

SARS COV2 CORONAVIRUS CRISIS AT VIENNA AIRPORT

07.Oct 2020

Crisis Management in Austria



Situation in Austria

9 Federal States form the Republic of Austria

Ministry of Interior

Ministry of Foreign Affairs

Ministry of Transport

Ministry of Tourism

Ministry of Economy

Ministry of Education etc...



some laws are legislated from the federal states

- 9 Federal State Health authorities

some laws are legislated from a Ministry

- Ministry of Public Health - Epidemiegesetz 1950 – Law created for a pandemic spread of the flue, never used, in force till 1950, old and for the trash can

The execution of the laws are done by district administrations, when needed with support from subsidiary body Police or as Assistance Service from Austrian Armed Forces

Smallest facility is the municipality with a mayor

Crisis Management in Austria

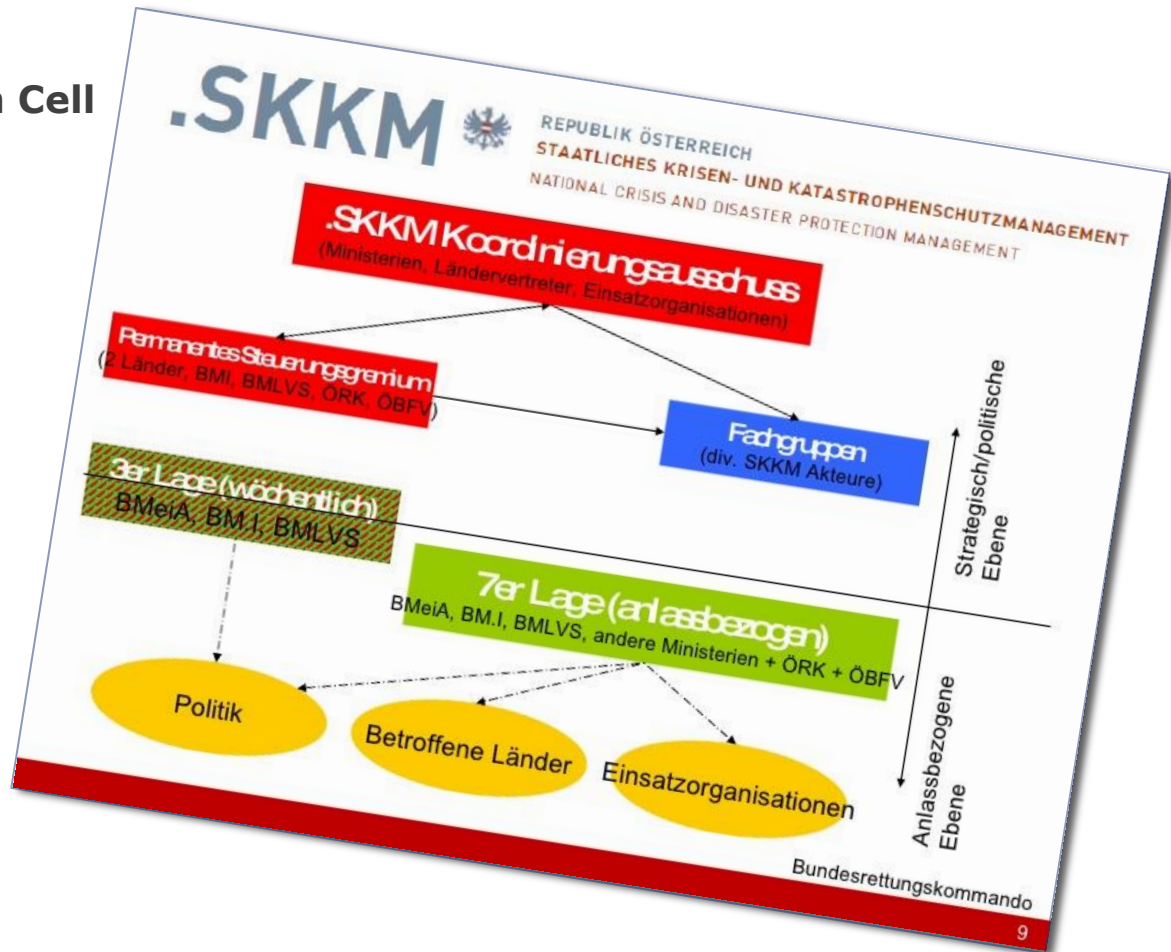


Crisis Communication

Aviation Crisis Communication Cell as Part of National Crisis Disaster Protection Management

Daily Briefings with all necessary
information for 6 Airports and
Airlines based in Austria

- Regarding SARS COV2
- Situation Report of Cases
- Travel Bans, Warnings
- Aviation Issues
- Medical Assets
- Related NOTAMs, change of
Laws and regulations
- Status and Operations of
Police, Armed Forces,
Hospitals, Medical Staff



Crisis Management Vienna Airport



Airport Emergency Planning

Medical Emergency – Infectious

Revised 2014

Reason for Revalidation was the spread of
EBOLA Virus

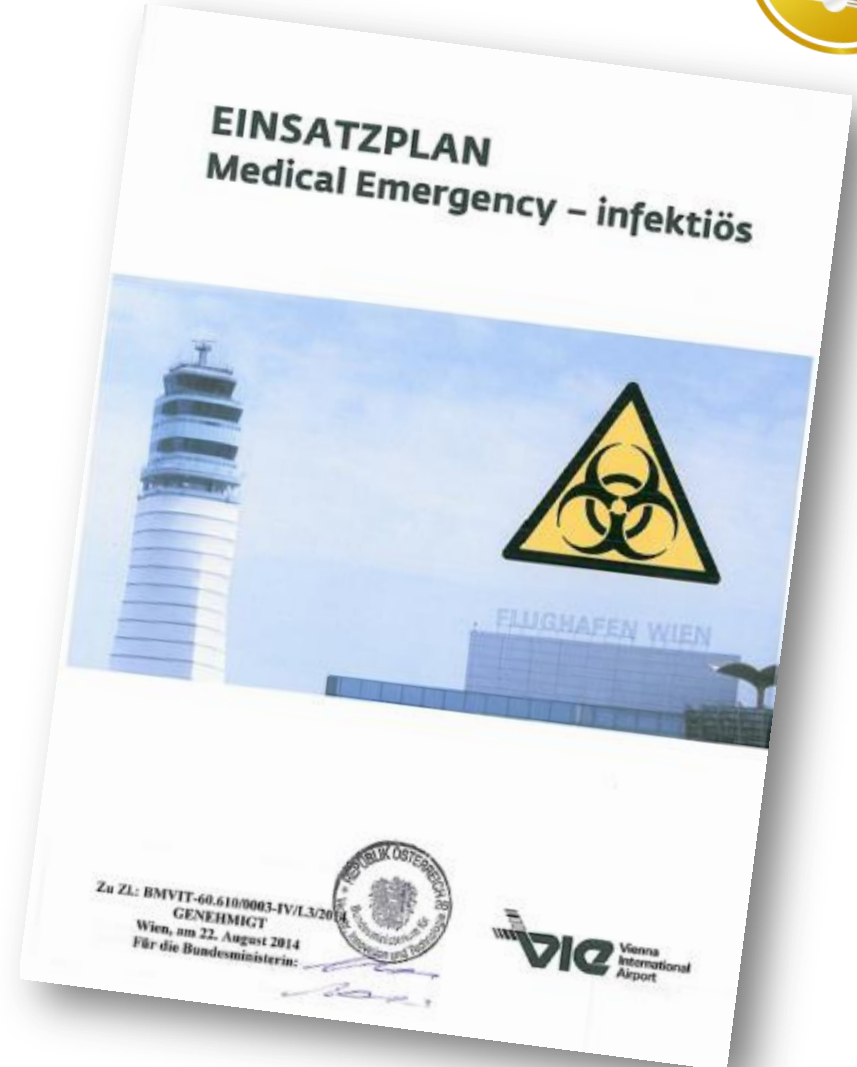
Contents:

Point of Entries via Transport by Air

Procedures for Infectious Pax on AC

Liabilities/Responsibilities/Competences

Facilities



Crisis Management Vienna Airport



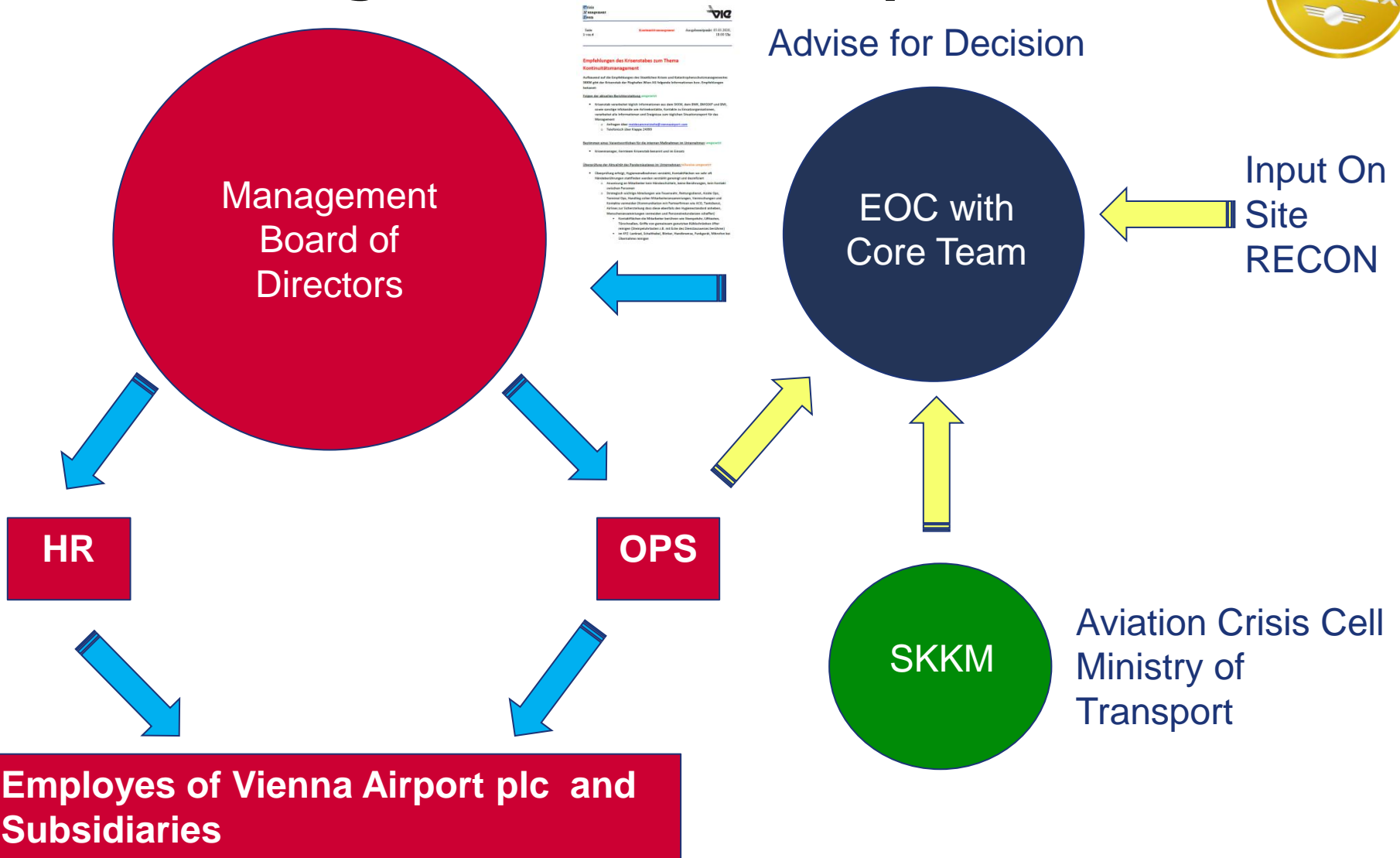
Departement of Public Affairs

Is integrated in General Secretary

Their Job is to state clear the interests of Vienna Airport or to have **superior knowlegde about the near future**



Crisis Management Vienna Airport





SUMMARY OF OCCURENCES

DEC 19 – OCT 20

December 2019



Situation at Austria

No suspected Cases

Observation of Situation in China

Situation at Vienna Airport

Health Center – for Employees

Medical Center – for Passengers and Visitors

Fire Rescue Service

Emergency Medical Service

Medical goods and products like

- Masks
- Desinfection Fluid
- Gloves
- Visors
- Protection Suites

were stocked up



December 2019



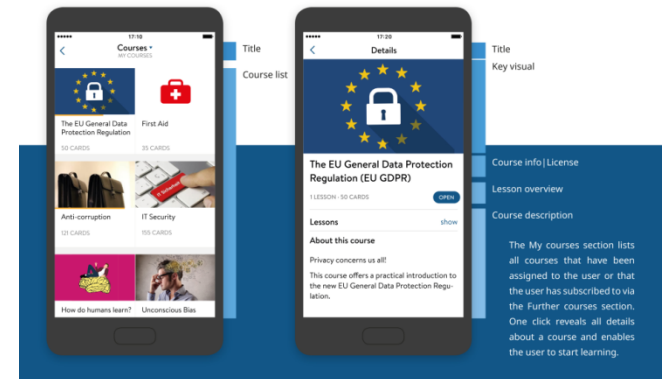
Situation at Vienna Airport

Homeworking were established and in usage for some Departments like IT or Accountancy.

At the Fire Stations we already implemented a System for linking the two Stations together to do common theoretical Trainings or Briefings with the hole staff. The System is based on Skype.

E-Learningplatforms were allready installed and used for recurrent Trainings at

- Airside Operations
- Winter Services
- Security Services
- Fire Rescue and Emergency Medical Services



January 2020



Suspected Case Definition was very poor...same Symptoms like flue + arrivals from Province Hubei

Situation in Austria

No positiv Case in Austria

First suspected Case in Vienna (Stewardess at Hotel in City Center) at same time 25.01.2020 with Vienna Airport, tested negativ

Travel Bans and Warnings are set and in force (very dynamic, variation from week to week)



January 2020

Situation at Vienna Airport

25.01.2020 First suspected Cases, stranded PAX from China at NH Hotel at Vienna Airport

Flight CA842 to Vienna was cancelled because of positive cases at origin. About 300 Persons from China, travelling accross Europe, came from Chech Republic and some of them from Province Hubei, 3 of them with symptoms like flue and fever

It took about 7 Hours to get a decision from Austrian Authorities, what will happen, where to bring them, etc.

At these days all suspected cases were brought to a designated Hospital, in Lower Austria Hohegg which is aprox. 100 km away from Airport.

Manual Temperatur Screenings were established on Flights from Mainland China (Remote Stands only)

Vienna Airport was designated as EASA Testairport regarding Infection Protection on Airports



January 2020



HR - Industrial Medical Care

Advices for Employes Protection against Infection

GEMEINSAM GESUND
Betriebliche Gesundheitsförderung

WIE WIRD DER MUND-NASEN-SCHUTZ RICHTIG VERWENDET?

- 1 Vor dem Anlegen Hände gründlich waschen
- 2 Beim Anlegen Augen, Mund und Nase nicht mit den Händen berühren
- 3 Mund und Nase komplett mit der richtigen Seite der Maske bedecken
- 4 Guten und festen Sitz prüfen
- 5 Während des Tragens nicht auf die Maske greifen und nicht im Gesicht verschieben
- 6 Bei Durchfeuchtung Maske wechseln (Tragedauer maximal 3-4 Stunden)
- 7 Beim Abnehmen die Maske nur an den Ohrschlaufen berühren
- 8 Maske nach einmaligem Gebrauch bei 60-90°C waschen
- 9 Nach dem Abnehmen Hände gründlich waschen

MUND-NASEN-SCHUTZ
ERGÄNZENDE MASSNAHME
um die Ausbreitung des Virus zu verlangsamen

GEMEINSAM GESUND
Betriebliche Gesundheitsförderung

MUND-NASEN-SCHUTZ

WANN IST DAS TRAGEN EINES MUND-NASEN-SCHUTZS SINNVOLL?

Wenn bei der Arbeit viele Menschen bzw. ein Mindestabstand von 1-2 m nicht eingehalten werden kann.

WOVOR SCHÜTZT DER MUND-NASEN-SCHUTZ?

Der Mund-Nasen-Schutz schützt nicht nur den Träger, sondern das Umfeld des Trägers. Er verhindert, dass die infizierte Person Keime über Atemtröpfchen verteilt.

VORSICHT: Der Träger des Mund-Nasen-Schutzes ist dadurch nicht vor einer Infektion geschützt.

MUND-NASEN-SCHUTZ
ERGÄNZENDE MASSNAHME
um die Ausbreitung des Virus zu verlangsamen

VIE Vienna International Airport

GEMEINSAM GESUND
Betriebliche Gesundheitsförderung

ABSTAND HALTEN UM DIE AUSBREITUNG DES VIRUS ZU VERLANGSAMEN

Befolgen Sie die empfohlenen Maßnahmen und schützen Sie damit sich selbst und Ihre Mitmenschen:

- Beim Husten/Niesen größtmöglichen Abstand halten. **Niesen und husten Sie in die Armbeuge** oder in ein Papiertaschentuch, das Sie danach entsorgen.
- Vermeiden Sie Berührungen, wenn Sie andere Menschen begrüßen. Halten Sie einen **Abstand von mindestens 1m** zu anderen Menschen ein. Halten Sie Einhaltung des Abstandes von mind. 1m, wenn möglich 2m.
- Waschen Sie Ihre Hände regelmäßig und gründlich **mindestens 20 Sekunden lang mit Wasser und Seife**.
- Halten Sie die Hände vom Gesicht fern, vermeiden Sie es, mit den **Händen Mund, Augen oder Nase** zu berühren.
- Teilen Sie Gegenstände wie z. B. Arbeitsmaterialien **möglichst nicht** mit anderen Personen.
- Reinigen Sie Ihren Arbeitsplatz beim Verlassen oder bei Dienstantritt **gründlich**, wenn Sie ihn mit anderen Personen teilen (z. B. Tastaturen).
- Arbeitsräume und Aufenthaltsräume **regelmäßig lüften**.
- Mahlzeiten nicht gemeinsam einnehmen, sondern **einzelne oder zeitversetzt**. Halten Sie versetzte Pausenzeiten ein.
- Arbeiten Sie wenn es geht **von zu Hause**. Wenn Sie am Arbeitsplatz gebraucht werden, **meiden Sie öffentliche Verkehrsmittel**.
- Wenn Sie krank sind, bleiben Sie **bitte zu Hause**, insbesondere wenn Sie Fieber, Husten, Halskratzen oder Durchfall haben.
- Ein Mund-Nasen-Schutz kann in Bereichen getragen werden, in denen das **Einhalten eines Mindestabstandes von 1-2m nicht eingehalten werden kann**. Vorsicht: Der Träger der Maske ist nicht vor einer Infektion geschützt!

CORONAVIRUS:
EMPFOHLENE MASSNAHMEN

VIE Vienna International Airport

February 2020



Suspected Case Definition was very poor...same Symptoms like flue + arrivals from China Mainland (including Hubei, excluding Taiwan)

Situation at Austria

25.02.2020 First Positiv Case in West Austria (Tirol/Innsbruck)

And two days later a positiv case in Vienna

Travel Bans and Warnings are set and in force (very dynamic, variation from week to week)

First actions to be set like wearing Masks at supermakets, stores, Drugstore, Doktor, Hospital

Travel Bans and Warnings are set and in force (very dynamic, variation from week to week)

Repatriation fights are done by Austrian Air Force and Austrian Airlines from all over the world (fareast destination christchurch)



February 2020



Situation at Vienna Airport

Reduced flights from Mainland China from Hainan Airlines, China Airlines, Air China and Eva Air

Later this month only Air China was operating, all others quit there flight

06.02.2020 first flight from China (Air China) with manual Temp Screening, done by Medical teams with medical officer from authorities

Suspected Cases (Temp $>38^{\circ}\text{C}$) were transfered to a medical facilitation

Installation of:

Emergency Operation Center - EOC

Creation of Mirror Teams for:

Terminal Operation Center - TOC

Security Operation Center - SOC

Airside Operation Center – AIROC



27.02.2020 Higher Operational Readiness (up to date)=> same in Military as DEFCON Status
Very strict actions and sanctions in Department EMERGENCY, higher than for other Employes
at Vienna Airport

February 2020



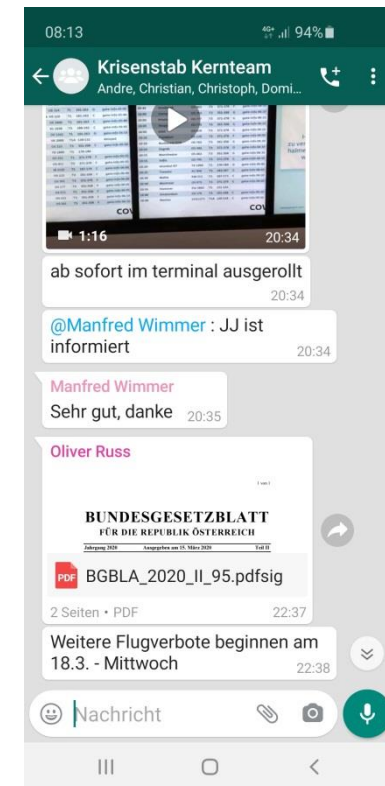
Emergency Operation Center – **to bring the hole Company in Crisis Mode !**

Forward Scenario Plannings were very important because of dynamic development

- Shut Down of Infrastructure
- switch off electricity
- set higher hygienic standards
- Parking of stranded Aircrafts
- further minimum operation
- winter service

Crisis Core Team as Main Component
of EOC with decision maker from

- Terminal Operation
- Airside Operation (accordingly with Ground Handling)
- Security Services
- Emergency Services



February 2020

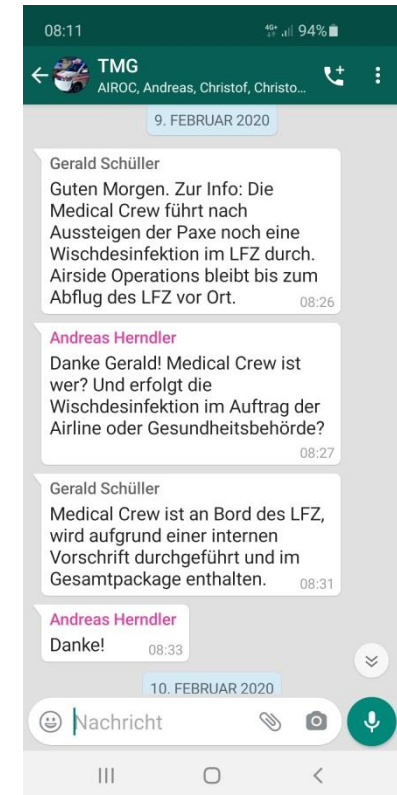


TMG – actually as **T**emperature **M**easurement **G**roup
founded with What's App

later upgrade to a Communication Group for all staff at
Point of Entry including

- Health authorities
- Measurement teams from Red Cross
- Ministry of Transport
- Airside OPS
- Emergency OPS
- Terminal OPS
- Austrian Armed Forces

Communication with Authorities in the beginning difficult.
Official Mobilphones from the Authorities are not allowed to
install and use What's App (IT Policy). Later private Mobiles
or IT allowed such communication.



Fire Rescue and Emergency Medical Services 2020



Facilitation of Medical Emergency Infectious (MEI) Capacity 300 Pax

- Temporary Facilitation for Infectious Pax
- Gateentrance for medical staff
- Toilet and Shower containers with waste water tank
- Information- and location area
- Arrival and departure driveways for external ambulances
- Separate medical treatment area with privacy cover
- MEI Rendezvous Procedure with external medical services



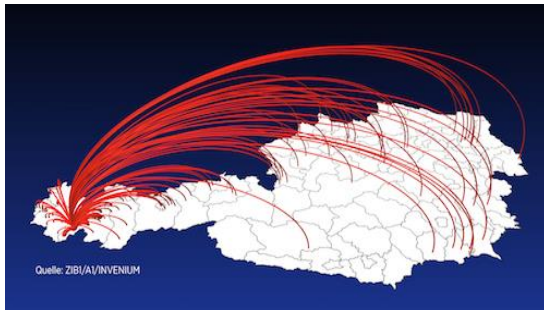
March 2020



Suspected Case Definition was very poor...same Symptoms like flue but since europe cases rises some symptoms are added like loss of smell, neurological misses + arrivals from Province Hubei, Italy, Spain, France, Switzerland, Russia, Belarus, USA, etc...at least everywhere

Situation at Austria

positiv Cases in Austria are rising (very fast)
Ischgl Gate as a synonym for spread across europe
Travel Bans and Warnings are set and in force
(the aviation comes more and more to a stillstand)
Escalation on 13.03.2020
16.03.2020 Lockdown – „Easter Festivity will be different to previous Years“ ...Chancelors words



March 2020



Situation at Vienna Airport

The traffic came to a stillstand

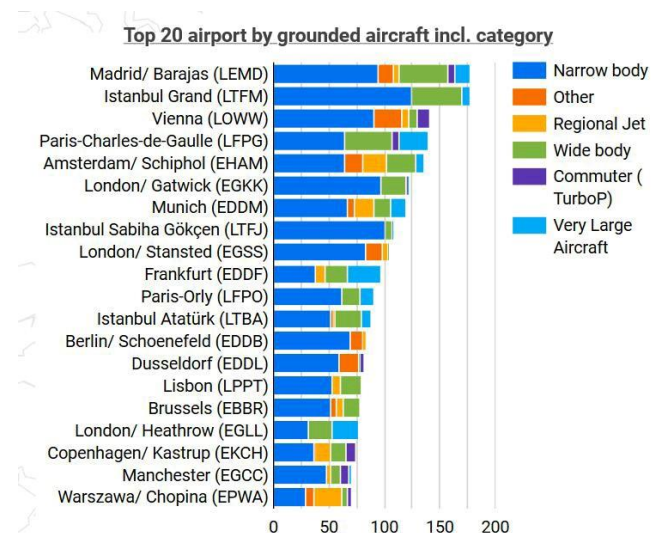
Infrastructure SHUT DOWN, Operation is done with Terminal 3 and Pier North

Basic Connections to Frankfurt, Munich, Hamburg, and Cargo Flights for urgent Medical Assets, Cargo Flights related to Industry are done

First Positiv Case from Ground Handling Department

All Employees are in Short Working, except Fire Rescue and Emergency Medical Services

The Airport transformed to a huge parking space for stranded Aircraft



March 2020

Situation at Vienna Airport

The traffic came to a stillstand
Infrastructure SHUT DOWN, Minimum
Operation is done with Terminal 3 and Pier
North

Basic Connections to Frankfurt, Munich,
Hamburg, and Cargo Flights for urgent

Cargo Flights with Medical Assets for Austria
and Italy under the European Civil Protection
Mechanism were done



March 2020

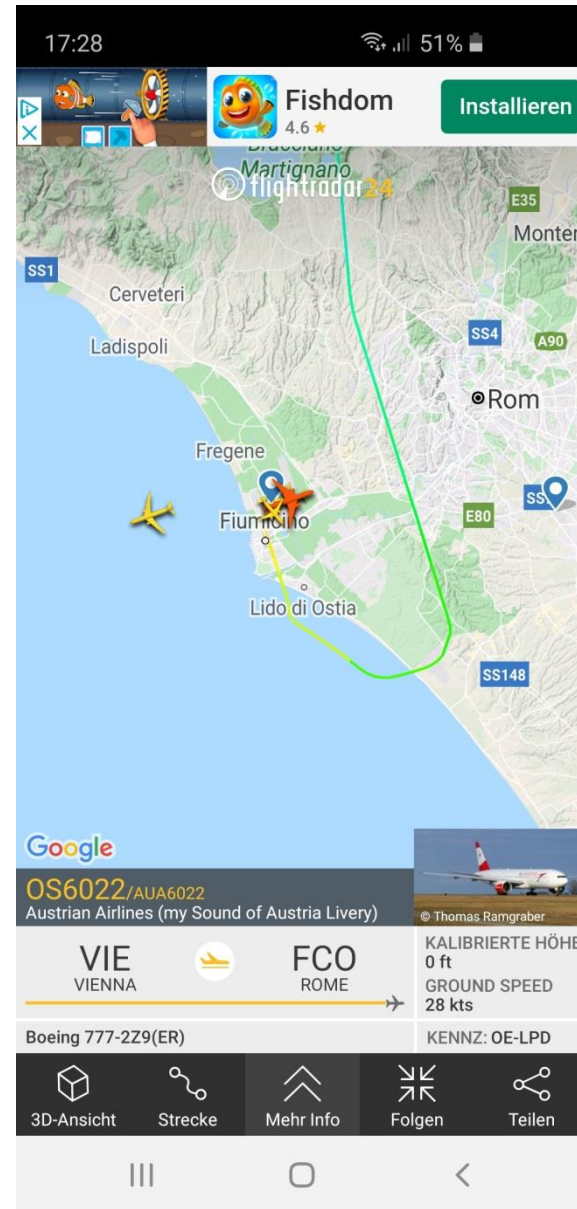
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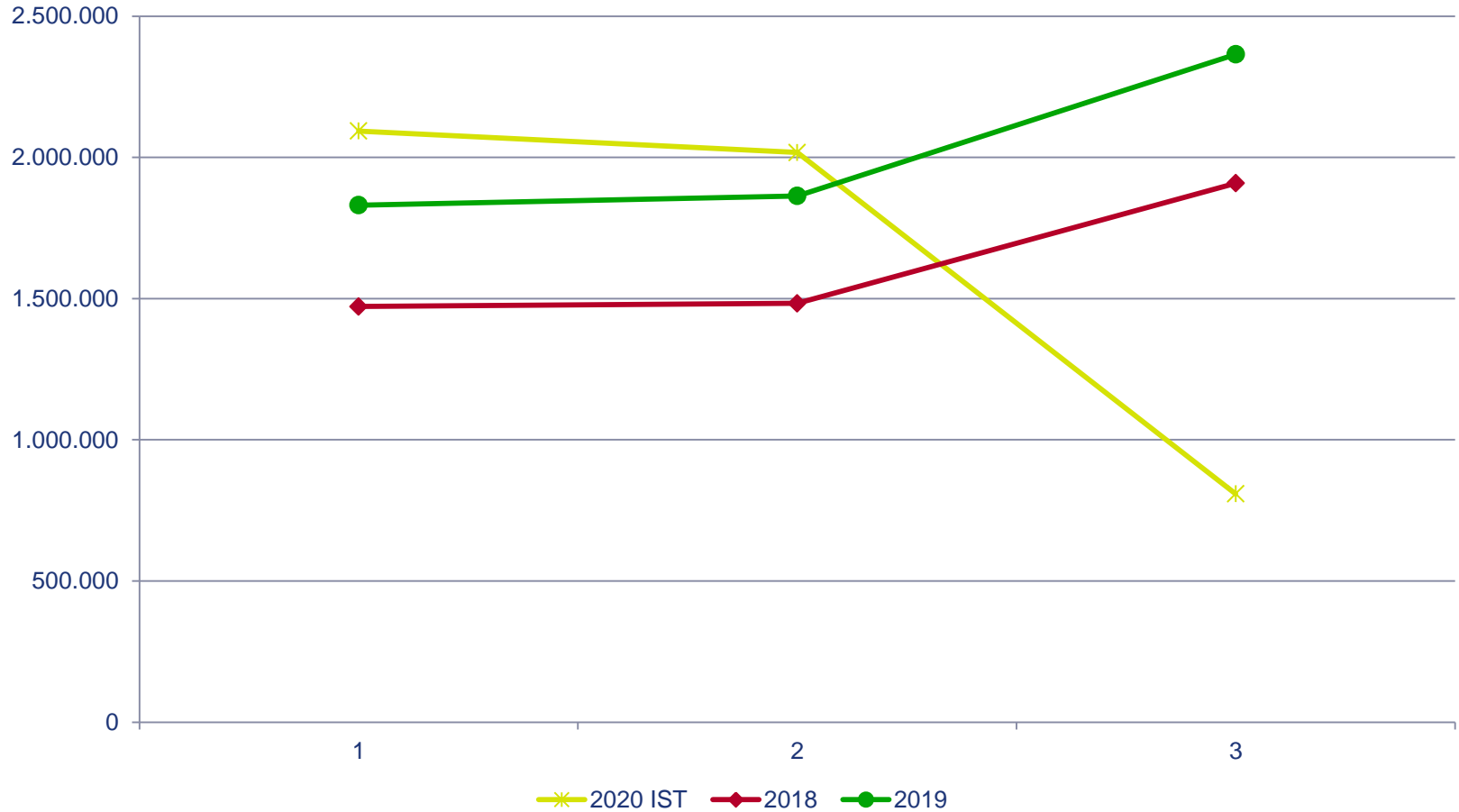
First Positiv Case in Ground Handling
Department



March 2020



Passengers January - March



April, May, June, July 2020



Suspected Case Definition was clear with Symptoms like dry cough, fever, loss of smell, respiratory distress + arrivals from Province Hubei, Italy, Spain, France, Switzerland, Russia, Belarus, USA, etc...at least everywhere, again a very dynamic opening of borders and restrictions

Situation at Austria

Testcapacity and Strategy changed from Transport of suspected cases to Hospital to „Set the Personen under Quarantine“ and Test is done at home or come to Drive In Test Stations situated across the country

Partly Mobilization of Armed Forces of Austria Militia (Great-Grandson of the Emperor Ferdinand Habsburg on the „Front“)



April, May, June, July 2020



Situation at Vienna Airport

Infrastructure is further on SHUT DOWN

Terminal 3 and Pier North open, some Shops and restaurants are reopening

Passengers are diverted to Level 2 where Temperature Screenings are done at Passport counter, travel restrictions are executed, it seems every flight has different travel restrictions

All Employees are in Short Working, except Fire Rescue and Emergency Medical Services



April, May, June, July 2020



Situation at Vienna Airport

Travel Restrictions were reduced so Traffic is rising. For some Countries you need 14 days quarantine or a negativ COVID 19 PCR Test.

Vienna Airport was one of the first to implement a Test Station at the Airport for Departing and Arriving Passengers

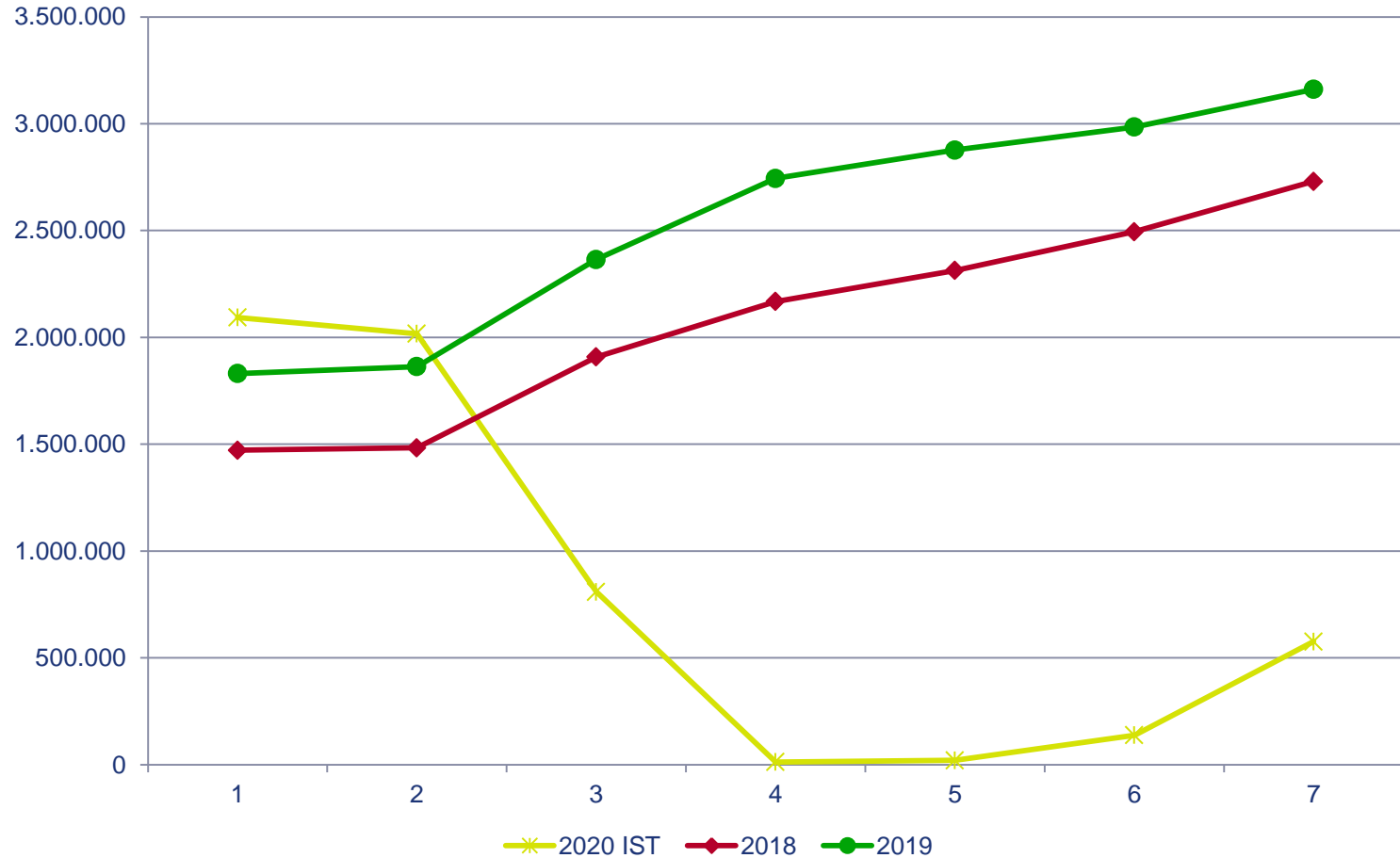
NH Hotel (next to PCR Test Facility) become Quarantine Facility for Suspected Cases or Travelers which are not matching the entry regulations (Designated by Authorities, seperate Korridors for Quarantine of suspected and positiv cases), NON Austrian residents positiv cases were brought to hospital



March 2020



Passengers January - July



August, September, October 2020



Suspected Case Definition was clear with Symptoms like dry cough, fever, loss of smell, respiratory distress, many countries are set on Travel warnings, so travelling is possible, but it changes again to travel restrictions

Situation at Austria

Positiv Cases are Rising, different reasons, younger Party People, not exactly to define the sanctions, City of Vienna is a big hotspot



August, September, October 2020



Situation at Vienna Airport

Again Variation of Travel Restrictions are very dynamic at these days, bringing a lot of confusion again to European Aviation Industries.

PCR Test Facility is doing 1/6 of Tests in Austria. Personell from Emergency Medical Service is needed.

Preparing a second Test Facility in offline Terminal 1A for rapid ANTIGEN Test



August, September, October 2020



Situation at Vienna Airport

Infrastructure is further on SHUT DOWN, Terminal 3 and Pier North open, some Shops and restaurants are reopening

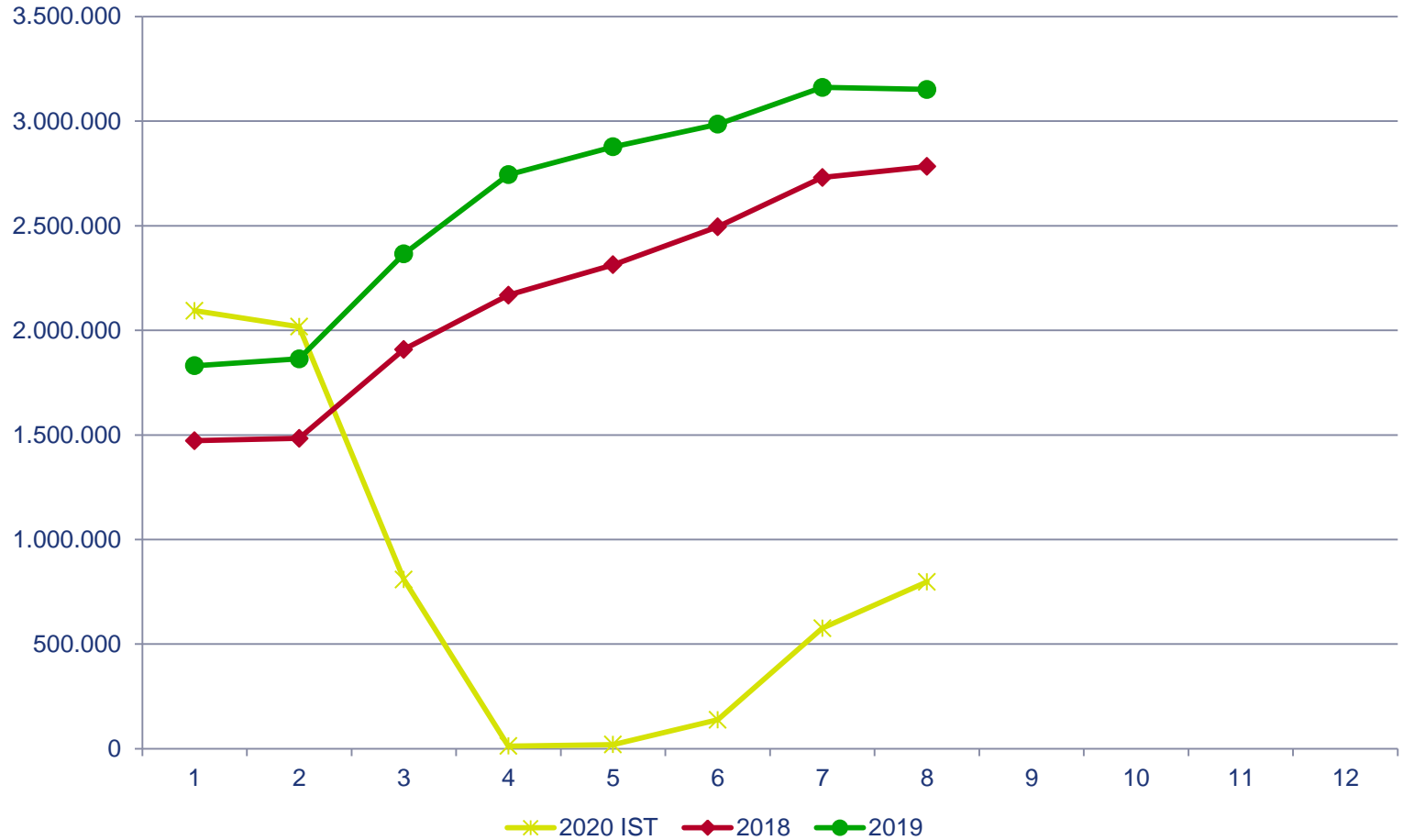
Passengers are diverted to Level 2 where Temperature Screenings are done at Passport counter, travel restrictions are executed, it seems every flight has other travel restrictions

All Employees are in Short Working, except Fire Rescue and Emergency Medical Services
5 Positive Cases (poor symptoms or non, 3 recovered) at Fire Rescue Services, no further infections to other Colleagues at the Section => **the actions we did were the right one**

August 2020



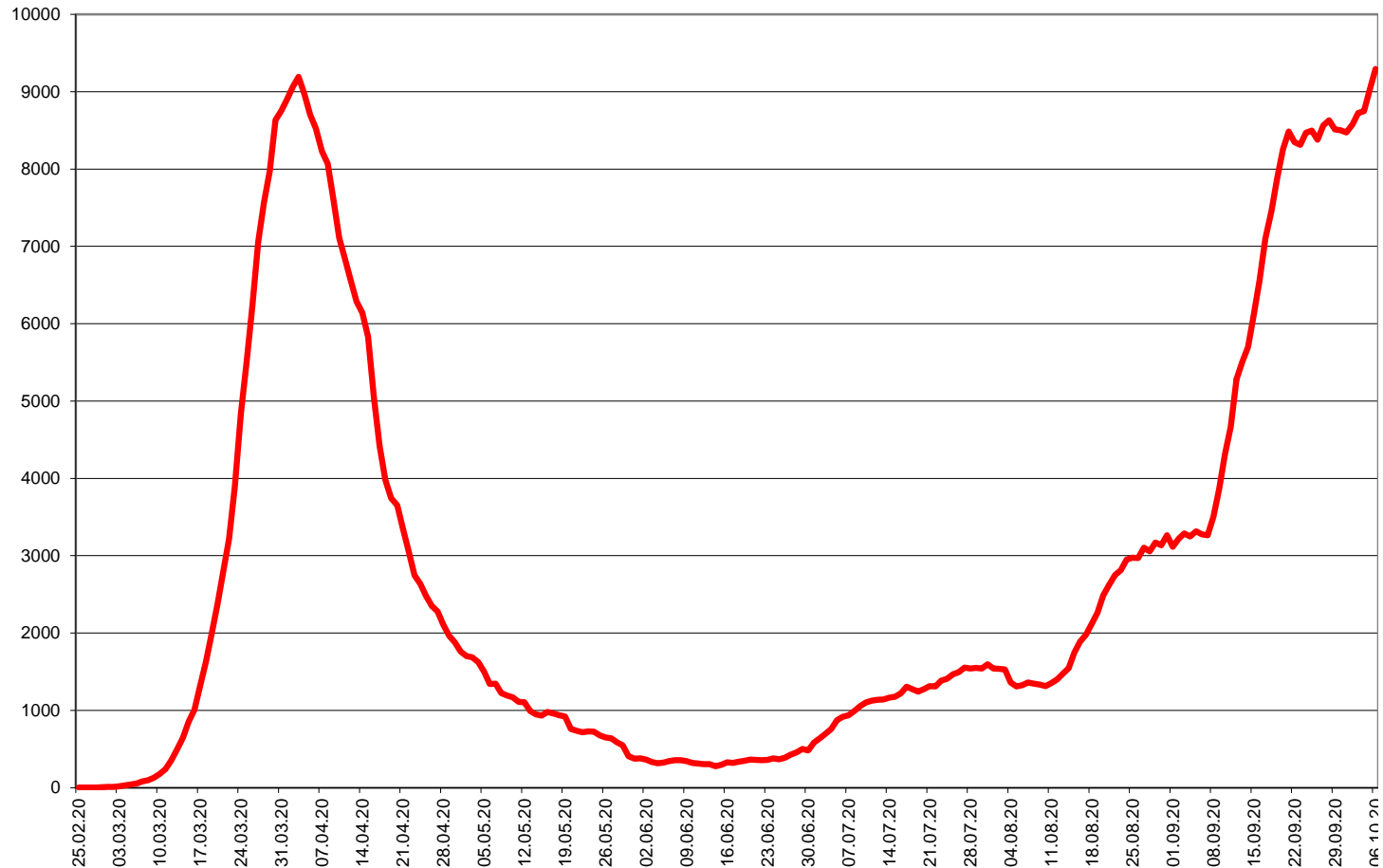
Passengers January - October



October 2020



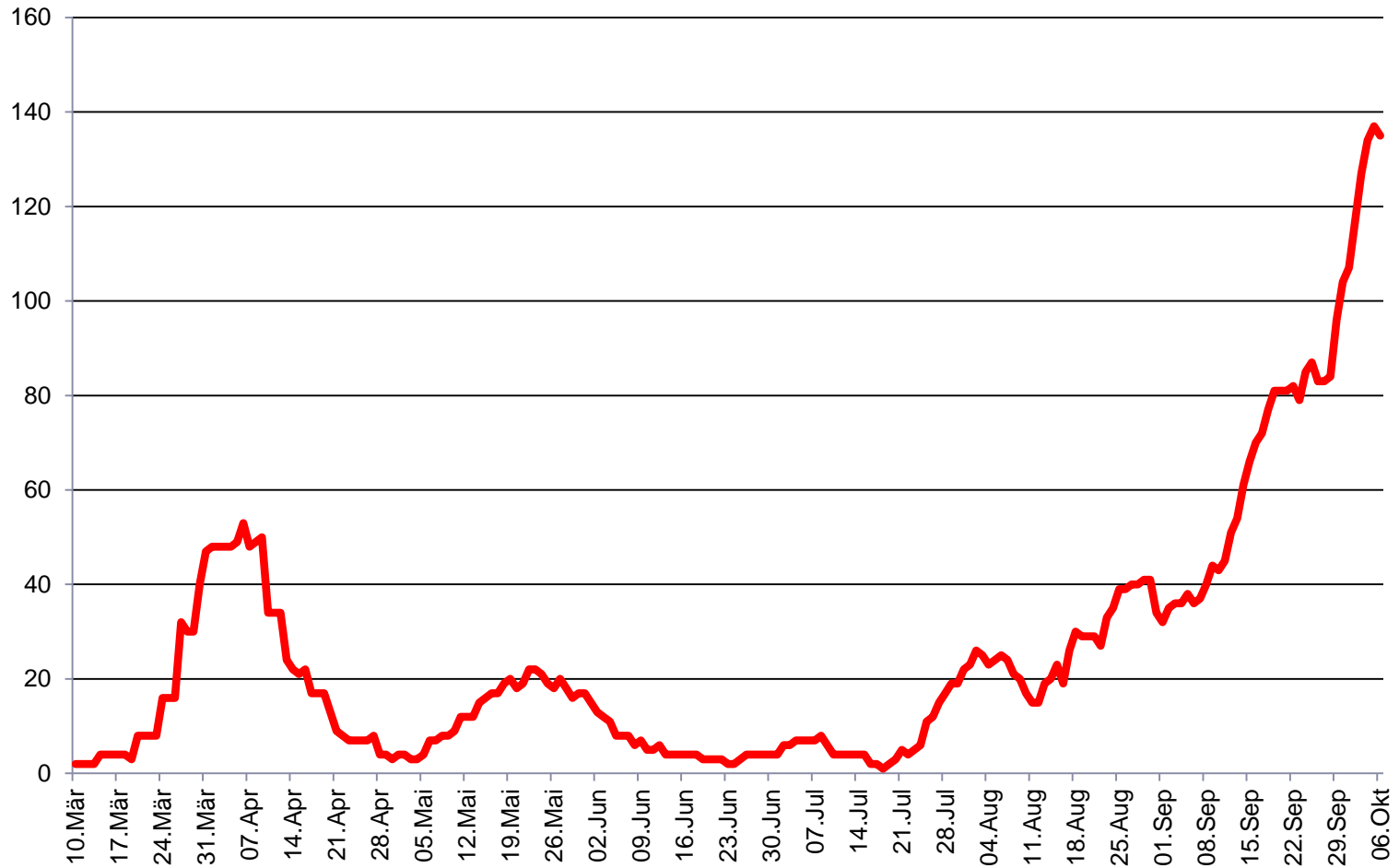
Active Cases in Austria



October 2020



Active Cases in District Bruck/Leitha



How will the Crisis proceed...?

Which Things will remain in the Future...?



HR - Industrial Medical Care Future Introduction

Temperature Measurement for Employees at Apron Entrance to detect Personell with Fever
Hand Disinfection
Hygenic Standards

The NEW Working

Homeworking, Rules and Regulations new setup
Digitalization, touchless usage of facilities, ELGA (digital medical file of Austrian People)
Cyber Security Prevention

Economic Impact

Massive Lost 2020, H1 2020 18Mio Euro Loss
Cost Saving Project is in Force since from February 2020 on. Ongoing process following years

All Employees are in Short Working, except Fire Rescue and Emergency Medical Services till January 2021, with possibility of extension...the duty rosters are allready written until the End of March because of Winter Service.

How will the Crisis proceed...?

Which Things will remain in the Future...?



Economic Impact

Extension Plans like 3rd Runway, Terminal Extension, Reconstruction of Pier East are postponed – not cancelled!



The Glass is half full ...not half empty



Situation at Vienna Airport

Reconstruction of Terminal 2 was continued without the influence of Passengers and will be reopened in Q1 2021



The Glass is half full ...not half empty



Situation at Vienna Airport

Office Park 4 was finished and opened in August 2020

New linking Bridge from Terminal 1 to Office park 4 (a new Landmark in our Skyline) was opened together with Office Park 4



The Glass is half full ...not half empty



Situation at Fire Rescue and Emergency Medical Services

Incorporation of Fire Personell from
Subsidiary (Granddaughter Company)
Flugplatz Bad Vöslau

- + 1 Rapid Intervention Vehicle
- + 1 Fire Fighting Truck 5000L
- + 12 Personell



The Glass is half full ...not half empty

Situation at Fire Rescue and Emergency Medical Services

Extend/Merging/Bundle of Medical
Facilities

Cooperation with Lower Austria
Firebrigade Association , Firebrigade
Vienna and Firebrigade Industriepark
Schwechat OMV (Oilrefinery)

- + 1 Offroad Ambulance / RoRo Medical
Treatment Container
- + 1 RoRo Container Protective
Equipment
- + 1 RoRo Foam Supply



The Glass is half full ...not half empty



Situation at Fire Rescue and Emergency Medical Services

+2 Trailer with Generator and Lightmast from Ground Handling Department

Fill Up Empty Personell Slots in 2021

Basic Fireman Education and ongoing Trainings to fullfill the Airport Firefighters Requirements



Links



Coronavirus Dashboard from the Public Health Ministry – German or English

<https://covid19-dashboard.ages.at/>

Coronavirus Crisis in Austria - German

https://de.wikipedia.org/wiki/COVID-19-Pandemie_in_%C3%96sterreich

Coronavirus Crisis in Austria – English

https://en.wikipedia.org/wiki/COVID-19_pandemic_in_Austria

Vienna Airport

www.viennaairport.com

**THANK YOU!
STAY SAFE!**

