



Wellbeing measures to improve safety at airports and on aircraft,  
and help customers feel comfortable about flying again

### PRE-FLIGHT



#### CONTACTLESS CHECK-IN

Check-in online/app and self-service bag drop



#### HAND SANITISING STATIONS

At gates on departure and arrival



#### ENHANCED CLEANING

Particularly high contact areas — seats, seatbelts, overhead lockers, air vents, kiosks and toilets



#### PHYSICAL DISTANCING

At airports and in lounges

### ONBOARD



#### FACE MASKS

Provided to all passengers and recommended to be worn for peace of mind



#### SANITISING WIPES

Provided to all passengers to wipe down seat belts, trays and armrests



#### LIMIT MOVEMENTS INFLIGHT

Passengers will be asked to remain in their seats, as much as possible



#### MODIFIED SERVICE

Limited food and beverage offering

### Hospital-grade air filters

- The air conditioning systems of all Qantas and Jetstar aircraft are already fitted with hospital-grade HEPA filters, which remove 99.99% of all particles including viruses
- Air inside the cabin is refreshed on average every five minutes during flight



### COVIDSafe app

- We are encouraging all customers and crew to download the COVIDSafe app
- The app will slow down the spread of coronavirus and help speed up contacting people exposed to the virus

