



2020 | COVID-19 RESPONSE PLAN

Airport Guide for COVID-19 Pandemic Preparedness and Response

Letter from the Director

To Our Employees, Tenants, and Community

We know that these are difficult times, but we are in this together and we will get through this together!



Since the beginning of the coronavirus pandemic, our focus has been the health and safety of our passengers, guests, employees, and partners. That focus has guided every decision in our response to this health crisis. We could not be successful without your partnership and on behalf of Pensacola International Airport and the City of Pensacola, I extend a heartfelt “thank you.”

This guide lays out protocol and practices that will keep our community safe as employees and passengers return to our airport. We know there is no one-size-fits-all. Our approach and this guide are practical ways we can work together to reduce the spread and protect each other.

Right now we want to show employees and patrons that we are “At the Ready”. At the ready means we continue with our enhanced cleaning protocols at high touch-point areas, we work together on social distancing initiatives for the various queuing areas in the passenger terminal building, and we take other steps to show that we are committed to safety.

Please understand, these initiatives require everyone’s cooperation.

This guide book covers many topics, including:


- Protocols for response to employee health issues
- Practices for ensuring passenger safety
- Practices for a safe and clean work area
- Cleaning procedures

These are unprecedented times. It is important that we all work together to create an environment where employees and passengers feel safe. With your partnership, Pensacola International Airport will help lead in the recovery and be “At The Ready” when people want to travel.

Respectfully,

A handwritten signature in black ink, appearing to read 'M. Coughlin'. The signature is fluid and cursive, written over a light blue horizontal line.

Matt Coughlin
Airport Director



As Florida prepares to recover from the health crisis, PNS is taking steps to be a leader in safety, readiness, and economic recovery.

OUR MISSION STATEMENT

To Create the Best Air Travel Experience on the Gulf Coast by Helping Passengers #FLYEASY and Connect to the World

One Passenger, One Departure, One Arrival at a Time

We want to instill the highest level of confidence that Pensacola international Airport is a safe, clean, and comfortable airport for our employees, passengers and guests. While the protocols and procedures described in this booklet are key components, it all starts with our staff and a certain frame of mind we ask of each employee and tenant. Every person that comes through our airport is important and it is our privilege and duty to create an environment that displays that feeling.

Our key components are:

1. Safe and Clean Facilities for our Team and Travelers
2. Clear Communication
3. Organizational Resilience
4. Strengthen Business
5. Economic Recovery

EMPLOYEE HEALTH

Daily Employee Self-Screening

The Daily Employee Self-Screening protocols are in place to keep sick or symptomatic employees home and decrease the likelihood of spreading infection.

- Employees should self-check for fever or other potentially contagious symptoms prior to coming to work. If a person is sick or symptomatic, they should stay home.
- Each employee should check to ensure they are not experiencing the following:
 - Fever at or above 100.4
 - Cough
 - Shortness of Breath
 - Difficulty breathing
 - Fatigue
- Supervisors should ask and observe whether employees are symptomatic. Employees exhibiting or reporting symptoms shall be immediately sent home to seek medical attention.

If any employee does not recognize symptoms prior to coming to work, but starts to display symptoms upon reporting, the employee shall be sent home.

If You Are Sick

If you have any symptoms of sickness, you must STAY HOME. If necessary, see a healthcare provider.

- Pensacola International Airport has a strict policy on staying home if you are sick. All employees are expected to remain home if they are ill.
- Managers and supervisors are required to send sick employees home - no exceptions

Pensacola International Airport leadership will actively communicate and reinforce requirements to supervisors and employees

GENERAL

- When you cough/sneeze, cover your mouth and nose with a tissue and immediately throw the tissue in the garbage; wash your hands with soap and water for at least 20 seconds. If soap and water are not available, clean with hand sanitizer that has at least 60% alcohol.
- Avoid sharing common items including drinking cups, eating utensils, towels or even bedding. Wash these items thoroughly after using.
- Clean high-touch surfaces daily using appropriate cleaner. These surfaces include counters, tabletops, doorknobs, bathroom fixtures, toilets, phones, keypads, tablets, etc.
- Clean surfaces that may be contaminated with blood, stool, or bodily fluids.
- Shared spaces should have good airflow - use an air conditioner or open windows (weather permitting)

EMPLOYEE HEALTH

DISTANCE FROM OTHERS

- Continue social distancing protocols by self-isolating.
- Avoid visitors
- If you must be around other people, wear a mask or cloth face covering.

SEEK MEDICAL ATTENTION

- Continue monitoring for any symptoms. If they worsen, seek appropriate medical attention.

IF YOU TEST POSITIVE FOR COVID-19

- Notify your supervisor
- Self-isolate for 14 days per the current CDC Guidelines
- Avoid visitors
- If you must be around other people, wear a mask or cloth face covering.

Returning to Work After Illness

If you were ill, and symptoms are not related or consistent with COVID-19 symptoms, you may return to work after:

- Symptoms have cleared, and
- You have consulted with Airport Management, your Direct Supervisor, and/or any medical personnel required by your employer.

If you were ill, and the symptoms are consistent with COVID-19 symptoms, you may return to work after:

- Symptoms have cleared and remain clear for seven consecutive days
- You haven't had a fever within the last 72 hours (three days) without taking fever-reducing medicine, and
- You have consulted with your Airport Management, your Direct Supervisor, and/or any medical personnel required by your employer.

If you test positive for COVID-19, you may return to work after

- Symptoms have cleared and remain clear for seven consecutive days
- Self-isolating for 14 days per current CDC requirements,
- Your symptoms have improved
- You have received two consecutive negative COVID-19 tests or have been cleared by the local public health entity, and
- You have consulted with Airport Management, your Direct Supervisor, and/or any medical personnel required by your employer.

If you have been exposed to a COVID-19 carrier, but have not developed symptoms, you may return to work after:

- Self-isolating for 14 days after your last contact with the carrier, and
- You have consulted with Airport Management, your Direct Supervisor, and/or any medical personnel required by your employer.

WORKPLACE ENVIRONMENT

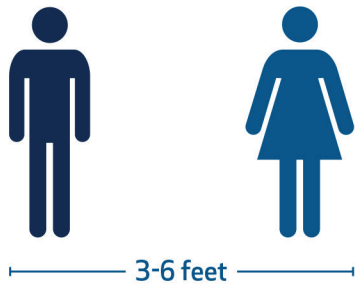
Social Distancing

Social distancing is a simple yet effective procedure, relying on distance to avoid potential infection.

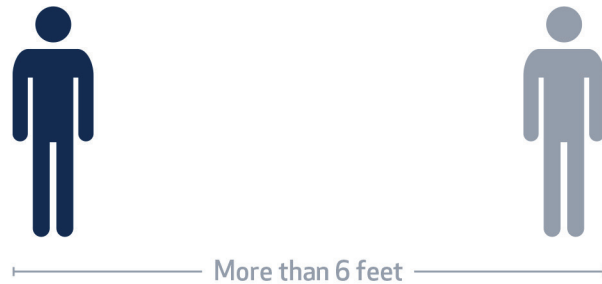
In practice this means:

- Staying six feet away from others as a normal practice
- Eliminating contact with others; avoid handshakes and hugs
- Avoid touching surfaces touched by others, to the extent feasible
- Avoid anyone who appears to be sick, or who is coughing or sneezing
- Staying home if you are sick

Personal/Co-Workers




Social



Meetings should be conducted virtually when possible. In person meetings should be conducted in room large enough to accommodate a six foot distance between participants.

Face Masks

While face masks have been covered in other areas of this guide, it is important to reiterate their use. According to the CDC, COVID-19 spreads mainly from person to person through respiratory droplets produced when an infected person coughs, sneezes, or talks. These droplets can land in the mouths or noses of people who are nearby or possibly be inhaled into the lungs. Studies and evidence on infection control report that these droplets usually travel around 6 feet (about two arms lengths).

- At the airport it is required for employees to wear cloth face coverings in public settings
 - Cloth face coverings may slow the spread of the virus and help people who may have the virus and do not know it from transmitting it to others.
 - Cloth face coverings can be made from household items.
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WORKPLACE ENVIRONMENT

Airport Department Items

Workstations

- Whenever possible, workstations should be arranged to allow separation of six feet and avoid face-to-face desk layouts
- Consider using signage, measured-out indicators or other physical barriers to help control the desired positions of employees and co-worker interactions within each workstation
- Workers shall disinfect their own workspaces multiple times during a shift, giving special attention to common surfaces used by others

Where a minimum distance cannot be maintained due to workplace design, one or more mitigation strategies should be implemented as appropriate:

- Wearing masks or cloth face coverings
- Changing body orientation to avoid direct face-to-face positioning
- Erecting physical barriers; where the surfaces of such barriers are likely to be touched by others, the barriers should be cleaned multiple times a shift.

Meetings/meeting rooms

- Meeting rooms should be organized to allow six feet of spacing whether sitting or standing
- Communicate message multiple times per shift when possible to help reduce the number of people in an area at any time
- Interactions and quick meetings in common areas should respect the social distancing guideline of six feet
- Use electronic meeting formats when applicable

Shared vehicles and equipment

Some employees must use shared vehicles to complete their work. Similar to the guidelines that administrative employees adhere to in their workspaces, users of shared vehicles and equipment will be responsible for:

- Cleaning and disinfecting vehicles/equipment before and after use
- Occupants must wear a mask or cloth face covering while in a shared vehicle



WORKPLACE ENVIRONMENT

Best Practices for Public in Common Areas

General recommendations for public terminal/tenant locations

- Stay six feet from others as a normal practice
- Eliminate contact with others; avoid handshakes or hugs
- Avoid touching surfaces touched by others to the extent feasible
- Avoid anyone who appears to be sick, or is coughing or sneezing
- Deploy plexiglass barriers in areas where passengers speak directly with staff

Best Practices for Specific Areas

Shuttle bus

- Contractors/supervisors shall ensure operators are in good health
- Operators must wear a mask or cloth face covering at all times while providing shuttle services
- Provide antibacterial gel/hand sanitizer for employees/passengers to use upon boarding
- All surfaces, seats, dashboards, door handles, seatbelts, etc. must be wiped down with a disinfectant solution prior to and immediately after the transport of each cycle of passengers

Ticketing

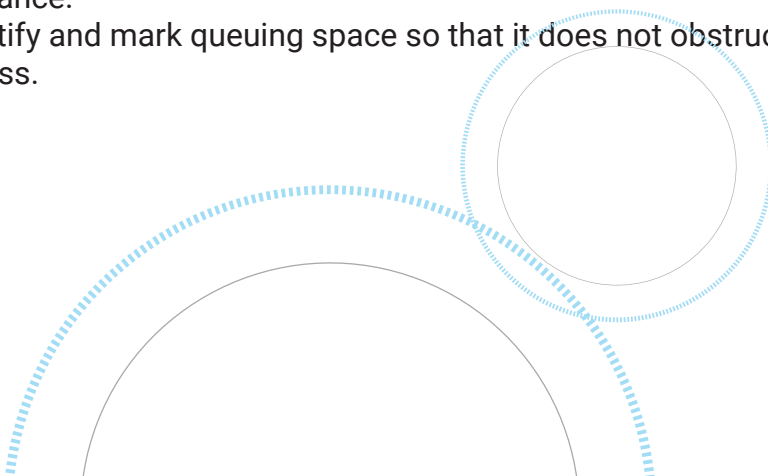
- Encourage social distancing by using floor stickers to indicate six feet of separation when appropriate
- Display signage to encourage social distancing and other practices
- Deploy plexiglass barriers in areas where passengers speak directly with staff
- Ensure airlines clean the self-service kiosks frequently

Checkpoints

- Display signage to encourage social distancing and other practices
- Apply floor stickers to promote six feet of separation in lines
- Consult and coordinate with TSA officials on other measures

Concessions/retail

- In coordination with retail tenants, limit occupancy of stores. Occupancy limits could vary by location and may be determined by store's specific square footage and/or other airport guidance.
- Identify and mark queuing space so that it does not obstruct circulation paths or emergency egress.



WORKPLACE ENVIRONMENT

Best Practices for Specific Areas

Hold room areas

- Encourage social distancing in hold room seating with signage and adjusting spacing as possible
- Clearly mark queuing lines and extend to provide additional spacing as possible
- Sanitize high-touch areas frequently

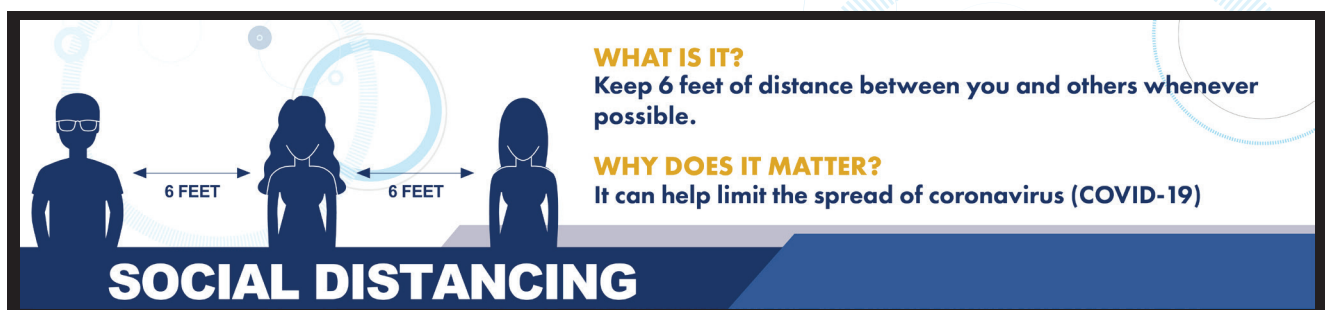
Baggage claim

- Display digital signage on baggage carousels to encourage social distancing and other practices
- Sanitize high-touch areas frequently

Restrooms

- Display signage to encourage proper hand washing guidelines and any other recommended personal hygiene practices
- Establish increased frequency standards and complete routine cleaning and sanitization of high-touch restroom areas
- Establish increased frequency standards and complete disinfection of restrooms areas

Other Signage



What Passengers Can Expect

#AtTheReady - What Guests/Passengers Can Expect at Pensacola International Airport

Every person has a critical role in creating and keeping an environment where everyone feels safe. Pensacola International Airport is making several changes that are designed to keep passengers, guests, and employees safe as air travel gradually returns.

FACE MASKS

- Airport employees will wear face masks in public areas.
- Airlines may require passengers to wear masks in order to board flights.
- Employees should be in proper location if they want to remove the face mask.

FLOOR DECALS

- As a reminder, decals have been placed on the floor to help keep proper distancing when waiting in lines.
- While floor decals will help remind passengers, it will be important for airline and airport staff to direct passengers to maintain proper distancing.

CLEANING

- Airport staff and partners continue to enhance the frequency of touch point cleanings.
- Airlines are asked to continuously clean ticket counters and boarding areas throughout the day.
- Shared equipment should be cleaned after use and at shift change. (ie, phones, keyboards, etc)

WASH YOUR HANDS

- Everyone is encouraged to wash your hands frequently using soap and water for at least 20 seconds.
- Signage is installed in bathrooms to remind passengers, guests, and employees to wash their hands.

HAND SANITIZER

- Hand sanitizer stations are placed throughout the terminal building for passenger, guest, and employee use.
- When hand washing is not available, everyone is encouraged to use the hand sanitizer.
- Per CDC guidance, hand sanitizer is at least 60% alcohol, or as otherwise approved by CDC or FDA.

ALLOW FOR MORE TIME

- Passengers are encouraged to arrive 2 hours early to reduce congestion and allow for time through the checkpoint.
- With increased social distancing, the checkpoint and boarding times may be increased.

SOCIAL DISTANCING

- Guests and passengers should remember to practice proper distancing while at the airport for the safety of themselves and others.
- Various signage will be displayed as a reminder to remain 6ft apart.

WHAT TO EXPECT WHEN YOU TRAVEL.

#AT THE READY

Every person plays a critical role in creating and keeping an environment where everyone feels safe. Pensacola International Airport is making several changes that are designed to keep passengers, guests, and employees safe as air travel gradually returns.

WHEN YOU ARE READY TO FLY, PENSACOLA INTERNATIONAL AIRPORT IS AT THE READY AND COMMITTED TO YOU!



FACE MASKS

Airport employees will wear masks in public areas. All airlines require passengers to wear masks



FLOOR DECALS

As a reminder, decals have been placed on the floor to help keep proper distancing when waiting in lines.

CLEANING

Airport staff and partners continue to enhance the frequency of touch point cleanings with high grade disinfectant



TSA QUEUE

Lanes at the security checkpoint have been widened and lengthened to maximize social distancing



HAND SANITIZER

Hand sanitizer stations have been placed throughout the terminal building for passenger and guest use



ALLOW FOR MORE TIME

Passengers are encouraged to arrive 2 hours early to reduce congestion and allow for time through the checkpoint

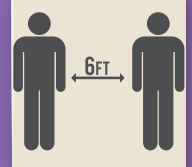
WASH YOUR HANDS

Wash your hands frequently with warm water, soap, and for 20 seconds to help stop the spread of germs and viruses



SOCIAL DISTANCING

Guests and passengers should remember to practice social distancing while at the airport for the safety of yourself and others



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International Airport



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