SARS COV2
CORONAVIRUS CRISIS AT VIENNA AIRPORT

07.Oct 2020

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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

Management Board of Directors

EOC with Core Team

Advise for Decision

Input On Site RECON

HR

OPS

SKKM

Aviation Crisis Cell
Ministry of Transport

Employes of Vienna Airport plc and Subsidiaries
SUMMARY OF OCCURRENCES
DEC 19 – OCT 20
December 2019

**Situation at Austria**
No suspected Cases
Observation of Situation in China

**Situation at Vienna Airport**
Health Center – for Employes
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 whole staff. The System is based on Skype.

E-Learning platforms were already 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 across Europe, came from Chech Republic and some of them from Province Hubei, 3 of them with symptoms like flu 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 Hochegg which is approx. 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

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

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GEMEINSAM GESUND
Betriebliche Gesundheitsförderung

MUND-NASEN-SCHUTZ
WANN IST DAS TRAGEN EINES MUND-NASENSCHUTZES SINVOLL?
Wenn bei der Arbeit viele Menschen in dichtem Kontakt miteinander sind, empfiehlt es sich, Mund- oder Nasenschutz zu tragen.

GEMEINSAM GESUND
ABSTAND HALTEN UM DIE AUSREITUNG DES VIRUS ZU VERLANGSAMIEN

CORONAVIRUS:
EMPFOHLENLE MASSNAHMEN

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 (farest 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°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 hygenic 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 Temperature Measurement Group founded with What´s App

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

- Health authorities
- Measurment 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.
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
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“ ...Chancellors 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 Employes are in Short Working, except Fire Rescue and Emergency Medical Services
The Airport transformed to a hughe 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

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

First Positiv Case in Ground Handling
Department
March 2020

Passengers January - March

- 2020 IST
- 2018
- 2019
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 boarders 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 Emporer 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 were Temperature Screenings are done at Passport counter, travel restrictions are executed, it seems every flight has different travel restrictions
All Employes 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, separate Korridors for Quarantine of suspected and positiv cases), NON Austrian residents positiv cases were brought to hospital
March 2020

Passengers January - July

- 2020 IST
- 2018
- 2019
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 were Temperature Screenings are done at Passport counter, travel restrictions are executed, it seems every flight has other travel restrictions

All Employes are in Short Working, except Fire Rescue and Emergency Medical Services
5 Positiv 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

2020 IST | 2018 | 2019
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 Employes 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 Employes are in Short Working, except Fire Rescue and Emergency Medical Services till January 2021, with possibility of extension...the duty rosters are already 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 Industrypark 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!