

Health and Safety at the Airport and Onboard

At Proflight Zambia we continue taking all necessary precautions to protect our passengers and staff during the Covid-19 pandemic. We have maintained full compliance with recommended guidelines of the Zambia Ministry of Health (MOH), the World Health Organisation (WHO) and IATA (International Air Travel Association) issued and amended from time to time in response to the waves of the pandemic. In this regard, the following measures are followed.

BEFORE TRAVELLING

- In our efforts to minimize contact and exposure, we encourage our clients to book, pay, prepurchase excess baggage and check in online at flyzambia.com

AT THE AIRPORT

- The MOH requires wearing of face masks in public. All passengers above 5 years on our flights must wear their own masks throughout the check-in and boarding process, and for the duration of flight. Face masks may be lowered temporarily only when consuming onboard beverages and food. Any person not complying with this government regulation risks denial to check-in or board the aircraft.
- Passengers travelling with us on international flights must comply with the arrival country entry/transit test requirements, as well as any test requirements of the departure country.
- Depending on severity of current covid levels, health screening of passengers and crew by the airport health authorities may be done before boarding domestic or international flights.
- Hand sanitizer is available in the Proflight airport offices, at various points throughout the airport and onboard Proflight aircraft.
- Social distancing applies in the Proflight offices, at check in, in the departure lounge and during the boarding process

ON BOARD

- Cabin crew wear masks throughout the flight
- Cabin crew wear gloves when handling catering items
- Hand sanitizer is available on board all flights for passenger use during the flight
- A limited catering service is available, with items in sealed packets/ containers only.
- Between flights cabin crew disinfect tray tables, seat pockets, arm rests, windows, safety cards and other touch points on board and in the bathrooms.
- Our aircraft cabins are routinely disinfected, using an EASA (European Airline Safety Agency) approved disinfectant
- The Inflight magazine, Nkwazi, will not be available in the seat pockets, but a personal plastic-protected copy is offered to each passenger.

OTHER SAFETY MEASURES

Risk analysis and mitigation has continued to play a key part in maintaining safety. Proflight management is committed to safety. Director of Safety Quality & Security is responsible for both analyzing and mitigating the public health risks resulting from the Covid-19 pandemic. Proflight Zambia has integrated safety and health risk analysis and mitigation process into the risk management function within the robust Safety Management System and Risk Management Policy. The annual Proflight Safety Plan puts focus on the management of Occupational Health Safety and Environment reflecting our commitment to safety in all areas.

We strive to apply industry best practice by applying IATA guidelines and recommendations to assist airlines manage the risks associated with operating during and after the pandemic.

Safety department and the operating and support departments conduct safety risk assessments. We have continued enforcement of health guidelines in Proflight offices, these include wearing of masks, regular sanitizing of surfaces, temperature checking, and other industry best-practices.

QUESTIONS?

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