

**OPERATIONS PLAN FOR THE RESTART OF AIRTRANSPORT IN
ATHENS INTERNATIONAL AIRPORT (AIA)
POST SARS-CoV-2 (COVID-19)**

MAY 2020

TABLE OF CONTENTS

1. Introduction	3
2. Definitions & Abbreviations	4
3. General Measures of Sanitary Character	4
3.1. Thorough observance of hygiene rules concerning hands and respiratory system	4
3.2. The use of face mask.....	5
3.3. Physical Distancing	5
3.4. Cleaning and disinfection	5
3.5. Special Form.....	6
3.6. Air Quality	6
4. Specific Measures for International air transport	6
4.1. The National Requirements	6
4.2. Restrictions and Prohibitions of Flights.....	7
5. General Data of Sanitary Protection.....	7
6. Measures for Passengers' Briefing before the flight.....	8
7. Measures at the Airport Before Departure	8
7.1. General.....	8
7.2. At check-in counters.....	10
7.3. During check-in.....	10
7.4. Security Screening Points.....	11
7.5. Public Access Lounges and Waiting Areas.....	11
7.6. Boarding Lounges and boarding process.....	12
7.7. Passengers with Reduced Mobility (PRM).....	13
8. Measures On the Aircraft.....	13
8.1. General.....	13
8.2. Aircraft Air Quality	14
9. Measures After Landing	15
9.1. General.....	15
9.2. Baggage Handling	15
10. Identification and handling of suspicious case	16
11. General Principles	17

Introduction

At the first stages of the Pandemic crisis of SARS-CoV-2 (hereinafter COVID-19), and especially after the enforcement of lockdowns, the special terms of quarantine for cross-border transport, the prohibition of Greek citizens' movement outside their prefecture as well as the prohibition of non-European citizens entering the EU (with the exception of special reasons), the country's air transport was severely affected operating with an extremely limited number of flights and passengers (marginal traffic of approximately 1-2% of the corresponding period of 2019).

The current Operational Plan elaborated by Athens International Airport (AIA) in cooperation with the Airport users, aims at facilitating the gradual return of air transport to normality at AIA, with progressively increasing numbers of flights and passengers both at domestic (1st Stage) and at international level (2nd Stage), after the gradual lifting of restrictions by the government and the States involved.

The Plan incorporates the guidelines and recommendations provided by the pertinent European, and National Authorities and Health Organizations regarding the restart of air transport (EASA, ECDC, ACI, IATA, EODY). The individual measures described herein are of temporary nature and will be adapted accordingly or withdrawn depending on the evolving pandemic situation and the particular needs of the aviation industry.

It is also noted that this Plan constitutes a structured procedure conforming to current regulatory framework and agreed with the Authorities; it concerns the overall cycle of air travel to and from Athens International Airport, without, however, binding the airlines to the extent concerning the aircraft procedures, the relevant measures and provisions taken in relation to their flight processes and their personnel, which may change at their discretion and in accordance with the regulatory provisions governing their operation.

The measures presented in detail in this Operational Plan concern the entire cycle of travel experience at the airport and are already applicable at Athens International Airport, while they are indicative of those applied during the flight by most airlines operating at the airport. The measures are under the constant evaluation of AIA and of the airlines accordingly and they may be reviewed at any time in order to be more effective or to be revoked in case instructed by the competent Authorities or due to the evolvement of the situation.

1. Definitions & Abbreviations

The following terms and abbreviations are used in this procedure:

Term	Description
Covid 19 or SARS-CoV-2	Severe acute respiratory syndrome coronavirus 2 (SARS-CoV-2), previously known by the provisional name 2019 novel coronavirus (2019-nCoV), is a positive-sense single-stranded RNA virus. It is contagious in humans and is the cause of the ongoing 2019–20 coronavirus outbreak, an epidemic of coronavirus disease 2019 (COVID-19) that has been designated a Public Health Emergency of International Concern by the World Health Organization (WHO)
Contact Tracing	It is the process of identification of people who have possibly been exposed to infectious diseases
EASA	European Aviation Safety Agency
GSCP	General Secretariat for Civil Protection
ECDC	European Center for Disease Control
EODY (EOΔY)	National Public Health Organization
PANDEMIC	Extensive epidemic disease spread worldwide or at least across large regions

2. General Measures of Sanitary Nature

The basic measures concerning the protection of passengers as well as of the employees during the procedures applied both within the airport and during the flight are mainly the following:

2.1. Thorough observance of hygiene rules concerning hands and respiratory system

They are the most important measures to avoid exposure to the virus and its further transmission. Both, at the airport environment and on the aircraft appropriate equipment and materials are provided for hygiene and antiseptic purposes.

2.2. The use of face mask

It constitutes important means of protection during the first phase of restart. It must be used before entering the airport's premises, during the stay and movement within them and throughout the flight. This measure supplements all other hygiene and protection measures, so as to become a reliable equivalent alternative measure, in relation to the observance of distances (Physical Distancing) within the airport Terminals, where this cannot be applied. According to the instructions given by ECDC and EODY on the same issue so far, indoors (airports are not considered indoor areas in the narrow sense of this term, but rather widely extended areas, with sufficient and effective ventilation and air conditioning), where the distance of 1,5 meters cannot be achieved, the Use of Face Mask is applied without exemption (personnel, crew, passengers, visitors, etc.).

2.3. Physical Distancing

It is recommended as an effective measure for the prevention of virus spread, or infection by it. However, this measure does not apply on the aircraft except when the capacity allows so, as well as within the airport facilities, whenever keeping such distances affects the Terminal capacity (estimated up to minus -70%), thus resulting in congestion conditions inside or outside the airport, thus leading to undesirable and crowded situation. During the restart phase, when the traffic is limited, this measure is applicable at the airport universally and will continue to be applied for as long as the traffic allows it, through procedures adapted to the flow of passengers within the airport, but also during boarding and disembarking on/from the aircraft. Physical Distancing is also reinforced by additional or alternative physical separation measures (e.g. plexiglass panes) at predetermined points within the airport, where there is close contact between personnel – passengers (Check-in, Sales desks, Info desks, etc.).

2.4. Cleaning and disinfection

They constitute important measures for the precaution and prevention of virus' transmission. These measures are already applied, both at the airport on a regular basis, and at the aircraft, before, during and after the flight. In particular, the air carriers disinfect the aircraft at a frequency determined by a risk assessment, using materials known to be effective against COVID-19 and safe for use on the aircraft based on the manufacturer's specifications and instructions. At the same time, the airlines and the airport, due to their

competence, provide their crew and personnel with the appropriate and adequate equipment and supervise that cleaning and disinfection personnel are provided with face masks and any other protective means, along with detailed instructions for the treatment and disposal of these used objects.

2.5. Special Form

According to the decisions by the competent State Authorities (General Secretariat for Civil Protection), passengers may be asked to fill in a special form on the basis of a questionnaire, concerning exposure to COVID-19, or other contagious diseases, as well as personal data and residence information that will facilitate possible tracking in the event of an infectious related case. The relevant questionnaire is proposed by EASA and is specified by the National Authorities. Relevant information is provided to passengers, by the Airlines' ground personnel or during the flight, as well as during the ticket booking phase. The provision of such information may also be requested electronically. In this case, instructions on the way for submitting the respective information will be provided by the airlines.

2.6. Air Quality

The air provided by the air conditioning and ventilation system of the airport buildings is fresh, renewable and non-recyclable, while additional filtration for dust, viruses and bacteria or fungi is performed through special retention filters. The air is channelled from top to bottom so as its horizontal circulation to be minimized.

3. Specific Measures for International air transport

3.1. The National Requirements

The measures applicable for the reception of International passengers constitute the National conditions for the realization of the trip. They include the necessary sanitary or other requirements, both upon the departure from the origin airport, and upon the traveller's arrival and stay at the destination, but also upon its anew departure to return to his/her Country. These conditions fall into the exclusive responsibility of the National Authorities pursuant to European Community's instructions and EASA's guidelines on this issue.

3.2. Restrictions and Prohibitions of Flights

Based on the currently applicable instructions by the competent Authorities, restrictions and prohibitions of flights to/from certain Countries with epidemiological intensity and late processing in virus mitigation (Turkey, Albania, North Macedonia, Spain, Italy, UK, etc.) are applied, while citizens by third non-European Countries are not allowed to enter the Country.

All arriving passengers of international flights are subjected to a COVID-19 molecular test and remain in a 14-day quarantine at home after the test results are extracted. This measure is applied exclusively by a decision of the competent Authorities and for as long as they deem it necessary, and according to the latest governmental announcements, it will be withdrawn gradually within the first weeks of the restart.

4. General Data of Sanitary Protection

Based on the data by Health Authorities, the factors that must be taken into account during our daily activities, and therefore upon air transport, can be summarized as follows:

- The main source of COVID-19 transmission and spread is from respiratory droplets by infected individuals.
- The contagiousness of the virus with respiratory droplets mainly concerns the first two weeks of symptoms' beginning and is higher in the first week of the disease.
- A large percentage of infected individuals shows very mild symptoms, while there are reports of transmission by asymptomatic individuals.
- Hands hygiene and avoidance of contact with mouth, eyes and nose with infected hands are among the basic methods of prevention.
- The physical distance of at least one or one and a half meters is necessary for the avoidance of involuntary exposure to any patient acting as a transmitter of the disease in communities with COVID-19 epidemics.
- The use of a face mask, of medical or non-medical type, can reduce the spread of COVID-19 by people infected with the virus. However, the face mask is not an independent means of protection, so it is used in addition to other measures of prevention and protection, especially indoors where it is not possible to reach a distance

of 1.0 – 1.5 meters and when entering the airport, staying and moving within it as well as during the flight.

5. Measures for Passengers before reaching the airport

Airlines provide passengers with information on the measures applicable at the airport environment and during the flight, from the moment of their ticket booking. Specifically, they provide information about:

- Restrictions applicable regarding the access to airport lounges. In particular, passengers must be informed that they must avoid escorts or people who are not traveling when entering the airport building, unless this is absolutely necessary for obvious reasons of inability to be self-served,
- Hygiene rules and personal protective measures, which must be observed throughout the travel cycle,
- Questions to be asked during the on-line check-in, or at the airport to confirm that they are not ill and are not subject to travel restrictions of sanitary character, in accordance with the applicable instructions by the State Authorities,
- Rules for the seating arrangement on the aircraft, permitted hand luggage, movement and behavior during the flight in order to avoid contact, movement and congestion,
- Advice for using online applications most preferably and avoiding thus personal contact with the personnel,
- Information on the use of a face mask and the possession of a sufficient number of masks, so as to be replaced during the flight if they become wet or damaged.

6. Measures at the Airport Before Departure

6.1. General

- The Use of Face Mask is underlined (through announcements as well) prior entering the airport Terminal and throughout the stay therein.
- It is pointed out through announcements and signs that the access to the airport building to visitors, must be avoided. In case of exceptions due to imperative reasons, the incoming individuals must observe all necessary protective measures (face mask, distances, hand

antiseptic) and be limited only to public-access areas and not beyond the “border line” of Check-in counters.

- Repeated public announcements for the Hygiene and Protection measures that must be observed (Physical distancing, frequent hand washing, use of alcohol-based hand sanitizers, cough etiquette).
- Installation of pictograms, advisory signs and rules of conduct for enhancing awareness.
- Monitoring of the measures observance by personnel exercising this duty within the airport.
- Personnel in contact or close cooperation with passengers should wear obligatorily a face mask and gloves, following the proper guidelines of use by EODY. The Health & Safety department of each employer (airport, entities, airlines), monitors the enforcement and issues special guidelines to its personnel.
- The Health Authorities and the General Secretariat for Civil Protection, as per case, decide for additional measures, such as obtaining samples for COVID-19 testing and quarantine. These measures are implemented by authorized health services’ employees or employees of the General Secretariat for Civil Protection, upon coordination with the airport’s management body.
- The Health authorities, the General Secretariat for Civil Protection, or the airport’s management body, may decide to carry out passengers’ thermal screening, inside the airport’s premises or on the aircraft. These thermal checks may apply to all passengers or on a sample , for predetermined periods. This measure is not proposed or indicated as a reliable source of COVID-19 disease, according to WHO, ECDC, EODY and EASA, and its limited application may aim at meeting the requirements of airlines or passengers’ destination countries, mainly for enhancing trust and reducing uncertainty traveling public. Prior to the implementation of this measure, the terms of execution, the method and equipment and the management of possible incidents (the protocol) must have been agreed with the competent National Authorities. This service may be provided by specialized personnel of health institutions, or of the airport, or upon assignment, by the Ground Handler’s personnel, or by other duly authorized persons.
- At selected points within the airport personal protection means (e.g. antiseptics, face masks, gloves) will be available for sale.

6.2. At check-in counters

- The personnel of check-in counters use a face mask and disposable gloves. They avoid direct contact with the passengers they serve and perform regular hands and touch points/surfaces cleaning. The use of gloves does not replace hand hygiene and it is necessary to be combined with the use of hand hygiene measures.
- For additional protection in direct transactions with passengers at all check-in counters, protective Plexi-glass panes are also installed. In this case, the personnel are not obliged to wear the face mask at all times.

6.3. During check-in

- The number of available check-in counters will be allocated in a way that ensures a side distance of approximately 1,5 metres. Similarly, while waiting, the passengers keep a distance in queues of at least 1,5 metres. Especially in cases this is not feasible, the Ground Handlers and the airlines supervise strictly the observance of the maximum physical distance between passengers and the obligatory use of face mask by passengers and personnel. The Airport's personnel carry out constant checks.
- The personnel encourage passengers to use the electronic applications of the airport and the airlines, without physical contact.
- Passengers may be asked to confirm or submit a filled-in form, or electronically, that they do not suffer from any contagious disease and especially in relation to COVID-19, according to the relevant questionnaire provided by the airline, or the General Secretariat for Civil Protection.
- The Airport Company hands-over the check-in desks for use, clean and disinfected. During their use, the frequently touched surfaces are cleaned by the Ground Handling personnel with appropriate cleaning material, (with the responsibility and care of the user), in order to achieve maximum possible protection of the personnel and the passengers.
- Clear polycarbonate panes at check-in counters are placed for greater protection upon contact between passengers and personnel.
- Special waiting points are designated with floor signage and "tensa" barriers for ensuring a distance between waiting passengers.
- The passengers are informed of the restrictions for hand baggage and objects on the aircraft cabin, according to the airline's policy and they are requested to hand over all their oversized objects during check-in.

6.4. Security Screening Points

- The Security Screening Services' Providers have well trained personnel, whom they have provided with all necessary hygiene and personal protection equipment (face masks, gloves, sanitizing gel), so as to offer safely their services to the public.
- Passengers' touch points, machines, counters and special hand baggage trays are cleaned and disinfected regularly with special materials by the security screening points' personnel and building's cleaning personnel.
- Avoidance of passengers' "queues" with density below 1,0 – 1,5 metres (and laterally), wherever this is feasible, alternatively the observance of the maximum possible physical distance between the passengers as well as the obligatory use of face mask, by passengers and personnel, are supervised. Special signage on the ground and "tensa" barriers contribute to this effect.
- Constant flow of information and instructions for the observance of hygiene measures, through billboards and markings.
- Provision of hand antiseptics for use by passengers and personnel before and after screening.
- Instructions to security personnel to avoid direct contact during passengers and their objects' screening to the feasible extent.
- In particular, the personnel carrying out passenger security screenings from close or hand search, shall replace their uniform on a daily basis and wash it at a suitable temperature. Alternatively, in addition to other protective equipment (gloves, face mask), it may have a special outer apron, while in any case upon passenger's body screening, it wears a special transparent face shield for face protection from any droplets.

6.5. Public Access Lounges and Waiting Areas

- In these lounges there is constant flow of information and instructions through recurring videos, announcements and visual signs to raise passengers' awareness and alert on the observance of Hygiene and Protection measures (physical distancing, frequent hand washing, use of hand sanitizers).
- New seating arrangements have been in effect to allow the observance of minimum distancing (one vacant seat), with the exception of families or couples travelling together. The use of face mask remains obligatory at these areas.
- Airport personnel monitor observance of measures.

6.6. Boarding Lounges and boarding process

- Announcements and visual messages are used to inform passengers about the measures and in particular the observance of physical distance.
- Cleaning of the area as well as of the frequently touched objects at regular intervals. Similarly, for the toilets (WC) of the lounges.
- Arrangement and self-adhesive seat markings to keep distance between seated passengers.
- During boarding, the airline and the Ground Handlers, through announcements and instructions, impose to the passengers the observance of necessary distances (Physical distancing).
- The preboarding processing for crowded flights is avoided, so as to prevent congestion conditions.
- Boarding desks and Boarding pass readers are handed over by the airport operator, cleaned and disinfected for use. Additional cleaning of Boarding desks, especially at contact points and readers, is carried out by the Ground Handlers' personnel during their use, in order to achieve maximum possible protection of personnel and passengers.
- Demonstration of passenger travel documents and scanning by special readers for this purpose, which is recommended to be performed by the passengers themselves (contactless Boarding). Where possible, protective clear polycarbonate panes are also placed on desks.
- The use of a medical or non-medical type face mask is mandatory for personnel, crews and passengers (single or multiple use) during boarding and throughout the travel.
- Recommended or established by decisions of the airline, restriction of hand luggage and objects carried by passengers on the aircraft cabin for the avoidance of disturbance and congestion on the aircraft. The airline announces the relevant policy.
- Boarding is performed in phases per seat and section to avoid congestion.
- Where boarding bridges are available, boarding is carried out from one door (the front one).
- Where possible, passengers walk in, walk out concept is effected.
- Transport by airside buses is carried out with a limited number of passengers and still not more than 50% of their capacity.

6.7. Passengers with Reduced Mobility (PRM)

- All Services to PRM Passengers are provided as per normal, with due care and thorough observance of Hygiene and Protection measures. In this case special care must be taken so that this sensitive group of passengers is not exposed to unnecessary risks and especially to the risk of infection with the virus.
- They are boarded separately from the other passengers and their seating is selected in order to facilitate boarding / disembarking.
- PRM Passengers and their escorts are informed and encouraged to avoid their long stay indoors as well as at the PRM airport lounge.
- Physical Distancing rules apply in full to all phases of PRM service and handling.
- The personnel that serves PRMs must wear a face mask and gloves, sanitize their hands regularly and before using the wheelchair they have to clean it thoroughly with special disinfectants.
- Ambulifts are cleaned before and after each use. In addition, they are disinfected at least every eight (8) hours, unless there is a suspicion of a transferred case, so in that case it is immediately put out of operation and disinfected.
- During the provision of services, the personnel avoids the face-to-face contact with the served passenger, as well as the contact without the personal protective means.

7. Measures On the Aircraft

7.1. General

- The airline supplies the aircraft with on purpose appropriate medical and sanitary supplies for use by the cabin crew in case a passenger is identified with symptomatology suspect for the disease.
- In the event of a suspected case, this is "isolated" in a seating place provided for this purpose on board, whilst creating a contact safety zone around the area. The airline specifies by a special process the further handling and service of the suspected case on the aircraft.
- The use of a face mask by passengers and the cabin crew is mandatory. The face mask can be of medical or non-medical type.

- The cabin crew, in addition to the face mask, also wears waterproof gloves. The use of gloves does not replace hand hygiene in all activities and gloves are only used when handling Service items.
- Each crew member carries out his or her duties in the section of the aircraft designated for the most efficient service and supervision of passengers and the observance of safety measures in flight. Unnecessary movements during the flight should be restricted for both crew and passengers, and unnecessary contact with passengers should be minimized, to the extent possible; especially face-to-face contact and contact with passengers' hand luggage shall be avoided.
- The collection and disposal of already used items, food or magazines, is performed by the ground personnel upon the arrival at the destination airport and exceptionally by the cabin crew during the flight.
- Items of sanitary risk (gloves, face masks, etc.) are disposed separately in heavy duty plastic bags.
- Special cleaning and disinfecting materials are available to cabin crew for the ad hoc cleaning of any surface needed during the flight.
- With announcements, the crew recommends passengers their constant stay at their seats and avoidance of movements.
- In the aircraft lavatories used by the passengers, special cleaning and sanitizing materials are placed for use by passengers before and after the use of the lavatory.
- Passengers may need to fill in the special Questionnaire form, in accordance with the procedures issued from time to time by the competent State Authorities.

7.2. Aircraft Air Quality

- The air renewal / circulation inside the aircraft cabin, through the ventilation system, is equivalent to that of the surgical operating rooms.
- Most aircraft are equipped with HEPA (High Efficiency Particulate Air) ventilation filters, which are replaced at regular intervals to ensure their efficiency, providing the effective trapping of 99.9% of airborne viruses and bacteria. In any case, aircraft ventilation systems are of the most technologically advanced applications of its kind.

8. Measures After Landing

8.1. General

- Where available boarding / disembarkation bridges, the disembarkation of passengers is carried out based on the announcement by the crew (according to the row of seats) in phases, inversely proportional to the way of boarding, for the avoidance of congestion. In case there is no bridge, the disembarkation is performed in an organized way and as per seating row, keeping social distancing rules.
- Where possible, the passengers are disembarked and walk to the Terminal.
- Transportation by bus is carried out with a limited number of passengers and still not more than 50% of their capacity.
- Immediately upon arrival at the airport, the aircraft undergoes cabin cleaning based on an enhanced cleaning / antiseptic program, before being handed over to continue its flights.
- Upon the passengers' access into the building, their stay and handling, the same precautionary measures are observed as upon the departure process (check-in and Security).
- In Lost & Found, markings on the ground indicate the observance of appropriate distances, sanitizing dispensers are available at all areas, while cleaning and sanitizing at surfaces , areas and objects frequently touched, are performed at regular intervals by airport personnel, as well as by Ground Handlers, as the case might be.
- In the baggage reclaim area upon arrival, the measures are observed in the same meticulous manner, while markings are on the ground and announcements and visual messages indicate the need to observe the measures.
- Hand sanitizing dispensers are available at many parts of the area, for use by passengers and personnel.
- The baggage trolleys before being placed at the baggage trolleys vending machines are disinfected by the baggage trolleys services concessionaire.

8.2. Baggage Handling

- The baggage handling shorting at the airport facilities, both upon departure and upon arrival, is carried out within the closed area of BHS (Baggage Handling System), by the personnel of the Ground Handlers. The particular personnel carry all necessary protective

equipment (face mask, gloves) and has access to alcohol antiseptic and hand sanitizers. This protective equipment is replaced regularly, so that it is always dry and without cracking. Regular hand washing is required.

- The personnel change their work uniforms after each shift and wash it at a high washing temperature. Alternatively, the personnel may use a waterproof apron or disposable robe / uniform of single use to be protected against contact with luggage under handling process.
- Airport personnel / BHS wear face masks and gloves throughout their stay and work within the BHS premises. They have access to alcohol antiseptic and hand sanitizers and the protective equipment is regularly replaced, so that it is always dry and without cracking. Regular hand washing is required.
- All aforementioned may also wear protective transparent safety glasses when performing their duties.
- Baggage management personnel on the aircraft (Ground Handling services) wear the same protective equipment and apply the same provisions as the above personnel categories within BHS, with the care and responsibility of the Ground Handlers.

9. Identification and handling of suspicious case

- The detection of a suspicious case and its further handling is performed by the Health Authorities of the Airport, EODY and the General Secretariat for Civil Protection.
- In case a suspicious case is detected, on the aircraft or on the ground, the creation of a safe distance for the remaining passengers or attendees is immediately sought by distancing them from the suspected case. Strict surveillance of face mask use by everyone and direct reporting of the incident to Airport Services Operations Center (ASOC) is required.
- The crew, in the event of an incident on the aircraft, makes sure to avoid contact and congestion of crew members and other passengers with the suspected case. For its absolutely necessary handling, only one crew member is responsible whilst wearing all protective means.
- Any use of the lavatory by the suspect person constitutes a reason for the lavatory's instant exclusion from the use by other passengers or personnel on the ground or in flight. The lavatory is disinfected before being reused.

- Immediately after landing, as in any other case, the personnel of Health Check Station take care of the incident for further evaluation.
- The assessment of the incident is carried out under quarantine conditions at a special mobile health control unit that has been created by the Airport Company, completely separated from the buildings and facilities of the Airport, with an autonomous system of auxiliary services. Suspicious incidents are further investigated by health experts within this facility.
- Any transfer of the suspected case is performed by a specially designated EKAB ambulance.
- The Airport Company has created a reliable system for collecting information on such cases aiming at assisting further contact tracing activities to be carried out by the competent authorities.

10. General Principles

- The airport as well as the "in flight" environment are highly regulated environments. The personnel are disciplined and familiar with the enforcement of rules without deviations (Safety, Security, operational procedures). Therefore, the introduction of new and additional rules for the handling of COVID-19 is not a unique or newly introduced objective and all involved parties are aware of the necessary procedures, regulations as well as of the sources that may consult on any relevant issue or question.
- All personnel and cooperating entities should follow the reasonable guidelines for keeping the maximum possible physical distance from others upon the exercise of their duties, to wash their hands regularly, to replace their clothes if possible on a daily basis, to wear face masks indoors and monitor the symptoms of COVID-19 in their daily personal life, so as to visit immediately their doctor if they notice anything suspicious. In any case, a symptomatic person does not come to the airport for work and informs the employer accordingly.
- At the workplace, no action is required that may increase the risk of exposure to the virus, e.g. intervention without protective measures in the event of a possible suspicious case, intervention initiative for the transfer of a suspected case with or without protective measures, etc. Any such action is required to be carried out by the as per case accountable entities.

- Airport personnel and cooperating entities act coherently and complementary. However, each entity maintains its independence and may have different approaches, actions or decisions upon the management of daily issues or emergencies in relevance to their corporate tasks. In such cases, for any disputes it is sufficient to inform the competent hierarchically bodies of the company for the avoidance of frictions or disorganized situations. At the same time, AIA's Airport Emergency Plan (AEP) is always applied by AIA's personnel and those explicitly referred there in.
- Movement within airport areas, especially where congestion occurs, must be kept to the absolutely reasonable and necessary level. Airport personnel must not wander aimlessly, must avoid gatherings and meetings that may be carried out remotely through the appropriate electronic means and must intervene in an advisory manner where discrepancies are observed.
- Any questions, weakness or uncertainty for the handling of emergencies are reported directly to the competent supervisor.
- The implementation of COVID-19 protection measures does not diminish the need and obligation of all to comply with Safety & Security regulations and procedures.
- The use of a face mask does not inhibit measures such as self-identification and other security checks. For this reason, those wearing face masks are obliged to remove it in the appropriate way, so as their characteristics to be determined, when requested.
- It will be communicated through announcements and signs, that the entrance of visitors to the airport terminal should be avoided. If there are compelling reasons, entrants must comply with all necessary protective measures (face mask, distance, hand disinfection) and be limited to the free access area and not beyond the Check-in counters border line at the departures level and not beyond the area where the delivery of Lost & found items is carried out upon the arrival (land side), as well as in a zone extended by approximately ten (10) meters on either side of the two passenger exit areas at the arrivals level (Landside).
- Disposal of protective equipment (face masks, tissues, used disinfectants) should be performed with caution and only to the special for this purpose bins located at various locations within the airport. If these materials are to be disposed to the common rubbish bins, they must be carefully placed in a plastic bag.

- At all airport areas and especially along the passengers' route from the airport entrance to the boarding lounge, there are visible electronic markings, banners, posters and leaflets providing instructions and information on the measures applied at the airport.
- On AIA's internet site all measures applicable at the airport, the useful advice to the passengers as well as the safety issues during the travel experience, from the moment the individuals leave from home until their arrival at the destination, are uploaded.
- At the airport, there are many food & beverage units with or without seating (take away), commercial stores and other passenger-oriented services. In all these cases the basic protection measures described above are applied (observing distances, face mask, antiseptic) and in addition all those applicable to the respective activities in the city.
- Passengers provide a series of data and answers to questions of health character through a special questionnaire created by airlines. These data are provided electronically or/and in person depending on the policy applied by each airline. Airlines provide passengers with relevant information on this issue.
- The observance of protective measures is supervised by all Stake Holders of the airport community, , in accordance with their particular role and accountabilities, and specifically:
 - a) The airport company (TRS, SES, Facility Management, etc.) exercises general supervision of measures' observance by the entities operating at the airport and may intervene when deviations are detected by entities, or passengers and visitors, b) the entities operating at the airport (Airlines, Ground Handlers, Security Companies, Cleaning Companies, Contractors, Concessionaires, Retailers, etc.) supervise the observance of measures by their personnel and by the passengers they handle upon the exercise of their duties.
- The entities operating at the airport (Airlines, Ground Handlers, Security Companies, Cleaning Companies, Contractors, Concessionaires, Retailers, etc.), in accordance with the applicable legislation and circulars of the Labor Inspectorate, are obliged to:
 - a) provide their personnel with instructions for the safe exercise of their duties, b) provide all necessary protective equipment and supplies, so as to remain protected in health terms upon the exercise of their duties, c) to supervise the observance of protection measures by their personnel, d) to inform the competent authorities and AIA of any health incident involving their personnel.