

# Summary of industry measures taken by Swedish airports and airline operators due to Covid-19

Due to the ongoing pandemic and the continued uncertainty regarding international travel and the rapidly changing and uncertain situation for travellers, it is important for everyone to keep up to date with the information from the Swedish Ministry of Foreign Affairs and follow the general advice from the Public Health Agency of Sweden on how to protect yourself and others. The Swedish health legislation applies both to residents in the country and to visitors.

The Public Health Agency of Sweden emphasizes that “the best way to protect yourself and others from infection is to avoid close contact with people who are ill”<sup>1</sup>. The Agency also underlines that it is the responsibility of every person to act in a way that prevents the spread of infection, and calls on everyone to keep social distance to other people, indoors as well as outdoors; to try to avoid contact with other people if you feel unwell with cold symptoms, cough or fever; to watch for symptoms of Covid-19; to wash your hands often with soap and hot water; to use hand sanitizer if soap and water are not available; to cough or sneeze into your elbow or a paper tissue and avoid touching your eyes, nose and mouth.

The airports and airline operators in Sweden have implemented procedures for travel during this period. As air transport is an international mode of transport, the air transport operators and airports must take into account recommendations and regulations of many countries and international organisations when offering a service. It is therefore essential that anyone who travels is familiarized with the procedures applied during their journey and understand that the procedures may vary depending on the destination, where you are travelling from and the individual operator.

The Swedish Transport Agency does not provide additional recommendations on measures to be taken in order to prevent the spread of Covid-19, but refers to the Public Health Agency of Sweden and the Swedish Ministry of Foreign Affairs. The Swedish Transport Agency has made a summary of measures taken by airline operators and airports in Sweden. Due to the rapid development of the situation, it is likely that the measures taken will change over time. Every traveller must therefore inform themselves of the specific measures which will be taken during their journey.

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<sup>1</sup> <https://www.folkhalsomyndigheten.se/the-public-health-agency-of-sweden/communicable-disease-control/covid-19/protect-yourself-and-others-from-spread-of-infection/>

### Matrix of measures per stakeholder

Measure	Airport operators	Aeroplane operators	Airport staff	Service providers	Crew members	Passengers
<b>Physical distancing</b>	<p>Wherever possible 1,5 – 2 meters shall be respected.</p> <p>Protective screens are used at some airports for ex when checkin, security and boarding</p> <p>Information screens, signs, displays, posters on terminal entries and on website together with keep-distance-from-one-another-markings on the floor.</p> <p>Appoint terminal coordinators to assist, remind and ensure that distances are kept.</p>	<p>Wherever possible 1,5 – 2 meters shall be respected.</p> <p>Physical distance through coordinated boarding, seating arrangement and disembarking whenever possible as per specific airline procedures.</p> <p>Minimum service on board.</p> <p>Generally reduce interaction crewpassengers depending on flight length.</p>	<p>Wherever possible</p> <p>Terminal coordinators assist, remind and ensure that distances are kept.</p> <p>Spacing during check in, gate and embarkation and/or disembarkation.</p> <p>Certain airline operators avoid seating in middle column as far as practicable as well as boarding back to front.</p>	<p>Wherever possible</p> <p>Service providers assist, remind and ensure that distances are kept.</p>	<p>Wherever possible</p> <p>Monitor and assure distance seating is maintained on board. Certain airline operators avoid seating in middle column as far as practicable.</p> <p>Generally minimal service on board.</p> <p>Reduce interaction crew-passengers.</p> <p>Reduce passive crew access and travel on flight deck.</p> <p>Minimise interaction crewground handling staff.</p> <p>Spacing during embarkation and disembarkation.</p>	<p>Wherever possible</p> <p>The Public Health Agency of Sweden advise passengers to follow floor marks and signs in check in and security areas to facilitate distancing.</p> <p>Should read and adhere to the recommendations regarding physical distancing.</p>

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<b>Hand hygiene and respiratory etiquette</b>	<p>Information and reminder about respiratory etiquette in information signs and frequent announcements.</p> <p>Hand sanitiser is provided whenever possible.</p>	<p>No queuing to onboard toilets.</p> <p>Alcohol based gel/solution available on board.</p>	<p>Hand sanitiser is provided.</p>	<p>If possible hand sanitiser is provided to employees.</p>	<p>If possible one toilet reserved for the crew.</p> <p>Alcohol based gel/solution available on board for crew.</p>	<p>Adhere to the rigorous hand hygiene and wash according to the Public Health Agency of Sweden's advice.</p>

<p><b>Facemasks</b></p>	<p>Facemasks not obligatory inside airport terminals with reference to the recommendations of the Public Health Agency of Sweden, with the exception of Stockholm Skavsta where facemask is obligatory for all passengers inside terminal.</p> <p>In certain airports it is mandatory for employees to wear facemasks in passenger flows – security checkpoints, PRM (passengers</p>	<p>Use of masks on board aircraft at the discretion of the specific airline operator.</p>	<p>Some handling companies require staff to use facemasks.</p> <p>At one airport, ground handling staff will wear medical masks inside terminal and at aprons when interacting with passengers.</p>	<p>No</p>	<p>Some operators require crew to use facemasks when in proximity of passengers and/or of ground handling staff.</p>	<p>According to airline operator decision.</p>
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	<p>with restricted mobility) and other airport services involving close contact with passengers.</p> <p>Certain airports encourage retailers at the airport to make facemasks available in airport stores.</p> <p>Moreover, certain airports requires or strongly encourage terminal facemasks for both staff and passengers.</p>					
<b>Health safety promotion material</b>	<p>According to the Public Health Agency of Sweden's advice.</p> <p>The health and safety measures in place will be clearly communicated to travellers and airport staff. Passengers are encouraged via social media to check in at home or by using</p>	<p>In coordination with the Public Health Agency of Sweden's advice.</p>	<p>Should adhere to the Public Health Agency of Sweden's recommendations applicable to their tasks.</p>	<p>Should adhere to the Public Health Agency of Sweden's recommendations applicable to their tasks.</p>	<p>Should adhere to the Public Health Agency of Sweden's recommendations applicable to their tasks.</p>	<p>Should read and adhere to the recommendations.</p>

	selfservice at the airport.					
<b>Measure</b>	<b>Airport operators</b>	<b>Aeroplane operators</b>	<b>Airport staff</b>	<b>Service providers</b>	<b>Crew members</b>	<b>Passengers</b>
	Where applicable frequent announcements about physical distancing in the terminals and on airport buses.					

<b>Cleaning and disinfection</b>	<p>Cleaning according to the recommendations of the Public Health Agency of Sweden and where applicable EASA Safety Directive.</p> <p>Cleaning has been enhanced in areas that many people use and on surfaces that many people touch.</p>	Cleaning and disinfection where applicable according to EASA Safety Directive.	Cleaning and disinfection according to the recommendations of the Public Health Agency of Sweden.	Cleaning according to the recommendations of the Public Health Agency of Sweden.	N/A	N/A
<b>Health statement</b>	Not a requirement of the Public Health Agency of Sweden.	<p>Not a requirement of the Public Health Agency of Sweden.</p> <p>If required by destination airport or airline operator.</p>	Staff that feel unwell should stay at home in accordance with the recommendations of the Public Health Agency of Sweden.	No	<p>Not a requirement of the Public Health Agency of Sweden.</p> <p>If required by destination airport or airline operator.</p>	<p>General Declaration is used in cases of suspected illness.</p> <p>If required by the airline operator.</p>

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<b>Thermal screening</b>	Not a requirement of the Public Health Agency of Sweden or of EASA.  If airlines or handling agents want to include temperature screening as a measure in their procedures, this will be possible at regular facilities in the passenger flow.	Not a requirement of the Public Health Agency of Sweden.  Airline operators will arrange with thermal screening if destination airport demands.	No	No	If required by destination airport.	If required by the airline operator.
<b>Passenger assessment booths</b>	Certain airports can arrange for temporary booths if necessary; if so, the booths are cleaned between each passenger.	N/A	N/A	N/A	N/A	N/A

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<b>Reduced crew – passenger interaction</b>	N/A	Designated crew lavatory.  Certain airline operators continue with pre-pack duty sales.  Service concept depending on flight time and airline operator.	N/A	N/A	Essential service only.	Should adhere to the recommendations.
<b>Special disembarking procedure</b>	Special disembarking procedures may apply. Passengers will be informed as needed.	Special disembarking procedures may apply. Passengers will be informed as needed.	N/A	N/A	N/A	Follow the instructions from crew and ground personnel

With contributions from Air Leap, Amapola, Norwegian, Novair, SAS, Stockholm/Skavsta, Svenska Regionala Flygplatser, Swedavia, TUI, West Atlantic.