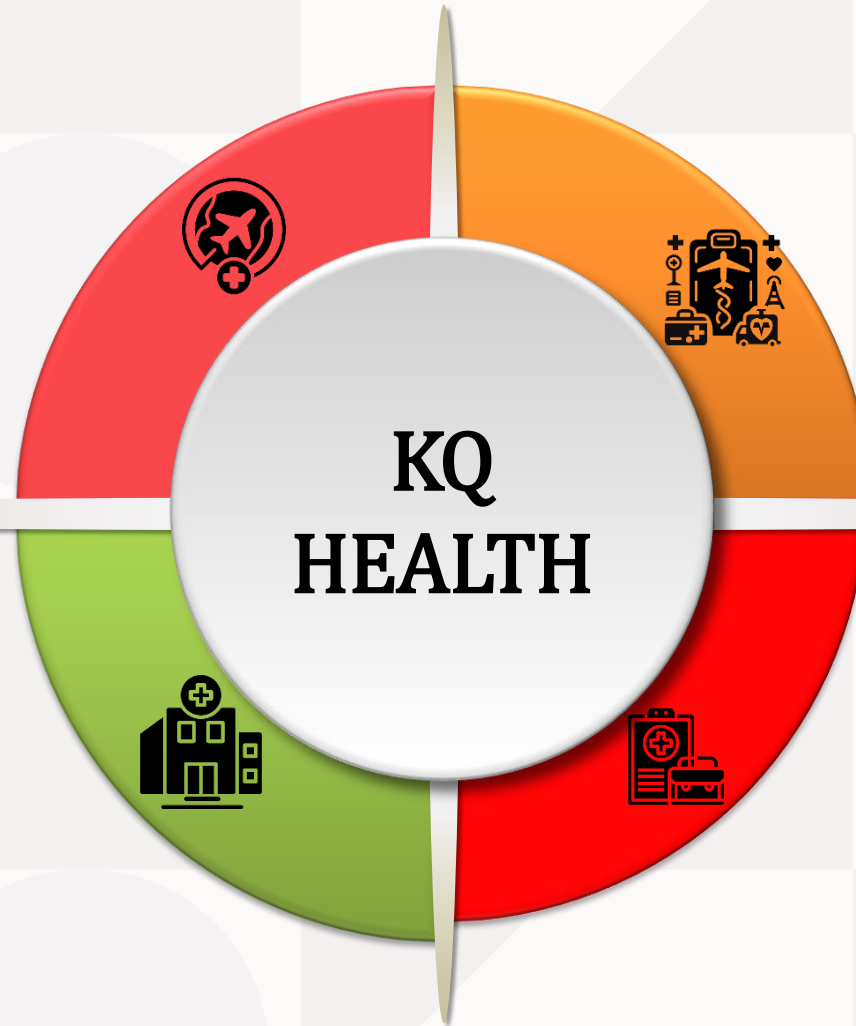
# KQ Health Ecosystem: KQ Current offering

## MEDICAL FACILITATION

- **Passenger Medical Clearance**
- **Medical Escorts (nurses and Doctors)& Medical Equip.**
- **Partner Network- Hospitals**
- **24/7 Ground services support**

## MEDICAL TRAVEL ADVISORY

- **Travel Vaccination Center**
- **Pre travel consultation.**
- **Pandemic & Response      Preparedness**
- **Embassy medical exams**
- **Student travel packages**



## KQ MEDICAL CENTER

- **Total Staff Health**
- **Specialist clinics- paed, physio, Aviation Clinic**
- **Diagnostic Services – class E lab**
- **Wellness programs and pre-employment assessment.**

## CORPORATE HEALTH SOLUTIONS

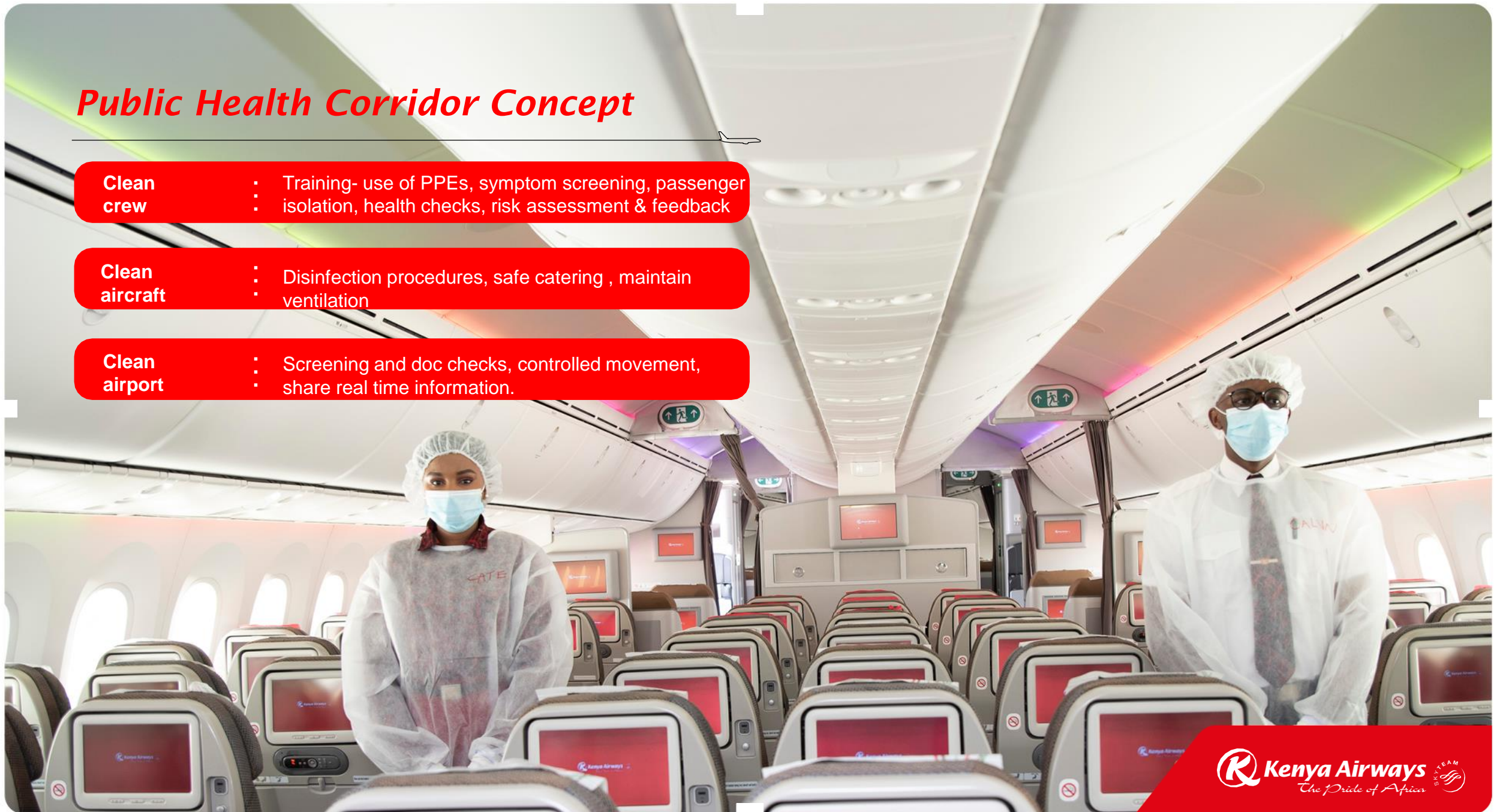
- **Occupational health – OSH.**
- **Sick leave Validation.**
- **Peer support program**
- **EAP and Mental health support**
- **Drugs and Alcohol testing**

## Public Health Corridor Concept

**Clean crew** : Training- use of PPEs, symptom screening, passenger isolation, health checks, risk assessment & feedback

**Clean aircraft** : Disinfection procedures, safe catering , maintain ventilation

**Clean airport** : Screening and doc checks, controlled movement, share real time information.





### EARLY DETECTION

- Key symptoms and threshold criteria.
- Brief travel and exposure history.
- Tools used: disposable thermometer, symptom checklist

### CREW ACTIVATION

- Immediate notification chain: **cabin crew** → **captain** → **ATC** (per IHR 2005).
- Paging onboard medical personnel.
- Universal Precaution Kit activation and **PPE use**.

### INFLIGHT CONTAINEMENT

- Isolation: **keep passenger in seat**, adjust seating around the case.
- Managing lavatory access.
- Vent control, mask use, and hygiene steps
- Waste management.

### EXPOSURE ASSESMENT

- Defining **exposed contacts**: seat zones, proximity, children under five.
- Handling accompanying travelers
- Passenger locator forms and data capture readiness.



## TRANSITION FROM ONBOARD TO GROUND OPERATIONS

### SERVICES

- Suspension of food and beverage in diarrhea or vomiting events.
- Crew role allocation: primary handler and support

### PRE ARRIVAL

- Captain–ATC–Public Health communication pathway.
- Preparing the aircraft cabin for arrival and maintaining ventilation.

### ARRIVAL AT JKIA

- Designated parking bay.
- Public Health boarding sequence.
- Case verification onboard.
- Disembarkation sequence

### Aircraft Management

- Public Health direction on disinfection.
- Handling of biohazard waste.
- Coordination with technical teams-for-approved disinfectants

### FOLLOW UP

- Passenger and Crew Follow-Up.
- Health assessment order: index case, exposed contacts, remaining passengers, crew.

## ***Lessons learnt***

- 1. Operational Resilience & Flexibility**- new types of demand beyond regular passenger travel.
- 2. Enhanced Health & Safety Protocols**
- 3. Contactless & Digital Transformation**- boarding passes to payments
- 4. Crew Training & Support**
  - 1. Extended pre-departure briefings** focusing on health protocols.
  - 2. Post-flight debriefings** and **health screening for crew.**
  - 3. Long-term mental and physical support** for crew members.
- 5. In-Flight Adaptations**
- 6. Cleanliness & Disinfection**
- 7. Collaboration & Information Sharing**
  - 1. Strengthened regional and global collaboration** among airlines, airports, health agencies, and governments.
  - 2. Real-time information sharing** on public health risks and suspected cases onboard.
- 8. Preparedness for Health Emergencies**
  - 1. Clear protocols for handling suspected cases** onboard (isolation, PPE for crew, communication with ground).
  - 2. Hotel quarantine arrangements** for crew on turnaround flights.

*Asante sana*

