

IATA WEBINAR

RESHAPING THE PASSENGER EXPERIENCE:

**CABIN CREW PREPARE
FOR TAKE-OFF**

7 JULY 2020



1

Competition law guidelines

This webinar is being conducted in full compliance with antitrust and competition law.

- Any discussion regarding matters such as fares, charges, division or sharing of traffic, or revenues or concerning any other competitively sensitive topics outside the scope of the agenda is strictly prohibited.
- IATA will not answer questions pertaining to individual policies or commercial decisions and/or being subject to bilateral commercial discussions between airlines and their suppliers or customers.

2

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2



Welcome

Joseph Suidan
Head, Ground Operations
IATA

3

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3

Speakers



Joseph Suidan
Head, Ground
Operations
IATA



Dr David Powell
Medical Advisor
IATA



Iva Pluhackova
Senior Manager
Ground Ops Standards
and Programs
Implementation
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Peter Esteie
Head of Ground
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Airport Safety.
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Jonathan Jasper
Manager, Cabin
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IATA



Catherine Chan
Group Safety
Manager -
Operational
Safety, Cathay
Pacific Airways

4

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4

Medical advice WHO/ICAO/IATA

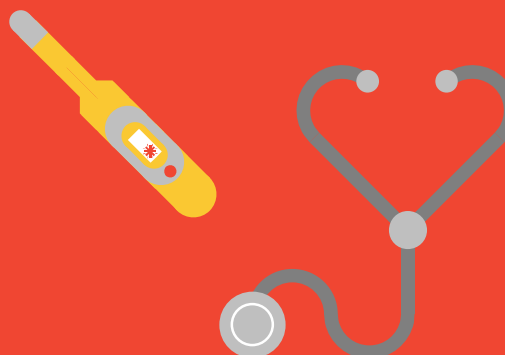
Dr David Powell

Medical Advisor, IATA

5

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5

Medical Evidence - IATA

What evidence is available to support IATA's positions and guidance

Two distinct considerations:

- Transmission in-flight (the whole journey)
 - IATA supported ICAO CART, CAPSCA and the "Take-off guidance"
 - Produced our own medical evidence document
- Importation by countries
 - Government decisions on borders, quarantine etc
 - Situation now contrary to IHR and planning

6

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Medical Evidence – in-flight spread is rare

70 airlines asked (45% travel), 18 asked directly (14% travel)

- 4 suspected passenger to crew events
- 5 pilot-to-pilot
- 3-4 passenger to passenger

4 worked on in detail

- 1100 confirmed pax (approx. 125K total pax)
- 2 cases pax to crew and 1 pax to pax
- predicted approx. 72 based on Shenzhen paper for other spread scenarios)

Until two apparent super-spreader events (unpublished)

7

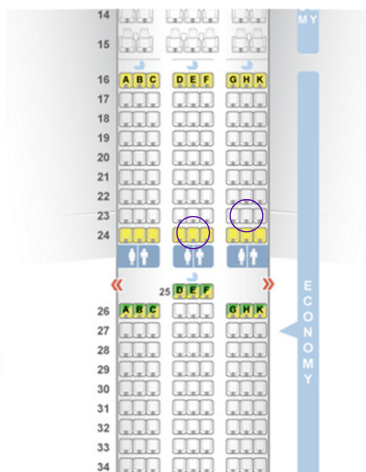
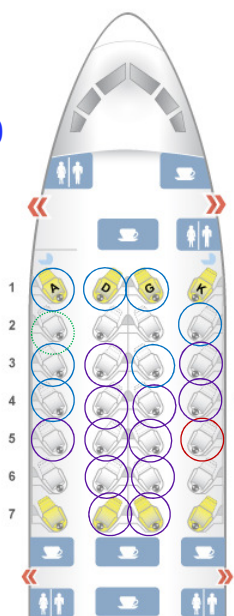
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7

VN54
2 Mar 2020
B787



SECOND flight under investigation:
A330 – 5 hour domestic flight
4 primaries, and at least 5 secondaries

- Index case
- Other cases
- Non-case
- Lost to follow-up



8

Medical Evidence – in-flight spread

Primary: droplet spread, direct – still mostly by symptomatic

Secondary: droplet contact/fomite

Unknown: fine aerosol particles

In-flight spread uncommon but can occur

Why? Seating arrangement (still, not face-to-face)

Airflow characteristics (high flow rate, seat back barrier)

9

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9

Medical Evidence: effectiveness of measures

All recommended by CART and IATA:

Temperature screening

- Reassuring – but shown to be very insensitive
- Can be masked by medication
- Played a role early in outbreak
- ? Deterrent effect

Symptom screening

- EK380 DXB-HKG 26 cases (NB no secondaries)

Cleaning and disinfection

Crew measures on layover

10

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Medical Evidence: effectiveness of measures

Physical distancing

- "Empty middle seat" presumed to have some effect - but not shown
- Airflow considerations actively being looked at; consider our experience
- 62% occupancy unsustainable
- NOT recommended by IATA (or CART)

Face coverings

- Can reduce 90% of forward displacement of droplets
- "Source control" endorsed by CDC and now cautiously by WHO
- Recommended by IATA

11

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11

Medical Evidence: effectiveness of measures

COVID-19 Testing

- Reliability, speed, and scale
- PCR tests required to achieve adequate reliability
- Incubation period remains the challenge
- Pre-departure is only practical approach
- Repeated testing – saliva test more acceptable
- IATA has recommended "from higher risk destinations" (CART silent)

Passenger contact tracing

- Recommended by CART and IATA

12

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12



Medical Evidence: effectiveness of measures

Quarantine

- Effective but paralyses aviation (83% would not travel)
- Complex. Two countries with similar risk, is it logical?
- The risk can be further lowered with testing?
- IATA has discouraged - ? Smarter quarantine

Antibody testing and "Immunity passports"

- Antibody rise is delayed
- Extent and duration of immunity still not clear
- Perverse incentives (note 20% at best)
- Wait for vaccine

13

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IATA cleaning standards

Iva Pluhackova

Senior Manager Ground Ops.
Standards and Programs
Implementation

IATA

14

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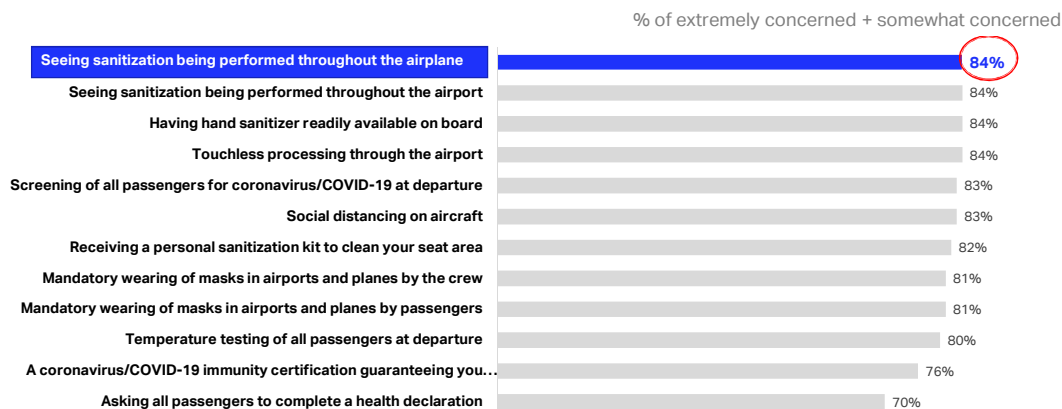
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14



Improved cleaning routine provides reassurance to passengers



15

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15

Common industry standard is the key

WHAT



WHAT EXACTLY & HOW



16

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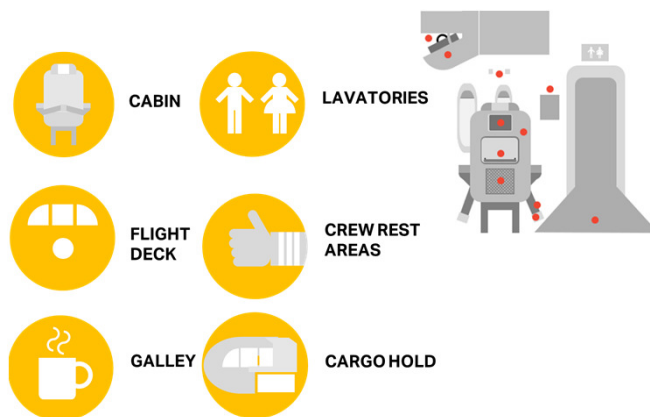
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16

We are keeping air travel safe, with turnaround and layover cleaning routines.

- Cleaning personnel
- Cleaning & disinfection products
- Action before, during and after cleaning
- Tasks checklists
- Procedures for Covid case onboard
- Procedures for transport of special cargo and DGR spill
- Alternative disinfection methods
- Waste management



18

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17

Practical and cost-effective procedures

Summary

- Standard procedures unchanged
- New disinfection and health measures
- Data and risk-based driven decisions
- Progressive measures adjusted to existing situation

www.iata.org/ground-operations

Ground Handling during COVID-19 crisis

In an effort to support the industry with Return to Service and to maintain operations during COVID-19 pandemic, IATA together with various stakeholders, has compiled a series of reference guidance material for Ground Handling.

New! Aircraft cleaning and disinfection during and post pandemic (pdf) Ed.1, 19 June 2020

Spanish version: Ed. 1, 19 May 2020, Limpieza y Desinfección de la Aeronave durante y después de la Pandemia

Ground handling return to service (pdf)

Edition 1, 8 May 2020

Spanish version: Edition 1, 8 May 2020 Material de Orientación para el retorno al servicio de las operaciones en tierra

What you will find in this document: Pandemic management; airport, personnel, and operational readiness - including anticipated safety risks for ground operations restart.

Ground handling during COVID-19 (pdf)

Last updated: Edition 5, 29 May 2020

Spanish version: Edition 5, 29 May 2020: Material de Referencia General para las Operaciones en Rampa durante el COVID19 (pdf)

Transport of cargo and mail in passenger cabin (pdf)

Last Updated: Edition 3, 4 May 2020

Spanish version - Edition 3 available soon. Edition 2: Guía para el Transporte de Carga y Correo en Aeronaves Configuradas para el Transporte de Pasajeros (pdf)

18

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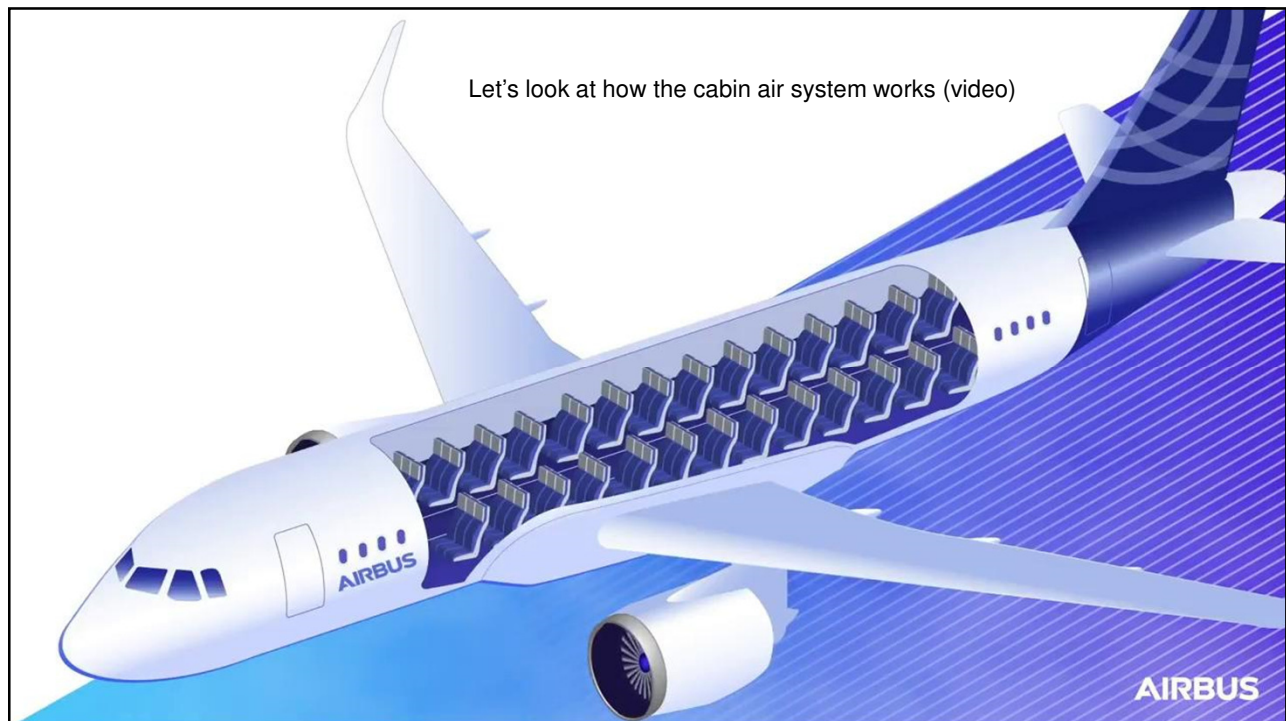
Keep Trust In Air Travel

How Airbus keeps aircraft cabins free from virus and bacteria


IATA Webinar - 7 July 2020
Peter ESTEIE
Head of Ground Operations
Airport Operations

AIRBUS


19




20



Optimised **top-to-bottom airflow** patterns
Avoiding spread of virus/bacteria

 Cabin air **continuously renewed every 2-3 minutes**
(hospitals≈10min, offices≈20min)

 Well-positioned air inlets & outlets: **efficient cabin air distribution**

Fresh & clean air by design

The **air** is fully **renewed** every **2-3 min**

Flow patterns limit air mixing along the cabin

Lavatory and galley air is directly exhausted outside

AIRBUS

21



 Clean Cabin

Disinfection Methods

"Apply & wipe" - available:

- Described in AMM 12-21-12
- Products compliant with SAE AMS 1452&1453



Alternative methods - under investigation:

 THERMAL  FOGGING  SPRAYING  IONIZATION  HYDROGEN PEROXIDE  UVC

AMM: Aircraft Maintenance Manual
AMS: Aerospace Material Specification

AIRBUS

22



23

Inflight passenger experience

Jonathan Jasper (JJ)
Manager, Cabin Safety
IATA

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24

What are the passenger's greatest concerns?

Where passengers are concerned about contracting Covid19 onboard, which of the following do you think is their greatest concern?

- Sitting next to someone who is infected;
- Using the aircraft lavatories;
- Touching the tray tables;
- Touching magazines;
- Touching Inflight entertainment screen.

25

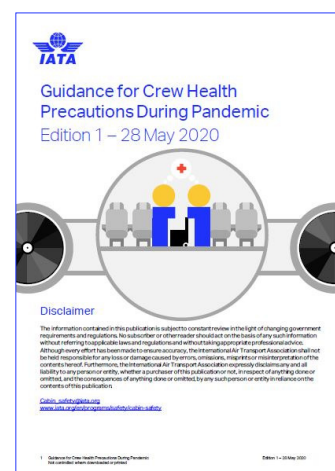
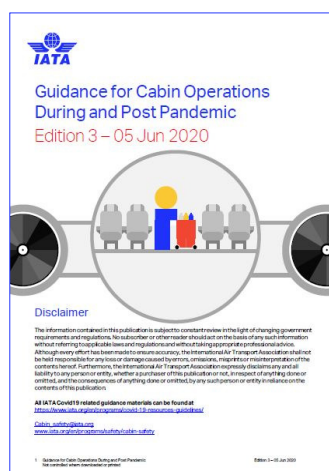
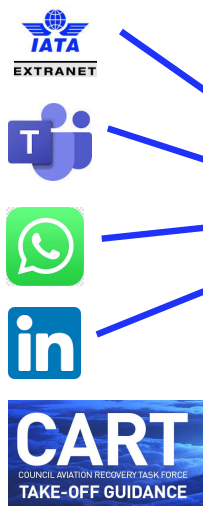
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25

IATA guidance material



26

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26

Risk assessment



2.1.1 Example operational safety risk assessment

The following is an example of an operational safety risk assessment including many of the aspects included in this guidance material.

Each airline is responsible for their own risk assessment based upon their individual circumstances and using their own scoring criteria for probability, severity and rating for actual risk. Please note that with the following example:

- It does not address ALL risks relating to operational safety during pandemic;
- The scores for severity and likelihood have been omitted;
- The ratings provided are a guide for demonstration purposes only.

No.	Event	Hazard	Consequence (and/or scenario)	Existing Controls	Risk	Mitigation Action	Ownership	New Controls	Risk
1	Temporary extension of maximum seating capacity of aircraft	High risk of cabin overcrowding, reduced ability of cabin crew to manage emergency, reduced ability of passengers to evacuate aircraft	Maximum seat complement, systematic analysis of cabin crew resources, reduced ability of cabin crew to manage emergency, reduced ability of passengers to evacuate aircraft	N/A	Transitable with mitigation	Review aircraft seating capacity, ensure compliance with ICAO, EASA, FAA, etc. recent changes etc.			Transitable
2	Temporary extension of maximum seating capacity of aircraft	High risk of cabin overcrowding, reduced ability of cabin crew to manage emergency, reduced ability of passengers to evacuate aircraft	Maximum seat complement, systematic analysis of cabin crew resources, reduced ability of cabin crew to manage emergency, reduced ability of passengers to evacuate aircraft	N/A	Transitable with mitigation	As per regulatory requirements			Transitable with mitigation

Use the Risk assessment process to identify concerns (risks) to address (mitigate).

All of IATA's operational guidance includes a safety risk assessment.

Main list of all resources at <https://www.iata.org/en/programs/covid-19-resources-guidelines/>

Safety related resources at <https://www.iata.org/en/programs/safety/>

27

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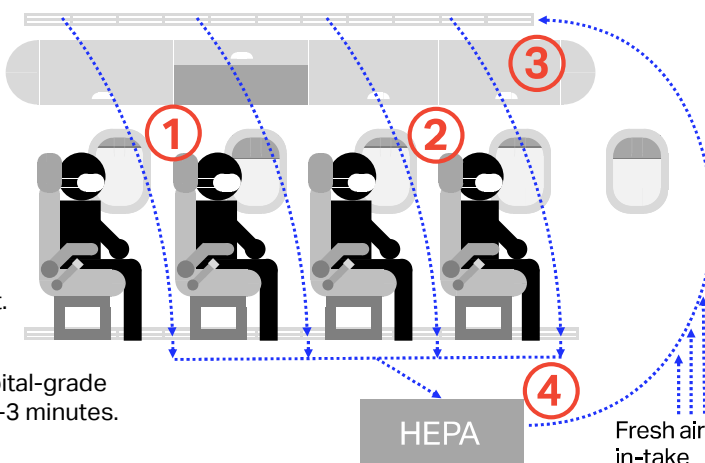
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27

Factors lowering the risk of COVID-19 transmission onboard aircraft

- ① Seats and passengers face forward meaning limited face-to-face interactions.
- ② Seat backs act as a solid barrier.
- ③ Research to date suggests airflow exchange rates and direction are less conducive to droplet spread than other indoor environments, or modes of transport.
- ④ Modern jet airliners deliver high air flow and replacement rates, combined with hospital-grade HEPA filters. Cabin air is exchanged every 2-3 minutes.



Unlike other modes of transport, the cabin environment already makes the transmission of viruses difficult and we have seen little evidence of onboard transmission.

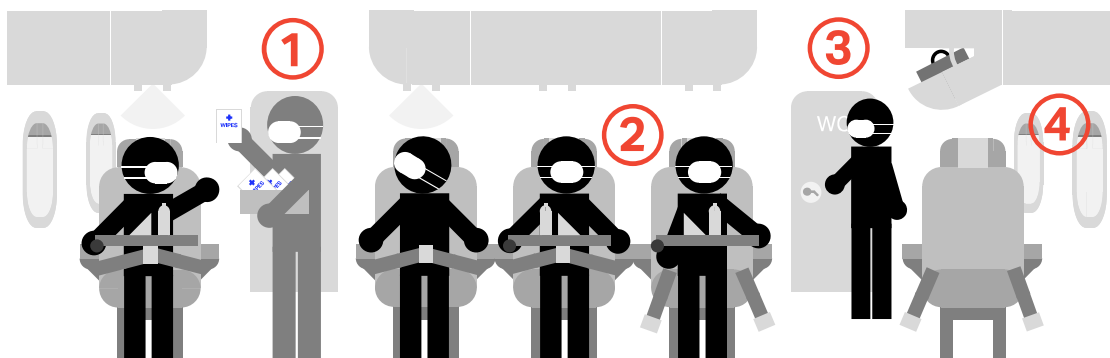
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28

Measures to reduce risk of onboard transmission



① Mandatory masks for crew and face-coverings for passengers.

② Simplified catering procedures that lower crew movement and interaction with passengers.

③ Limiting movement within the cabin during flight.

④ More frequent and deeper cabin cleaning.

IATA does not recommend restricting the use of the 'middle seat' to create physical distancing while onboard aircraft – a layered approach to biosafety measures makes this unnecessary.

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29

IATA published positions

- Masks or face coverings recommended for passengers;
- Masks recommended for cabin crew;
- Additional PPE only if appropriate to route or carriage of known infections;
- No regulatory mandate for empty seats to allow physical distancing.

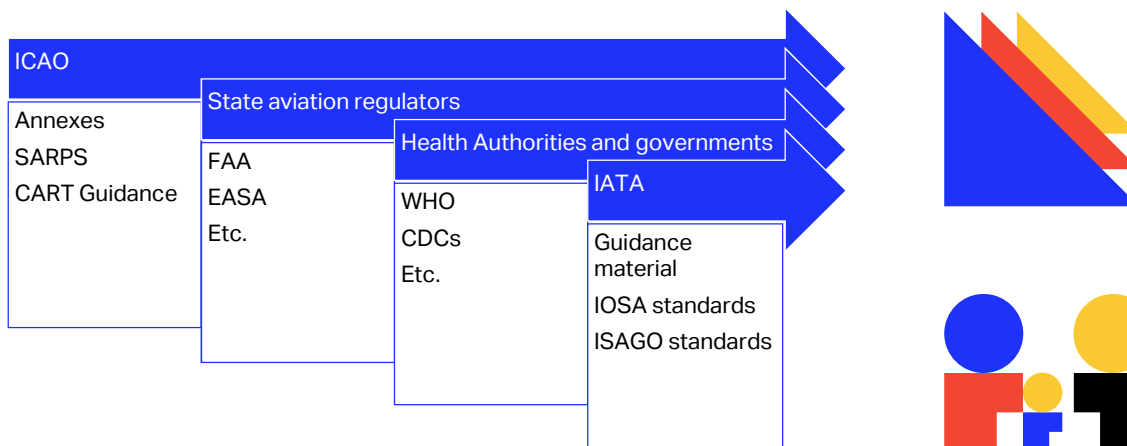
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30

Rules, regulations, recommendations?



31

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Factors affecting global harmonization

- Localized infection rates;
 - Higher rate of infection = more mitigations required
- Interpretation of recommendations;
- Regulatory complexity (guidance vs regulation)
- Social/cultural acceptance and expectations.

32

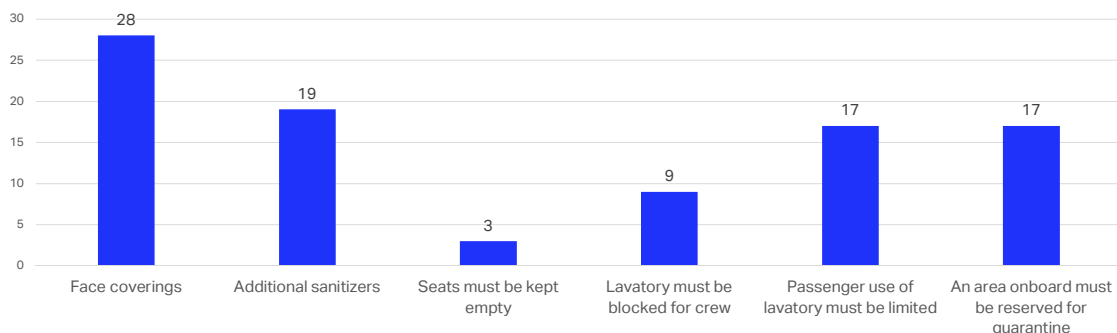
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Airline member survey (mid June 2020)

Which of the following are mandated by your regulator?
(34 individual state responses)



33

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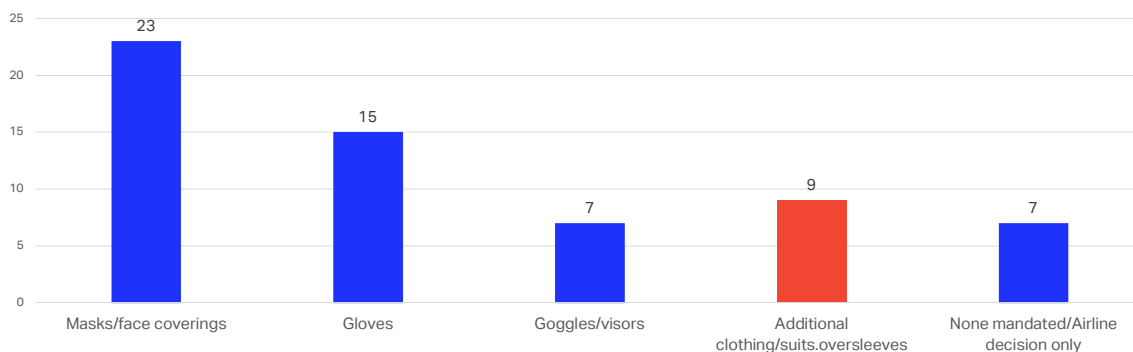
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33

Airline member survey (mid June 2020)

Which of the following crew precautions are mandated by your regulator?
(34 individual state responses)



34

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34

Compliance issues

Forbes

EDITOR'S PICK | 870 views | Jun 17, 2020, 10:23am EDT

U.S. Airlines Can't Really Get Tough On Requiring Face Masks Without Action By Trump Administration

Will Horton Senior Contributor @
Aerospace & Defense

Fasten your seatbelt, stow your tray table – and ensure your face mask is on.

Facial coverings should be routine for travel, but the U.S. needs more action than the splashy airline announcements this week that promise a harder line on getting passengers to wear masks but lack legal basis.

Coronavirus: American Airlines passenger removed for not wearing mask

18 June 2020



American Airlines has removed a passenger from a flight after he refused to wear a face covering in compliance with its COVID-19 safety policy.

Brandon Straka was asked to wear a face mask on Flight 1263 from New York to Dallas, Texas, on Wednesday.

When Mr Straka refused, he was asked to leave the flight, the airline said.

Mr Straka said there was no law that required him to wear a face covering on the flight.

"I was just removed from my flight for not wearing a mask, for time this has happened. Not a federal law," Mr Straka tweeted from New York's LaGuardia Airport.

I was just removed from my flight for not wearing a mask. Not time this has happened. Not a federal law. @AmericanAir staff standing over me telling me it's THE LAW. So much for "please respect those who can't

Scott Kirby @UnitedAirlines
17h ·

I'm personally convinced that the biggest thing each and every one of us as individuals can do to stop the spread of COVID-19 is to wear a mask when we're with other people, particularly indoors. United has a required mask policy already and the vast majority of our customers use them, but it's not 100%. And so, starting today, if customers refuse to wear a mask onboard, we won't allow them to travel on United until the pandemic is over. Whether you're on an airplane or anywhere else, please protect others by wearing a mask.



35

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35

IATA advice for travelers

The screenshot shows the IATA website's 'COVID-19 Coronavirus & Travelers' page. It includes a video titled 'Passenger Experience: Tem...' and a section titled 'What you should know if you have or need to travel by air'. The page also features a 'Coronavirus FAQ' section with questions like 'Where can I find information about current travel restrictions?' and 'Does IATA have a policy that airlines have to follow regarding flight rebooking or refund for trips canceled due to COVID-19?'. There are also links to 'COVID 19: Resources' and 'Related Links'.

<https://www.iata.org/en/youandiata/travelers/health/>

36

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36



Summary

- IATA Guidance is created with full input from member airlines and aligned to ICAO Recommendations;
- IATA position on masks and face coverings & physical distancing;
- Evidence shows that these are being implemented by many states;
- IATA resources (slides, videos etc.) are available for airlines to use;
- IATA surveys passengers regularly to help identify needs for resource and member assistance.

37

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37



Cabin Operations Safety after COVID-19 The Airline Perspective

07 July 2020

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Catherine Chan
Group Safety and Operational Risk Management

38



Embracing the new norm : The Risk Factor

The books : Are your policy, process and procedures still effective?

The gaps : What are the differences between the geographical areas?

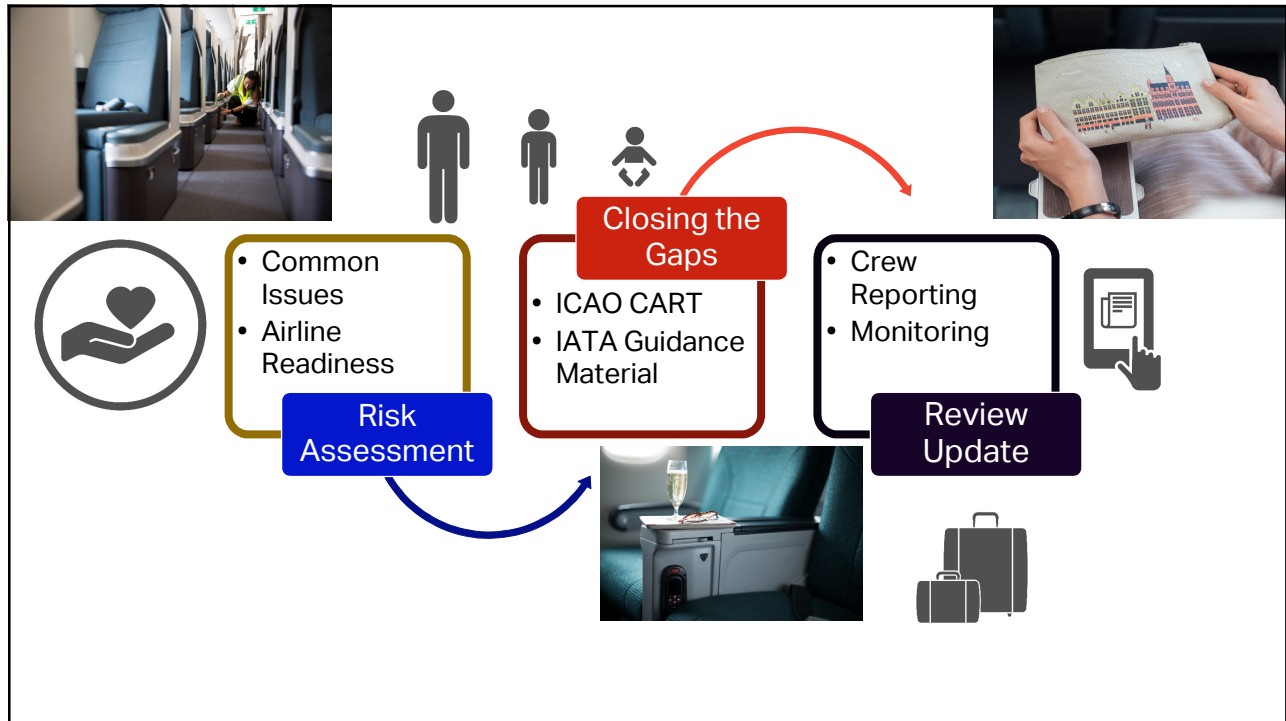
The people : What is the best for your crew and your customers?



39



40



41



42

Questions

Moderated by Andrew Price
Head Global Baggage
Operations, IATA

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Dr David Powell
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Airbus



Iva Pluhackova
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Jonathan Jasper
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Catherine Chan
Cathay Pacific

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43

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"Stay strong. We will get through this crisis and keep the world connected." Alexandre de Juniac, IATA's DG & CEO.
[See latest media briefing](#)

COVID-19
**Resources for airlines
and air transport
professionals incl.
CART guidance**

COVID-19
Action Air Cargo

COVID-19
Recommendations

LOST REVENUES (EST. 2020 US\$)

✗ **\$434 billion** ↓ **50%**

DEMAND (RPK, 2020)

↓ **54%**

FLIGHTS CANCELLED (JAN - JUL)

7.5 million

TOTAL LOSSES (EST. 2020 US\$)

✗ **\$84.3 billion** ↓ **55%**

44

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44



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Join discussions (for airlines only)
at <http://extranet.iata.org/Registration/pages/GetEmailPage.aspx?siteUrl=cabinsafety>

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