

Preventive measures against COVID-19

Since the beginning of the health crisis caused by COVID-19, all our protocols and procedures have been reinforced in order **to guarantee the safety and peace of mind of both passengers and employees**, by rigorously implementing all the guidelines published by the authorities and the regulations set out by national (BOE) and regional (BOC) governments and by both the Spanish Aviation Safety and Security Agency (AESA) and the European Aviation Safety Agency (EASA), as well as following the recommendations issued by the International Transport Association (IATA), and the ones given by our aircraft manufacturers (ATR and Embraer).

Preventive health and hygiene measures have been implemented throughout the process: before, during and after our flights; thus ensuring that our customers' travel experience is as safe as possible.

• Before the flight

We encourage all passengers, especially at this point in time, to use **our online or telephone services** to manage bookings or ticket changes and to check-in. Our website www.bintercanarias.com and our App are available 24 hours a day. If you have any questions or need help, you can easily contact us through our call center

(922) 327 700 ó (928) 327 700

EASA's *Directive SD 2020-03* requires operators to fully disinfect their aircraft every 24 hours. Binter decided to implement stronger **cleaning and disinfection** regimes for the passenger cabin, which is cleaned before the first flight in the morning and then several times a day, as well as other areas that may be in contact with passengers. We do this using disinfectant products which meet the manufacturers' specifications and have been tested according to European Standard EN14476 with regard to their virucidal efficacy. In addition, regular weekly cleaning ensures that those areas that are not accessible to passengers, both inside and outside the aircraft, are also treated.

Our crews have adapted their **procedures** and received specific instructions to **reduce the risk of spreading the virus**, in accordance with EASA and IATA's Action Guidelines during Pandemic.

Some examples of these changes are: raising awareness to recognise symptoms, ensuring good cabin ventilation at stopovers, limiting access to the aircraft to strictly necessary ground staff, and providing crew members with appropriate protective equipment such as alcohol-based hand sanitiser, face masks and gloves, etc.

For greater safety, we are also implementing a system for testing and monitoring the spread of the virus or immunity to Covid-19, applicable to all members of our staff and in particular, to those who work with the public, both inside the aircraft and at airports.

• At the airport

Order TMA/424/2020 requires the use of face masks in public transport, including air transport. The Guardia Civil (the Spanish Civil Guard), which is responsible for security at airports, is monitoring strict compliance with this regulation from the moment you enter the terminal. Face masks must be worn during the entire journey: at the airport of departure, during the flight and at the destination airport until you leave.

In addition, following the recommendations of the State Aviation Safety Agency, passengers wearing face masks with valves shall not be allowed to board the plane. In order to protect the health of all passengers, it is mandatory to wear surgical masks or face masks that provide superior protection that fully cover your nose and mouth (the use of face masks with valves will not be allowed), during boarding, the whole flight and deboarding. Passengers without a face mask shall not be allowed to board. We also remind you that face masks must be put on and taken off with clean hands, only the straps should be touched. If you need to dispose of any mask on board, please contact one of the crew members.

When boarding the aircraft, the safety distance must be maintained both between passengers and with ground staff at airports. Please follow the instructions given by our staff. Boarding will be done by seat rows, thus staggering the flow of people to avoid crowds, as recommended EASA's "Operational Guidelines for the Management of Air Passengers and Aviation Personnel in relation to the COVID-19 Pandemic". To this end, we have begun allocating seats to all passengers. Please check your seat on your boarding pass

The airport operator has installed protective screens at the boarding gates, to ensure separation between passengers and the staff in charge of checking their travel documents. This verification should be done by avoiding physical contact and the handling of travel documents or mobile devices.

Likewise, the use of buses for boarding and deboarding has been limited, their capacity limits have been reduced and cleaning procedures have been increased. In order to minimize the handling of suitcases and interaction on board, we recommend passengers to travel without hand luggage. If this were not possible, please make sure it fits under the seat in front of you. In addition, you can use our "stair checking" service: just leave your luggage at the bottom of the stairs of the aircraft upon entry and collect it at the bottom of the stairs as well upon landing.

• During the flight

Binter fully complies with the regulations issued by the Directorate General of Civil Aviation regarding Cabin capacity limits.

Upon entering the aircraft, passengers will be provided with individual hand sanitizer wipes effective against COVID-19. Wipes shall also be available to passengers in the lavatories and when specifically requested during the flight.

Following the recommendations of the ATR manufacturer, when the boarding door is closed, the air conditioning system of the aircraft will be activated, but air will not be recirculated. As the ATR operates at medium altitude, the difference between inside and outside pressure is smaller, thus ensuring that the air in the cabin is renewed with fresh air from outside. This system maintains adequate air circulation and constant air renewal (every 5 minutes), ensuring air quality during the entire flight. The continuous flow of fresh air from outside ensures optimum air quality, and because air is not recycled, virus particles are prevented from circulating freely.

Embraer planes, which fly at **higher altitudes**, need to recirculate the air and mix it with some of the air coming from outside. In this case, in order to prevent the spread of the virus, **aircraft are fitted with HEPA filters**, which filter out **99.9% of pathogens** and ensure that the air recirculating inside the cabin is virus-free.

EASA's *Guidance on the Management of Crew Members in Relation to the COVID-19 Pandemic* recommends minimising unnecessary contact and risks during flight. Therefore, we have **simplified our usual onboard service as much as possible**. Daily press is not offered onboard anymore, and our NT magazine has been removed from the seat pockets together with any other advertising materials. A pre-recorded announcement will ask passengers to avoid using fold-out tables, overhead compartments and, if possible, the lavatory inside the aircraft. It is essential for passengers to **minimise their movements inside the plane**.

In-flight Wi-Fi (AirFi) is still available, so in-flight entertainment can be accessed digitally on your tablet or smartphone. Our traditional courtesy snack will be available on inter-island flights upon departure of the plane and a strict protocol will be followed on longer flights.

All crew members use **Personal Protective Equipment** (masks, gloves and hand sanitizer). In addition, they have received information on how to deal with cases with respiratory infection or other symptoms of coronavirus on board. To this end, each aircraft is equipped with approved precaution kits with the necessary equipment to deal with this type of situations, as set out in *EASA SD 2020-01*.

• Upon arrival

In addition, following EASA's recommendations, **deboarding shall be conducted in an orderly manner**, starting with the rows closest to the aircraft door. The crew will provide the appropriate instructions to avoid crowding in the aisles and ensure the safety distance between passengers.

Face masks must also be worn while you make your way from the plane to the terminal, the baggage reclaim hall or any other area of the airport, and the safety distance between people must be respected.

In the event that one of the passengers on any of our flights is infected but asymptomatic, thanks to the recent implementation of seat allocation on all our flights, and make this information available to the competent health authorities so that they can follow the established protocols.

• To conclude...

In order to help combat the spread of the virus as effectively as possible, **more than 40 specific measures have been implemented**, in addition to those taken by AENA, the Regional Ministry of Health and other bodies.

We are in close contact with health authorities, closely following their guidelines and implementing all the specific measures they recommend with the utmost rigour, as well as the guidelines, regulations and recommendations issued by the above-mentioned authorities and bodies. Likewise, we shall continue to strengthen and update the safety and prevention protocols as the situation evolves.

Our passengers can rest assured that they are travelling in a safe means of transport, also during this “new normal”.

All relevant and updated information on this subject can be found [here](#).

The following are some of the most important measures taken

- Encouraging the use of remote sales channels
- Collecting sworn statements when required by the authorities
- Disinfecting surfaces which are in contact with passengers several times a day
- Regular deep cleaning
- Daily disinfection of the cabin
- The use of specific cleaning products
- Providing guidance to crew members on how to recognize symptoms
- Ventilation during stopovers
- Limiting the access of ground staff to aircraft
- Face masks for crew members
- Gloves for crew members
- Hand-sanitiser for crew members
- Regular tests for staff working in contact with the public
- Tests conducted in a representative sample of the rest of employees
- Monitoring of employee health status
- The use of face masks by passengers
- Taking temperature measurements at airports (Government of the Canary Islands)
- Maintaining the safety distance when boarding
- Seat allocation
- Row boarding
- Protective screens
- Avoiding the handling of travel documents
- Avoiding the use of buses if possible
- Reducing capacity limits inside buses
- Increasing the cleaning frequency for buses
- Providing individual hand-sanitiser wipes onboard
- Air-conditioning
- Setting the air-conditioning system to avoid recirculation of air.
- Adjusting our onboard snack and beverage service.
- Providing in-flight digital press service
- Providing our magazine in digital format
- Requesting passengers not to use tables and compartments
- Requesting passengers to avoid using the lavatory
- Training crew members to deal with suspicious cases onboard
- Precaution kits available on all flights
- Orderly deboarding
- Safety distance in baggage reclaim areas
- Identifying persons exposed to the virus if necessary

Binter

Volamos por ti