



# Health & Safety measures Book with Confidence Our Network

01 June 2020



# Iberia initiatives during the State of Emergency in Spain



Flexibility policy to change flights and request a voucher for future use.



Repatriation flights. By the end of April 2020, Iberia had operated more than 30 flights to 20 destinations, carrying more than 8,000 passengers.



Air corridor. Iberia is carrying tonnes of PPE (personal protective equipment) and other equipment for hospitals.



Hospital donations. Iberia is donating supplies and equipment that we normally use on board our flights, such as amenity kits, pillows, and catering utensils.



Customer Service Centres. We helped more than 1 million customers through our Call Centres in April alone.



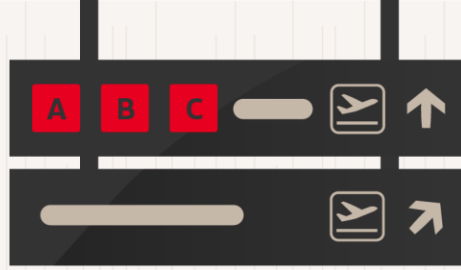
A team of volunteers. Iberia has been working with its air corridor partners (Fenon, Oesia, Iberia Group) to remotely support the crew during their daily jobs.

# Flexibility Health and Safety measures

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- 1 We recommend that you download your boarding pass to your phone before you arrive at the airport, to avoid physical contact.



# At the airport

- 2 We have introduced a new queueing system to increase distance between people.



# At the airport

- ③ We have placed protection screens at check-in and customer service desk.
- ④ Airports have reinforced the cleaning procedure of these desks with specific cleaning products.



- 5) Wherever possible, we are prioritising the use of jet bridges instead of buses to board and disembark our flights.

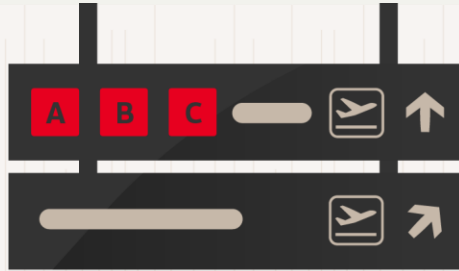


- 6 All our staff wear PPE (Personal Protective Equipment).





# On board



- 7 The use of medical face masks is compulsory during boarding and throughout the flight.



# On board

- ⑧ The air inside our cabins is replaced constantly



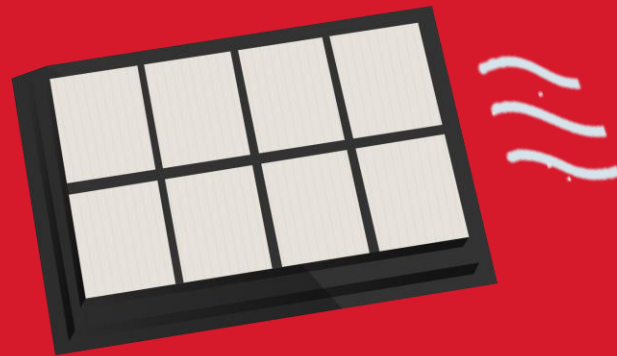
In this way, the air on a plane with all the passengers on board is basically as pure as the air in a hospital operating theatre.



# On board

All our aircraft are equipped with HEPA filters

H  
E  
P  
A



Their key feature is that they remove 99.99% of viruses and bacteria in the recirculated air

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Where permitted by the level of occupancy, we ensure the maximum distance between passengers. If this is not possible, with all the other measures in place, the European Union Aviation Safety Agency (EASA) has determined that it is not necessary to leave an empty seat between passengers.



# On board

- 10 We have suspended on-board sales and removed all information on paper as well as magazines and catalogues



But there are plenty of other ways to pass the time

- 11 We are using single-use materials and stepping up our recycling efforts



# After your flight

- 12) To minimise the risk of spreading the virus we have reinforced the cleaning procedures of our aircraft:



Higher cleaning frequency



Cleaning products anti-COVID19



Special treatment for surfaces and lavatories



# After your flight

- 13 All linen, blankets and pillows are sanitised after each use

