

DIAL – Covid Presentation



- **Covid-19 – At Delhi Airport – Key Developments**
- **Operating guidelines by Ministry of Civil Aviation**
- **Measures taken by DIAL**
- **Overall Experience and Challenges**
- **Way Forward**

Developments so far

- Govt. of India issued guidelines on screening of incoming international passengers from mainland China & Hong Kong in the month of Jan'20,
- These guidelines got eventually extended to screening of all international passengers arriving at Delhi Airport.
- Int'l operations were prohibited starting March 23, 2020 whilst domestic operations got discontinued starting March 25, 2020.
- Domestic operations resumed on 25th May, 2020 at a third (or less) of capacity.
- Limited International operations currently under Vande Bharat Mission / Air Transport Bubble arrangements with selected countries.

Operational Guidelines issued by Ministry of Civil Aviation, Govt. of India



To restart the operations after initial lockdown, Delhi Airport worked closely with MoCA to finalise an SOP to ensure safety of the passengers, staffs at airport and airlines. The SOP or the operational guidelines for the passengers as well as all stakeholders were issued w.e.f. 25th May, 2020.

Focus areas of the SOP w.r.t. Airport Operators

- Health Screening; guidelines on isolation and quarantine facilities
- Health & safety related communications
- Social/Physical distancing & passenger handling- crowd & queue management, seating arrangements etc.
- Sanitization and disinfection process guidelines
- Use of technology and others for Contactless processes
- Usage of PPEs
- Baggage Handling
- Safe waste disposal
- Security screening protocols
- Staff health & safety
- Measures at airport offerings

DIAL has been abiding by all the guidelines and more to ensure passenger and staff safety. The measures under the SOP and adopted by DIAL are majorly in line with CART measures with few of them with similar alternatives.

Countermeasures Adopted

- ❑ DIAL has been complying with all health measures advised by competent authorities,

- ❑ DIAL acted swiftly on all relevant guidelines from APHO and other Government agencies in order to limit the spread of Covid 19 across IGIA ecosystem while ensuring business continuity

- ❑ Accordingly, DIAL structured its action plans based on 4Ps
 - Place
 - Process
 - Passenger
 - People

DIAL's 4P Framework



People

- Optimum required staff present physically
- Thermal screening of staff
- Risk based protocol for use of PPEs
- 24*7 Medical Emergency Helpline
- Use of Arogya Setu app for contact tracing and self declaration

Process

- Benchmarking of health safety measures with:
 - Extensive consultation with epidemiologists and health practitioners
 - Various norms of Ministry of Health and Family Welfare & other Government authorities
 - Practices implemented by other international airports
 - Guidelines from international aviation bodies
- Regular contribution to the development of SOP for airports by the MOCA

Place

- Deep cleaning & intense sanitization protocol of terminals and all facilities
- Increased fresh air circulation with filtration and UV treatment
- Pax flow mapping, distancing measures
- Frequent sanitization of high contact prone surface points/washrooms

Passenger

- Proactive social media outreach to alleviate pax concerns around screening & available facilities
- Dedicated webpage on DIAL website containing all subject updates
- Public announcements on COVID through AOCC
- Air Suvidha portal for international passengers – Self Reporting form, Exemption form etc.

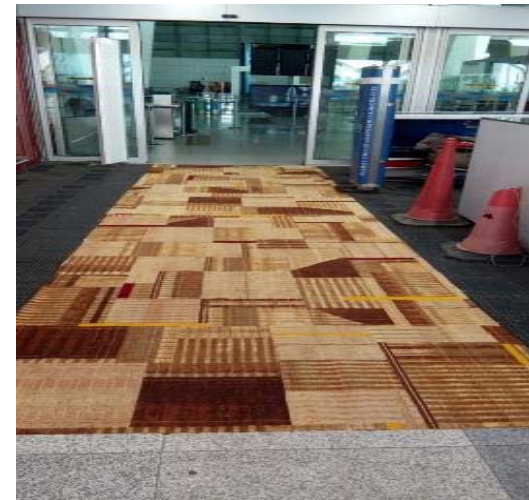
DIAL Measures: Passenger Experience – Departures (1/2)



Gates By Airlines



Thermal Screening



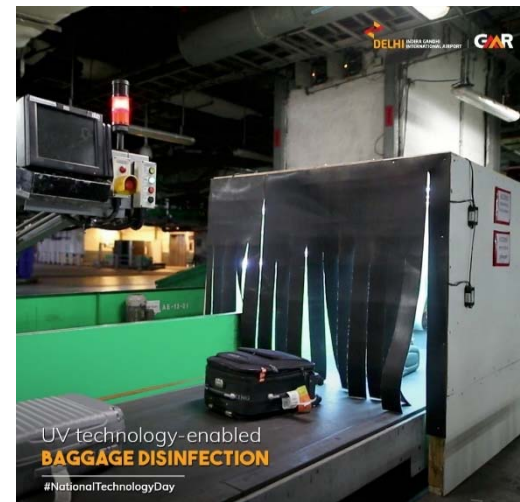
Shoe Sanitizing Carpet



Plexi-glass at check-in counters



Floor Marking



UV Baggage Disinfection

DIAL Measures: Passenger Experience – Departures (2/2)



Contactless Sanitizer Dispenser



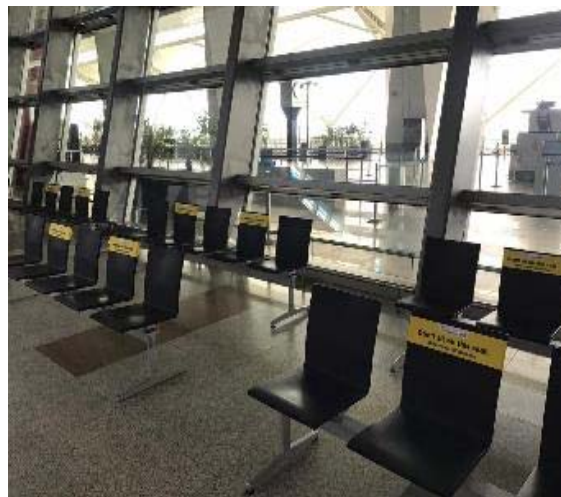
Tray Disinfection



Mobile Disinfection Tower



Contactless Commerce



Seat Markings

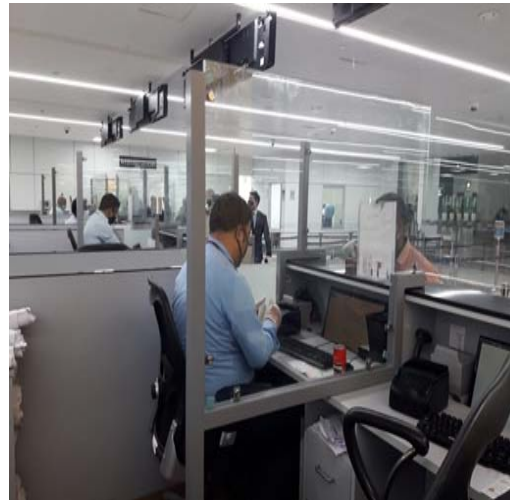


Boarding Gate

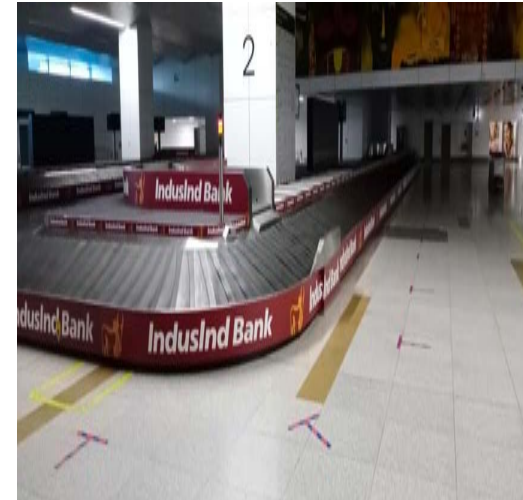
DIAL Measures: Passenger Experience – Arrivals (1/2)



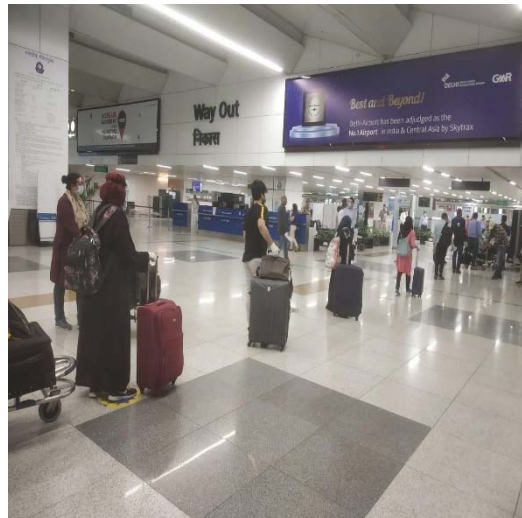
Aerobridges



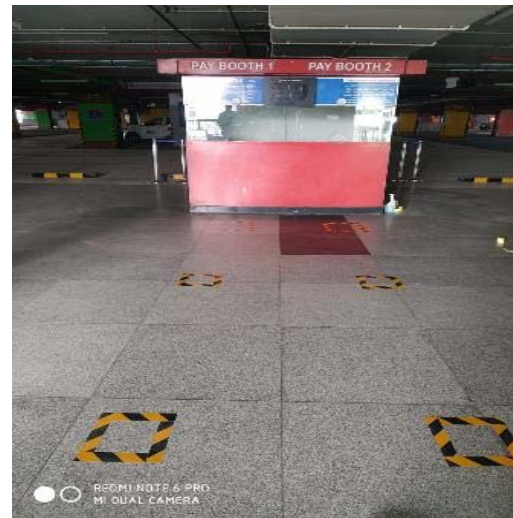
Plexi-glass & Separator at Immigration



Social Distancemarkings at Baggage Reclaim



Arrival Exit

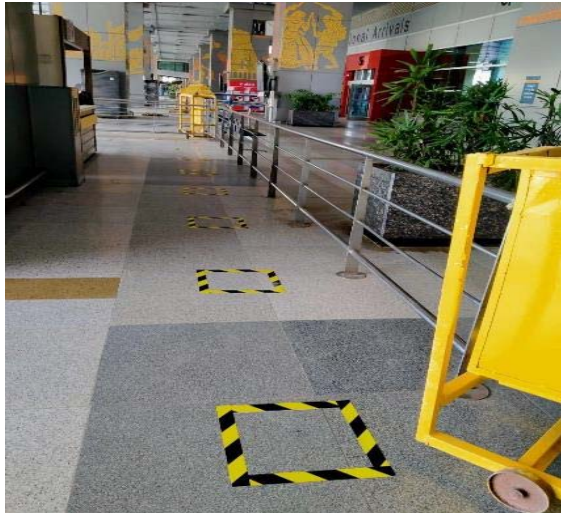


Arrival Forecourt



Cab Sanitization

DIAL Measures: Passenger Experience – Arrivals (2/2)



Arrival Exit



MLCP



Terminal Sanitization



Washroom

DIAL Measures: Passenger Experience – F&B Measures



- Social distance marking in the areas including food courts, lifts, seating etc.
- Strict & stringent SOP for F&B, Lounges, retail and all other non aero areas to ensure safety, health and hygiene
- Keep all F&B and retail shops open to avoid crowding at one place
- Encourage passengers to download HOI app for contact less commerce
- Promote digital payment; digital menu to minimize contact
- Self ordering kiosk at food court to avoid queueing for ordering



Don't sit on this seat.

#RespectSocialDistancing

DIAL Measures: People at IGIA



Staff Health & Safety

Our prime focus on safety of entire airport workforce has been ensured by:

- Maintaining only critical staff attendance to manage essential airport operations,
- Thermal screening of staff and partners workforce,
- Provisioning of PPEs to all frontline staff and safety interventions for office spaces,
- Ensuring medical readiness for identifying & helping suspect cases,
- Enabling 24*7 emergency helpline for all staff members,
- Conducting regular awareness sessions for crisis preparedness



Isolation Emergency Room



Temp. Screening



Social Distance Marking

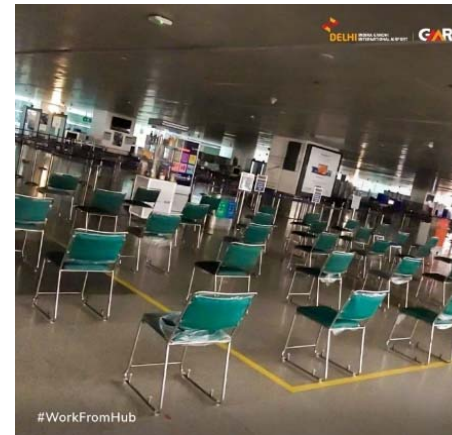


Office Fumigation Drive

Additional Measures



- Emergency and passenger **isolation room**
- Regular infusion and circulation of **fresh air** through air conditioning system
- **Software based solutions** for monitoring the adherence of Social distancing
- **Air Suvidha portal** for international passengers to facilitate hassle free experience providing relevant information, availing self reporting form and exemption form etc.



Overall Experience and Challenges



Key challenges were:

- **Designing of health protocols** and revised passenger processing procedures at airports (Ministry held **extensive consultative** process with aviation stakeholders to design the protocols and procedures. DIAL brought best practices leveraging innovative ways and also engaged with epidemiologists to understand the necessities in detail)
- Implementation of health protocols
- **Arrangement of necessary PPEs (especially during initial period)** for all staff and needy stakeholders
- Additional infrastructure and processes on account of sanitization and social distancing. (DIAL overcame these challenges thrown by the pandemic with all preventive and safety measures implemented quickly and successfully.)
- Longer processing times due to the mandatory health protocols and quarantine requirements for **international arrival passengers** (Triage area). (DIAL engaged extensively with State Authorities in this regard and contributed towards establishing the processes.)

Note: DIAL has been actively working with Government in designing and improving the protocols and processes in line with on ground developments.

Way Forward: DIAL strongly supports the key recommendations in the CART report



Global and regional harmonization of procedures is essential to strengthen public and passenger confidence in air travel.

DIAL's requests & recommendations to the state:

Domestic Operations:

Homogenization of quarantine rules across states within India to remove ambiguity within the minds of passengers which is discouraging them from travel. Special consideration of removing home quarantine requirements can be given to:

- A) Asymptomatic passengers
- B) Business passengers with return flight schedules within 72 hours of arrival.
- C) Use of COVID Negative certificate covering not only air travel but also connecting travel to and from the airports.

International Operations:

GoI has relaxed institutional quarantine for passengers with Covid negative certificate and opened certain categories of visa.

DIAL's suggestions are:

- A. To allow travel of all visa categories having covid negative test report.
- B. To relax all quarantine requirements including home quarantine for passengers tested negative with RT-PCR test.

Member States should consider appropriate extraordinary emergency measures to support financial viability.

DIAL's requests & recommendations to the state:

DIAL has been requesting for some critical financial support from the state across various platforms such as deferment of concession fees to the govt., Concessional loan to meet working capital requirements and ongoing capex projects.



Thank you