

## TRAVELLING AND COVID-19

### *Health and Safety Commitment*

## OUR PLEDGE

**Throughout this global health crisis, the safety and protection of our passengers, crew and staff has been, and still remains, our highest priority.**

**SFS has in place the following measures  
so that together, we can ensure your wellbeing and comfort**

### **At the Airport**

Where applicable, SFS ensures regular disinfection of all counters used for check-in purposes.

### **Hygiene on board**

Alcohol-based hand sanitizing gel for passenger use prior to boarding is provided by SFS.

### **Cabin Cleaning and disinfection**

SFS follows strict cleaning protocols to enhance your safety.

Before every departure our aircraft are systematically and thoroughly cleaned in line with accepted protocols using approved disinfectant products. Cleaning includes all hard surfaces such as tables, armrests, handles, seatbelt buckles, air nozzles etc as well as soft furnishings where applicable.

### **Wearing of Face Masks**

Since it is compulsory for all our passengers to wear a mask on board our aircraft, SFS ensures a supply medical face masks are available for passenger use.

### **Protective Equipment for operational personnel**

- Check-in and Ground Operations staff wear medical face masks when in contact with passengers.
- Our flight crew also wear medical masks in flight, except if the use of supplemental oxygen is required.
- We have additional equipment available for crew member use:
  - Disposable medical face masks
  - Disposable nitrile gloves
  - Aviation approved disinfectant sprays
  - Universal Precaution Kits

### **Air Quality on board**

The air on board our aircraft is not re-circulated but rather completely exchanged every few minutes. This, together with wearing your face mask, ensures maximum protection for all on board.

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## YOUR PLEDGE

### General

- Wear a face mask\*, ensuring its correct use and disposal
- Observe physical distancing of 2.0 metres
- Wash your hands regularly for at least 20 seconds with soap and water or, where not available, use alcohol-based hand sanitising solutions
- When sneezing or coughing cover your mouth and nose with a tissue or flexed elbow

### Before Leaving for the Airport

- If you have any of the following symptoms (Fever, Cough, Shortness of breath, loss of taste or smell), do not go to the airport
- Ensure you have sufficient medical face masks and sanitising gel for your entire journey and comfort
- Ensure you leave enough time for your journey including checks at the airport

### At the Airport

- Wear a face mask\* and observe physical barriers and signs indicating physical distancing requirements
- Only travelling passengers should enter the airport terminal. Exceptions are people accompanying or collecting a passenger requiring assistance, Persons with Reduced Mobility or unaccompanied minors
- Be prepared for thermal screening at many airports

### On-Board our Aircraft

- If you have any questions, ask a member of the crew - they will be pleased to help you
- Listen to cabin safety announcements so you know what is happening on your flight
- Wear your medical face mask\*
- As far as possible reduce the use of individual air supply nozzles to minimize droplet circulation

### After Disembarkation and Leaving the destination Airport

- Wear your face mask\*
- Ensure careful disposal of used face masks –
  - In the airport – use the no-touch bins dedicated to the collection of used masks
  - Outside the airport - place mask in a bag which can be closed and put with regular waste disposal

\* **Exemptions for wearing a face mask:** Children below 6 years of age and people who have a medical reason for not wearing one

**We look forward to welcoming you on board**