



# EXECUTIVE SUMMARY

## Resumption of Operations

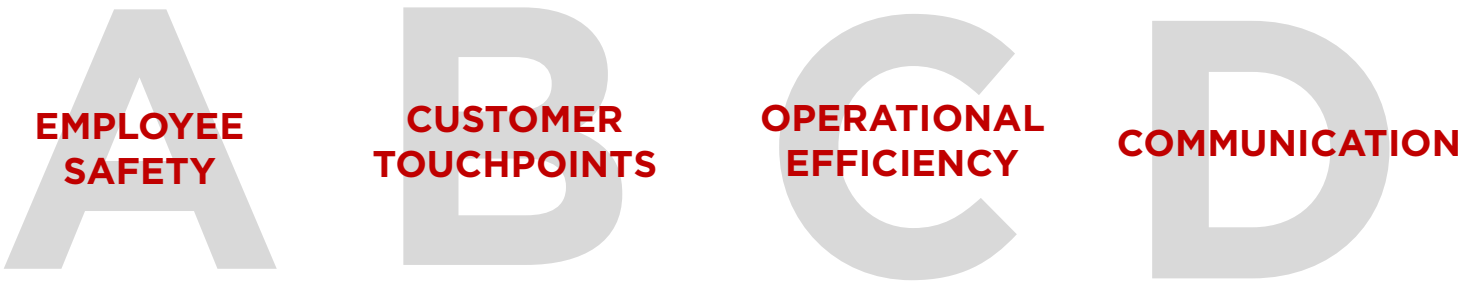
# PLAYBOOK

CORONAVIRUS DISEASE 2019 (COVID-19)  
IMPACTS & MITIGATION  
**MAY 2020**

# INTRODUCTION

The top priority for the leadership team at Hartsfield-Jackson Atlanta International Airport (ATL) is to provide a safe and secure operating environment. Impacts of the COVID-19 pandemic have resulted in a temporary reduction of services, systems, and operations at the Airport. This Executive Summary of the Resumption of Operations Playbook is to be used as an organizational framework for the mitigation of those impacts and the reconstitution of operations airport-wide. The resumption of normal operations and recovery from the COVID-19 pandemic will be approached in a scaled manner based on demand, with a focus on ensuring a safe environment in all the Airport's facilities. The processes and guidance in the plan are designed to meet or exceed the recommendations of the Centers for Disease Control and Prevention (CDC) and public health officials.

The pandemic recovery will be long-term, spanning many months. It will be critical that all employees continuously follow safety and infection control policy at all times. Due to the unusual length of time that will be needed to reach the end-state of recovery (return to pre-pandemic passenger traffic), this Playbook is likely to be updated regularly. There will be location-specific circumstances which require adjustments to the Playbook to address that facility's needs. Such exceptions must be authorized by the applicable manager. Additionally, all facilities must comply with all applicable laws. If there is a conflict between the recommendations in the Playbook and the applicable law, the facility must follow the applicable law.



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# EMPLOYEE SAFETY

## DEPARTMENT OF AVIATION

- Visit [ATL Propel](#) for details related to employee workplace protocols
- All employees who interact with the public on a daily basis or those who work in public spaces are required to wear a face mask.
- Employees are required to practice social distancing in public areas, office areas, breakrooms, and while attending in-person meetings. Employees who do not interact with the public on a consistent basis are required to wear a mask only while in public areas of the Airport.
- Employees will receive a COVID-19 Care Kit inclusive of three face masks and hand sanitizer.
- Employees will be trained on the proper use of PPE and how to properly care for PPE.
- Before each work period, employees will undergo a temperature scan. Employees whose temperatures are above 100.4 will be sent home and directed to contact their medical providers.
- Employees will be provided CDC guidance for evaluating self-illnesses and reporting methods in the workspace.
- Employees share in the responsibility for keeping the workspace clean and sanitized.
- Employees will have access to cleaning supplies that should be used throughout the day to keep personal workspaces clean.



## FEDERAL AGENCIES

Federal agencies will follow the requirements and guidelines from their respective agency's administration for wearing masks, social distancing, and other protective measures.

## AIRLINES, CONCESSIONAIRES AND OTHER TENANTS

Each operator should adhere to the State of Georgia operating guidelines as detailed at <https://www.georgia.org/covid19bizguide>

## CONTRACTORS

Department of Aviation (DOA) contractors are required to adhere to DOA's employee policies, including those regarding proper social distancing and PPE use when in public areas.



# CUSTOMER TOUCHPOINTS

## PUBLIC HAND SANITIZER DISPENSERS

Over 300 hand sanitizers have been placed throughout the public areas of the Airport. The locations include, but are not limited to:

- Ticket Counters / Lobby Areas
- Baggage Carousels
- Atrium Areas
- Transportation Mall
- Moving Sidewalks
- Escalators / Elevators

## SOCIAL DISTANCING MARKINGS

Plexiglass partitions are installed in the areas including, but not limited to:

- Domestic Security Checkpoints
- Ticket Counters
- Food and Beverage Counter Areas

### Face coverings in public areas

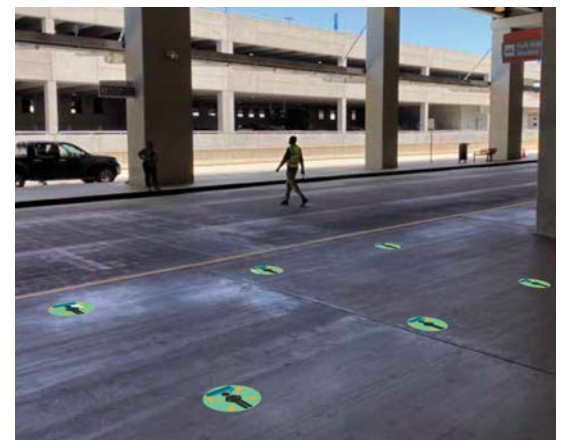
- CSRs will offer face coverings at the entrance of the Main Security Checkpoint to passengers who are not wearing masks.
- Many airlines are requiring passengers to wear masks while on the aircraft.

## SIGNAGE

Temporary signage and floor markings have been installed to advise customers of social distancing measures and to maintain six feet of space between patrons.

Areas include, but are not limited to:

- Checkpoint queueing areas
- Ground Transportation pick-up locations (Transportation Network Companies, Hotels, Shared-Rides)
- PlaneTrain
- SkyTrain



# OPERATIONAL EFFICIENCIES

## RESTORATION OF SERVICES

- Removal of temporary walls
- Baseline utilities (Air Conditioning)
- Adjust/remove temporary secured areas
- Examining potential locations and process for passenger temperature checks, if mandated by federal government

## FACILITY CLEANING

- Contract cleaning companies have increased the frequency of cleaning all public areas in the central passenger terminal facility
- Cleaning schedules for DOA facilities are being evaluated and will be adjusted as needed to ensure work areas are sanitized
- Transportation system operators have reduced capacity in vehicles to promote social distancing and have increased the cleaning frequency
- Indoor air quality improvements

## TECHNOLOGICAL INTEGRATIONS

- Limit use and exchange of cash/printed currency
- Highly encourage the use of digital technology for payment (i.e. Apple Pay, Google Pay, WeChat Pay, etc.)

### PARKING FACILITIES

- Highly encourage the credit card in / credit card out technology to limit engagement with cashier lanes
- Highly encourage the use (via signage and in-person mention) of wearable/digital technology for payment (i.e. Apple Pay, Google Pay, WeChat Pay, etc.)

### RENTAL CAR CENTER

- Encourage use of kiosk for rental car reservations/vehicle pick-up



# COMMUNICATION

The Department of Aviation has maintained a commitment to share frequent, accurate information with its employees throughout the current pandemic. As we prepare to resume operations, it is important to over-communicate. That communication is pertinent, not only for employees, but also for Airport partners and stakeholders in order to restore confidence and trust and to protect the future of our industry.

The communications plan for the Department of Aviation will be based on the recommendations and guidelines from the City of Atlanta Office of the Mayor, public health officials and federal partners.

Once we define the appropriate messaging regarding our approach to resumption of operations, we will deploy a range of communications strategies to deliver that message.

## STAKEHOLDER SEGMENTS

INTERNAL	EXTERNAL (PUBLIC)	INTERGOVERNMENTAL
EMPLOYEES TENANTS / STAKEHOLDERS CONTRACTORS	PASSENGERS NEWS MEDIA BUSINESS LEADERS COMMUNITY LEADERS	LOCAL OFFICIALS STATE OFFICIALS FEDERAL OFFICIALS

## COMMUNICATION CHANNELS

DIGITAL	OUT OF HOME	SOCIAL MEDIA
WEBSITE (ATL.COM) INTRANET (ATL PROPEL) VIRTUAL MEETINGS/WEBINARS BLOGS EMAIL	RADIO TELEVISION	INSTAGRAM FACEBOOK TWITTER LINKEDIN GOOGLE