



WE ARE PREPARED

# COVID-19

## SAFETY & HYGIENE PROTOCOLS



For the safety of all our guests and crew, we are committed to applying the highest standards of hygiene measures regularly. Please read these regulations and measures before entering our premises.

### SANITISE ON ENTRY



Federal Airlines has provided hand sanitiser at our check-in and reception areas and throughout the facility. For your safety please sanitise your hands upon entry.

### NEW CHECK-IN PROCEDURES

All passengers will need to undergo temperature screening upon arrival and will be required to complete and submit a COVID-19 questionnaire 24 hours prior to departure. Any passenger who arrives at the check-in counter or aircraft with signs of acute respiratory infection will be denied boarding and referred to the airport health authority.



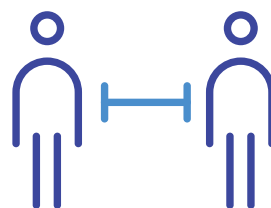
### WE ARE KEEPING IT CLEAN

In line with required hygiene protocols, our entire facility has undergone deep cleaning and is sanitised regularly. This includes all frequently touched surfaces in our guest areas as well as our aircraft. Between flights, aircraft are thoroughly cleaned, and this is followed by a disinfection process.



### CATERING

No food will be served in the lounge or onboard. Only bottled water and soft drinks will be available.

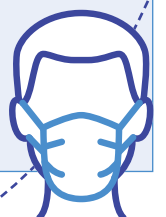


### KEEPING YOUR DISTANCE

Our staff will maintain a distance of 1.5m from passengers as far as possible. We kindly request that you maintain this distance from our staff and from fellow passengers as well. To enhance social distancing, we are operating with the minimal number of staff on site.

### YOUR PERSONAL HYGIENE

All passengers are required to wear a mask at all times while on our premises and during your flight. We recommend using the sanitiser provided in our lounge and reception areas to frequently sanitise your hands. Soap and clean water are also available in our bathroom facilities.



PLEASE CONTACT US IF YOU HAVE ANY QUESTIONS OR CONCERNS

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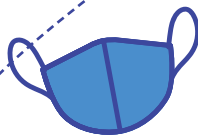


### STAFF SAFETY

Our crew and staff have been fully educated on the required safety and prevention protocols for both their safety and yours. Federal Airlines has a compliant procedure to be followed in the event that one of our staff become ill or display any COVID-19 related symptoms.

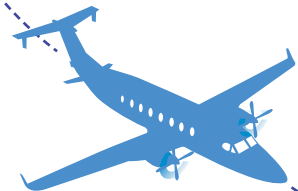
### STAFF PPE & HYGIENE

Physical barriers have been set up where needed to ensure safety in staff interactions and our interactions with guests. Our staff and crew have been provided with the required PPE including masks to be worn at all times in compliance with regulations.



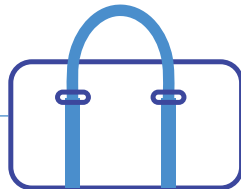
### SAFE BOARDING PROCEDURE

You will be required to sanitise your hands before boarding. Our crew will also require your face mask to be properly in place before boarding.



### BAGGAGE HANDLING

The following preventative measures will be taken by our cargo and baggage handlers to ensure infection control: proper hand hygiene including washing of hands and using sanitiser, and the use of face masks and gloves at all times.



### IN-FLIGHT PRECAUTIONS

In the event that a passenger becomes ill or shows COVID-19 symptoms, we will land at the closest most suitable airfield for Port Health Authority assistance. The arrival airfield will be notified to ensure that the protocols to be followed on the ground are prepared. A specific disembarking process will be followed and health authority protocols for transit will be followed.



## YOUR HEALTH & SAFETY IS OUR TOP PRIORITY!

To ensure your safety, all Federal Airlines Crew and Cabin Crew will wear face masks at all time and sanitise before, regularly during, and after each flight. Our staff are screened daily and are required to stay at home if they show symptoms or have been in contact with a suspected COVID-19 case. This gives you peace of mind knowing that your interactions with us are safe.

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