



SMS/Txt message to pax with PHE COVID-19 advice (Airlines to Txt / email as available)

Flight embarks: PEK, CAN, CTU, PVG, SZX, TSN, CSX, TAO, HKG, HND, KIX, NRT, KUL, LGK, ICN, SIN, TPE, UTP, HKT, BKK, HAN, SGN

### In Flight procedures

If you develop these symptoms within 14 days of landing in the UK:

- Cough
- Fever
- Shortness of breath

call NHS 111 in England, or NHS direct in Wales, or NHS 24 in Scotland, or Out of Hours GP service in Northern Ireland

COVID-19 Announcement: by aircraft commander

COVID-19 Leaflet (hard copy/digital provided by PHE)

Cabin crew observe pax \*

Passenger unwell?

YES

Early phone call to designated airport \*\*

A/C lands

GAD Submitted to PHE Health Control Unit at LHR \*\*\*

Local health pathways initiated as per agreed SOPs \*\*\*\*

Disembark – Following instruction from medical team \*\*\*\*\*

Passenger Locator Form as required \*\*\*\*\*

'Good Morning/Afternoon

You will be aware of the outbreak of a new virus – COVID-19.

To assist UK Public Health Authorities, please can you also make yourself known to your cabin crew if you are experiencing any of the following:

- Cough
- Fever
- Shortness of breath

If you develop these symptoms within 14 days of landing in the UK, call NHS 111 in England, or NHS direct in Wales, or NHS 24 in Scotland, or Out of Hours GP service in Northern Ireland.'

MESSAGE ENDS

NO

A/C lands

Disembark

Posters/digital displays in airports. Leaflets available at airports  
SMS / TXT Public Health messages signpost to NHS as available



## General

The latest information on advice for returning travellers can be found here  
<https://www.gov.uk/guidance/coronavirus-covid-19-information-for-the-public>

## Actions for airports

Airports will ensure that arrival routes and key departure passenger points have current PHE advice in poster, digital and leaflet form, widely available for passenger access (Public Health COVID-19 materials: <https://campaignresources.phe.gov.uk/resources/campaigns/101/resources/4992>)

Airports will work with Border Force to ensure all available airport partners are playing their appropriate part in the distribution of advice.

Airports will continue to keep onward public travel companies abreast of passenger advice and where appropriate on airport ensure travel hubs have the current PHE advice in published.

## Notes

\* Airlines to ensure that cabin crew are briefed on symptoms of COVID-19: cough, or fever or shortness of breath

\*\* To allow for early implementation of health response

\*\*\* PHE Health Control Unit at LHR is available 24/7 to provide public health advice and assessment, and remote support to local Health Protection Teams (HPT). Can liaise with local health providers where required.

\*\*\*\* Local Health Pathways are recognised as:

- **Symptomatic from a Category 1 or 2 area:** Port public health informed and pax isolated and triaged appropriately into the health system.
- **Asymptomatic (no symptoms) from Category 1 area:** Passenger is advised to self-isolate for 14 days, provided with advice on self-isolation and should be allowed to travel without the need for any additional measures required to be taken by the airport i.e. special transportation to passenger's private vehicle, dedicated transportation to where they are self-isolating or enhanced cleaning of facilities where passengers have travelled through. The passenger will then take the most direct route to their residence where they are going to stay and once there remain indoors and avoid contact with other people.
- **Asymptomatic (no symptoms) from a Category 2 area:** Passenger is provided with PHE's leaflet with information on symptoms and what to do if they get them and proceeds normally.

Guidance on self-isolation:

- <https://www.gov.uk/government/publications/wuhan-novel-coronavirus-self-isolation-for-patients-undergoing-testing/advice-sheet-home-isolation>
- <https://publichealthmatters.blog.gov.uk/2020/02/20/what-is-self-isolation-and-why-is-it-important/>

\*\*\*\*\* Passenger Locator Forms (PLFs). Airline responsibility to ensure PLFs are completed to allow follow-up and contact tracing by HPTs as required

\*\*\*\*\* Disembarkation of Aircraft with suspected case on board can only be authorised by PHE or local health responder in accordance with the COVID19 NOTAM issued by airports, and the Public Health (Aircraft) Regulations 1979