



Fraport Bulgaria against COVID-19
*Taking Off Again at Varna
Airport & Burgas Airport*
Measures for a Safe Journey



A Subsidiary of Fraport AG

Fraport Twin Star Airport Management AD

New Journey with Fraport Bulgaria



Many aspects of life have changed in the past few months but the Fraport Bulgaria mission remains the same:



To provide you with the opportunity to travel across the world



To contribute to the sustainable growth and development of the Black Sea region



To have our high-performing team understand your needs & care for you



To put our hearts & minds to contribute to your pleasant journey

“In pursuit of our vision ***‘To place our airports in the traveler’s heart’***, we are constantly upgrading our measures so to ensure the highest standard of safe international travel in Varna and Burgas!”

Ulrich Heppe
CEO

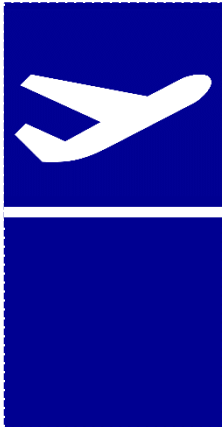


The safe journey begins at the airport



In order to ensure the highest level of health and safety at the airport, Fraport Bulgaria's airports in Varna & Burgas have undertaken a series of initiatives promoting social distancing & improved hygiene in addition to their **Standard Operating Procedures**.

Along with our staff, we encourage our passengers to comply with the same requirements. Passengers are encouraged to bring to the airport their own **personal protective equipment – face coverings/masks & gloves and wear them in an appropriate manner** during the duration of their stay at the airport.



Safe Airport Departure Journey

- Departures Hall
- Passenger & Luggage Check-in
- Security Check
- Border Control
- Gate zone – Shopping, F&B
- Transport to Aircraft
- Boarding

Safe Airport Arrivals Journey

- Arrivals Hall
- Border Control
- Baggage reclaim
- Shopping, F&B
- Public Arrivals Indoor Area –
Well wishers & Greeters
- Public transport or Taxi

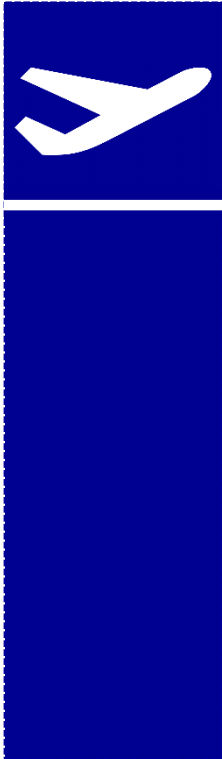


Safe Airport Departure Journey



Safe Airport Departure Journey

Departure Hall

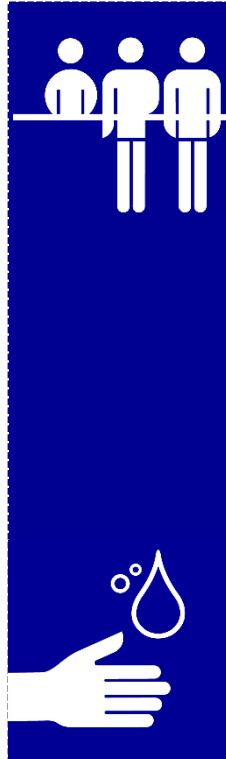


- Terminal access control performed – only passengers allowed to enter indoor facilities
- Passenger temperature measurement & health screening
- Increased frequency of cleaning & disinfection of all facilities & surfaces
- Air circulation management & rooftop filters cleaning in terminal facilities
- Reconfiguration of terminal capacity for safe movement & positioning of floor markers for social distancing (min. 1.5m)
- Usage of airport screens & Passenger Announcement System to communicate safety measures
- Important information for passengers available on airport websites & social media



Safe Airport Departure Journey

Passenger & Luggage Check-in

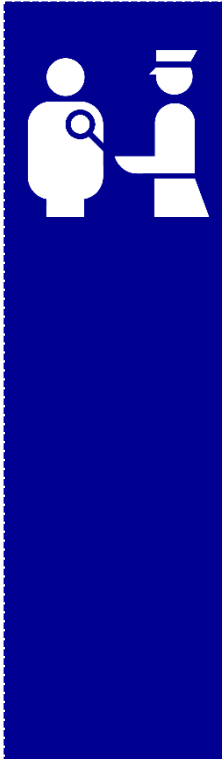


- Encouraging passenger online check-in & contactless boarding card printing
- Protective screens installed on check-in desks
- Compulsory staff health & safety measures in place – mandatory Personal Protective Equipment utilization (wearing face masks, face shields, gloves, protective clothing & foot cover)
- Disinfectants & sanitizers available at all customer service areas in terminal to help passengers & staff maintain hand hygiene



Safe Airport Departure Journey

Security Check

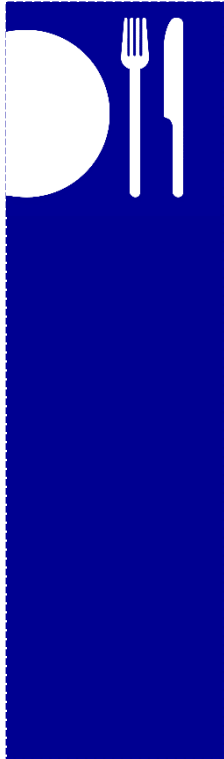


- Protective screens installed at security check point
- Staff on hand to guide passengers through the usual security processes while wearing protective equipment
- Tray disinfection for passenger safety
- Sanitizers for passenger use after security check
- Staff training & certification



Safe Airport Departure Journey

Gate Zone – Shopping and F&B Zones



- Optimized seating area arrangement to ensure social distancing
- Promoting digital & contactless payment in Shopping and F&B facilities to minimize contact
- Special cleaning & disinfection measures in all shops, F&B facilities & lounges
- Use of disposable cutlery in F&B facilities
- Self-service in all areas in terminals where applicable

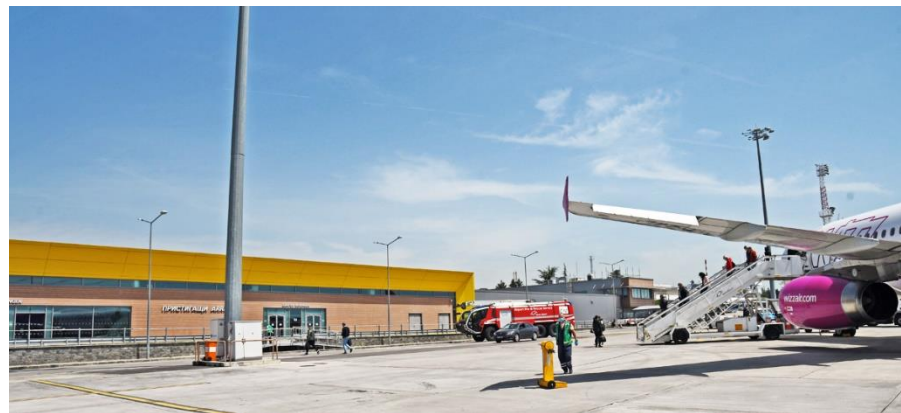


Safe Airport Departure Journey

Transport to aircraft

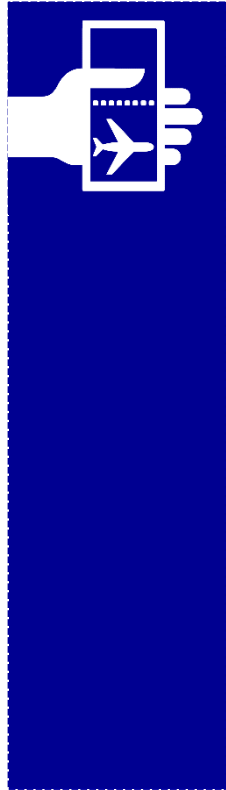


- Walk-in/walk-out, on foot movement to adhere to safe social distance rules & avoid enclosed space congestion



Safe Airport Departure Journey

Boarding



- Protective screens installed on boarding gates desks
- Overall increased sanitation & disinfection of airport equipment & vehicles
- Aircraft cleaning & preventive disinfection
- Aircraft disinfection after each event
- Passenger self-boarding
- Security check points throughout perimeter to ensure compliance of safety rules
- No touch policy during communication with aircraft crew
- Constant communication with airlines so to facilitate the exchange of information.

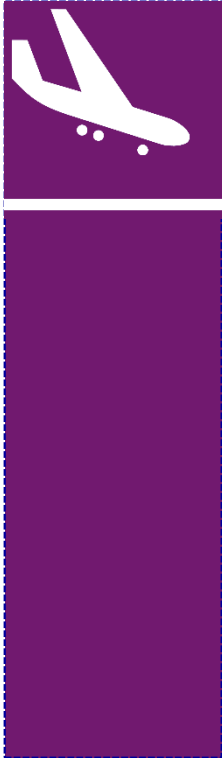


Safe Airport Arrival Journey

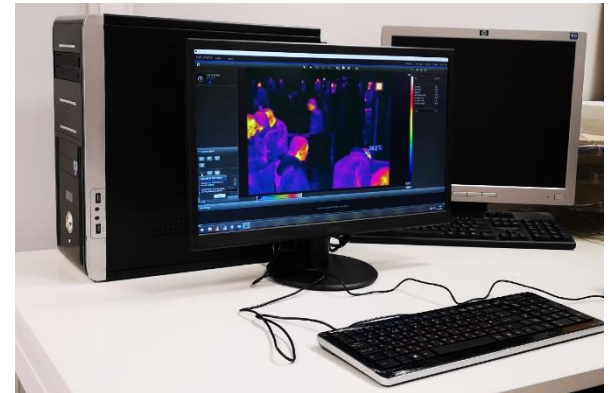


Safe Airport Arrival Journey

Arrival Hall

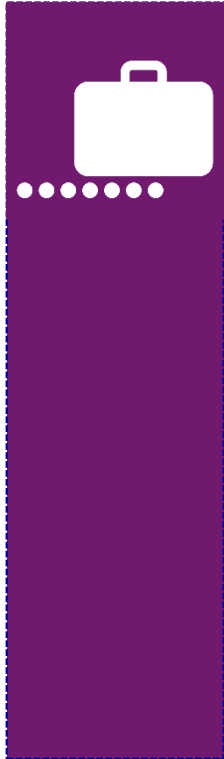


- Staff on hand to guide passengers through the usual processes while wearing protective equipment
- All domestic & international passenger temperature measurement & health screening upon entry into terminals
- Regional Health Inspectorate check point established
- Thermo-camera & passenger segregation facility available
- Increased frequency of cleaning & disinfection of all facilities & surfaces
- Air circulation management & rooftop filters cleaning in terminal facilities
- Positioning of floor markers for safe social distancing (min 1.5m)
- Usage of TV screens, Passenger Announcement System to communicate safety measures & COVID-19 awareness information



Safe Airport Arrival Journey

Baggage reclaim



- Compulsory staff health & safety measures in place – mandatory Personal Protective Equipment utilization (wearing face masks, face shields, gloves, protective clothing & foot cover) in order to ensure the maximum protection for all employees
- Positioning of marking around baggage belts for waiting passengers for safe social distancing (min. 1.5m)
- Disinfection of all baggage trolleys
- Disinfectants & sanitizers available at all customer areas in terminal to help passengers & staff maintain hand hygiene



Safe Airport Arrival Journey

Shopping, F&B



- Promoting digital payment in Shopping and F&B facilities to minimize contact
- Special cleaning & disinfection measures in all shops, F&B facilities & lounges
- Use of disposable cutlery in F&B facilities
- Self-service in all areas in terminals where applicable



Safe Airport Arrival Journey

Public Arrivals Indoor Area – Well-wishers & Greeters

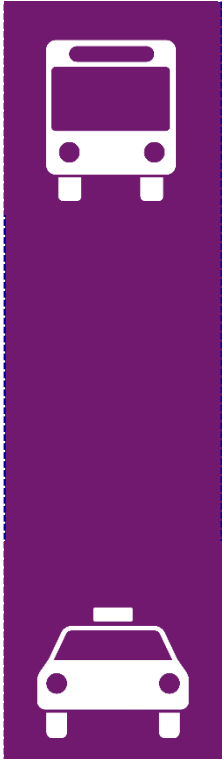


- Discourage well-wishers & greeters at the airport
- Terminal access control performed – only passengers allowed to enter indoor terminal areas
- Increased frequency of cleaning & disinfection of all indoor facilities & surfaces including outdoor parking payment kiosks
- Important information for passengers available on airport websites & social media
- Use internet sites & social media to educate travelers about the importance of the new airport safety measures incl. social distancing, wearing of protective masks, hand washing & sanitizing



Safe Airport Arrival Journey

Public Bus Transport, Organized Bus Transport or Taxi



- Encourage transportation providers to adhere to increased airport safety measures & standard operating procedures when transporting passengers to/from the airport

Safe Airport Measures in Photos



- ✓ Terminal access control performed – only passengers allowed to enter indoor facilities



- ✓ Arrival Hall before passport control – an example of safe social distancing



- ✓ All passengers are required to wear personal protective equipment (PPE)
- ✓ Passengers are reminded that adhering to these measures is a matter of their own responsibility



- ✓ Positioning of floor markers for safe social distancing (min. 1.5m) at Passport control points

Safe Airport Measures in Photos



- ✓ Positioning of floor markers for safe social distancing (min. 1.5m) & protective screens installed on check-in desks



- ✓ The positive, friendly attitude of our staff is very much alive behind the full PPE measures they strictly apply



- ✓ Floor stickers to encourage passengers to keep a safe distance of at least 1.5m



- ✓ Usage of TV screens to communicate valuable COVID-19 information & safety measures



Gute Reise!



We make it happen