



Health Safety at the Airport and Onboard our aircraft

Proflight Zambia is taking all necessary precautions to protect our passengers and staff during the Covid-19 pandemic. We are strictly following the recommended guidelines of Zambia Ministry of Health (MOH), the World Health Organisation (WHO) and IATA (International Air Travel Association)

AT THE AIRPORT

- In accordance with the Zambian Ministry of Health requirements it is mandatory for masks to be worn in public. All passengers will be required to wear their own masks throughout the check-in and boarding process and for the duration of flight. Any person not complying with this government regulation will be denied check-in/boarding
- Gloves will be worn by all Proflight employees and airport staff when handling baggage, paperwork and equipment
- Passengers and Crew will be screened by the airport health authorities before boarding domestic or international flights . All international/regional passengers and, depending on the airport, domestic passengers will also be screened on arrival. Anyone showing symptoms of COVID19 will not be permitted to travel.
- Hand sanitiser is available in the Proflight airport offices and at various points throughout the airport, and onboard
- Social distancing is maintained in the Proflight offices, at check in, in the departure lounge, during the boarding process and onboard
- No magazines, fliers or reading material will be available in the Proflight offices or onboard until further notice but if you would like a copy of the Nkwazi In Flight Magazine please ask our airport staff or Cabin Crew and we will gladly give you a copy.

To minimise contact we encourage clients to book, pay and check in online at flyzambia.com and to pre purchase excess baggage online if required

ON BOARD

- Cabin crew will wear masks and a visor throughout the flight
- Gloves will be worn by Cabin Crew when collecting boarding passes and handling catering items
- Hand sanitiser will be available on board all flights for passenger use during the flight
- A limited single catering service will be provided with items in sealed packets/ containers only
- To limit congestion in the cabin, passengers wishing to use the toilet must first ask request permission from the Cabin crew.

- The toilet will be sanitised after every use
- Between flights Cabin Crew will disinfect tray tables, seat pockets, arm rests, windows, safety cards and other touch points on board and bathrooms will be sanitised
- Once daily the aircraft will be 'fogged' using an EASA (European Airline Safety Agency) approved disinfectant
- The In flight magazine, Nkwazi will not be available in the seat pockets but if you would like a copy please request it from the Cabin Crew
- Where possible Cabin Crew will spread passengers out on board to observe social distancing, but this will not be possible on fuller flights

WHAT ELSE ARE WE DOING

RISK ANALYSIS AND MITIGATION

Proflight Zambia has senior Director of Safety Quality & Security responsible for both analysing and mitigating the public health risks resulting from the Covid-19 pandemic. Proflight Zambia already operates a robust Safety Management System (SMS) and Risk Management Policy. Procedures are already in place to support the Risk Based Approach and these are published in Proflight SMS Manual and Corporate Manual (CM).

The International Air Transport Association (IATA) has published guidelines and recommendations to assist airlines manage the risks associated with operating during and post COVID 19 pandemic.

Ongoing Safety risk assessments are being conducted by Safety department and recommendations such as social distancing in Proflight offices, maintaining Health guidelines on distance between personnel within offices, wearing of masks and regular sanitizing of surfaces, temperature checking and other industry best-practices have already been implemented.

POSITIVE NEWS

An informal survey commissioned by IATA of 18 major airlines representing 14% of global passengers during Jan-Mar 2020 found that there were no instances of suspected passenger-to-passenger transmission reported by the group of airlines.

Responses from a much larger group of 70 airlines (representing half of global passenger traffic) also failed to identify any cases of suspected passenger to-passenger transmission.

QUESTIONS?

If you have any specific questions on safety procedures or would like to speak with a member of our Safety Quality & Security Department team please e-mail safety@proflight-zambia.com