

THE RETURN OF SAFE BUSINESS TRAVEL

A WEBINAR FOR MINNESOTA CHAMBER MEMBERS
THURSDAY, JULY 23, 2020

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COMMERCE**

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WELCOME



DOUG LOON
PRESIDENT

MINNESOTA CHAMBER OF COMMERCE

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THE RETURN OF SAFE BUSINESS TRAVEL



Brian Ryks

Executive Director and CEO

Metropolitan Airports Commission

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MSP - Portrait of a Pandemic

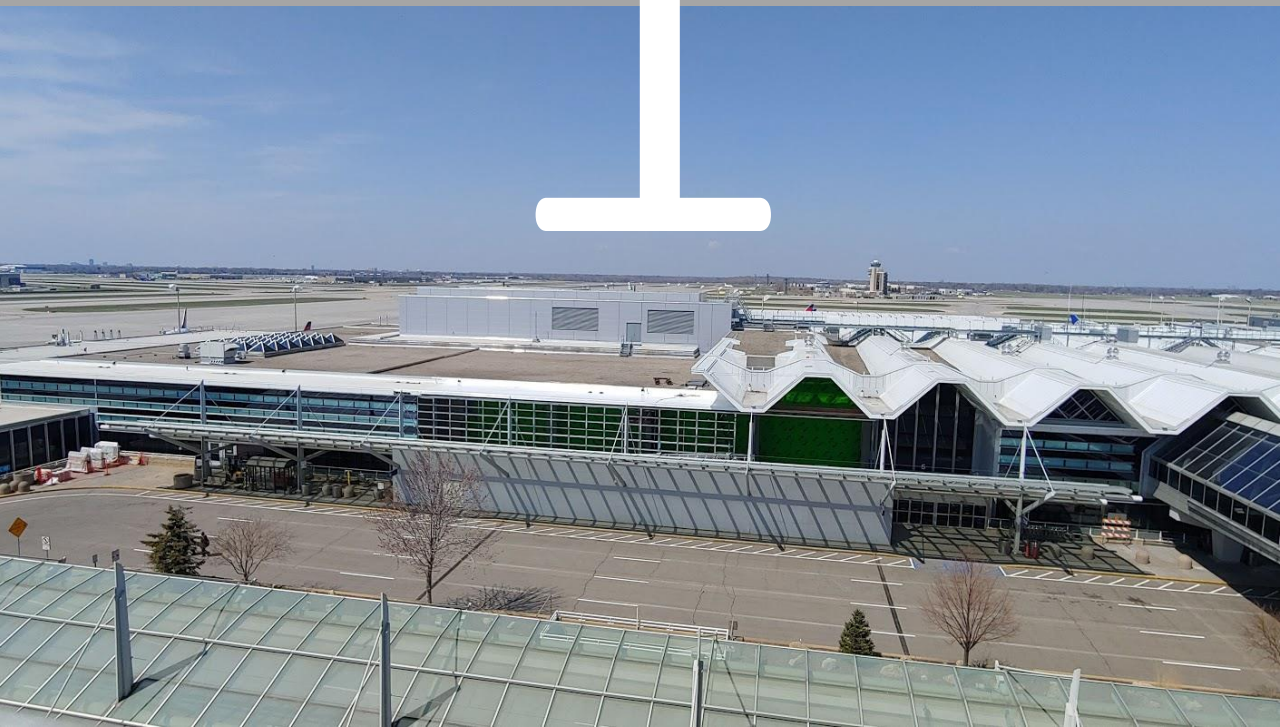


Brian Ryks, CEO

Metropolitan Airports Commission

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IMPACTS ON TRAVEL



COVID-19 Travel Impact



COVID-19 TRAVEL IMPACT



Screened
Passenger levels
dropped 95% -
less than 2,000
per day



Airlines cut 105
routes from
200+



Daily operations
declined from
1,200 to less than
400



Airlines cut
more than 1.5
million seats/
month

COVID-19 Travel Impact



COVID-19 TRAVEL IMPACT



Non-
Aeronautical
Revenues:
\$194 million



Parking revenue
declined to less
than 4%. 600
vehicles in early
April



56 of 75 units
closed. 19 open
with reduced
hours



44 of 52 units
closed. 7 open
with reduced
hours

2

A SLOW RECOVERY

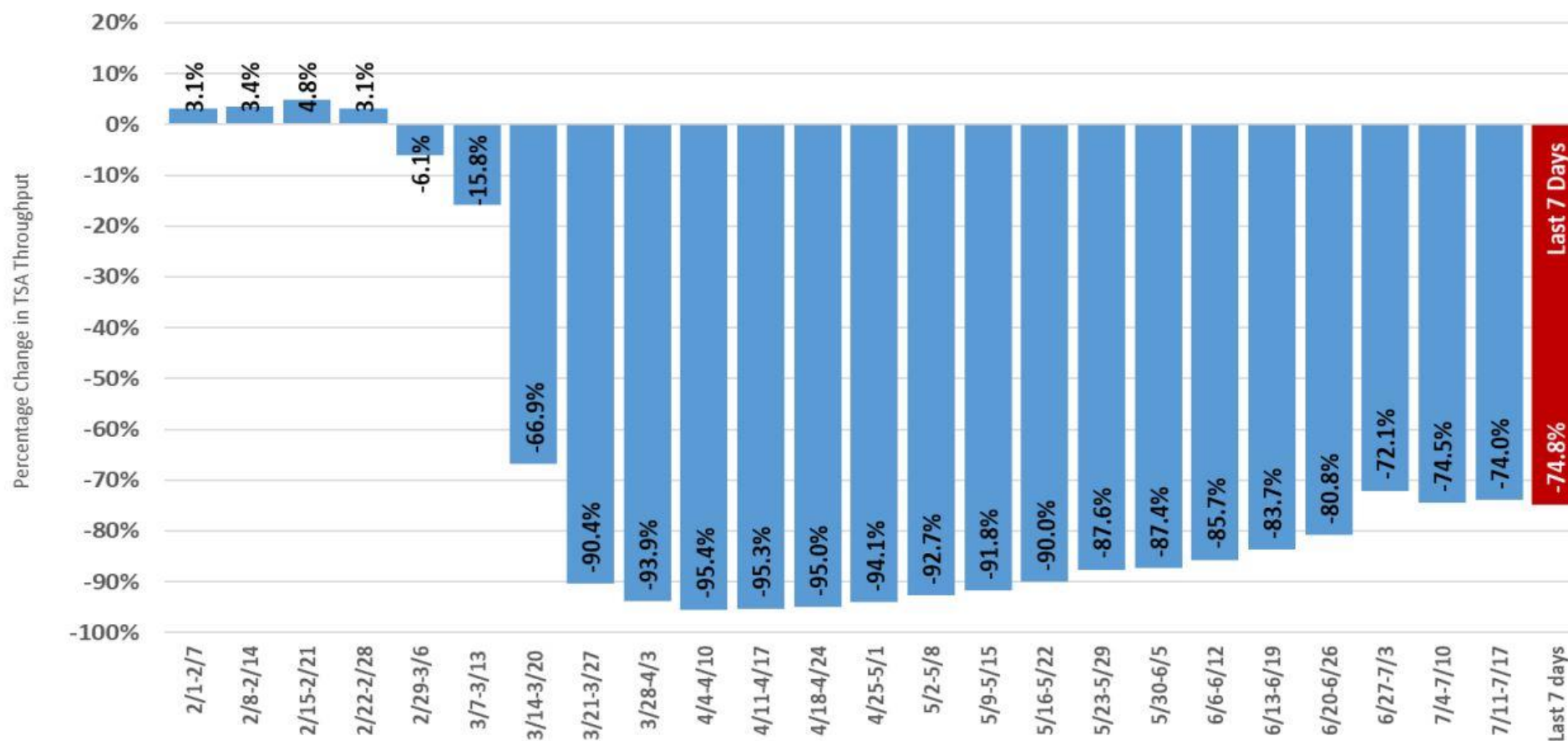


COVID-19 TRAVEL IMPACT

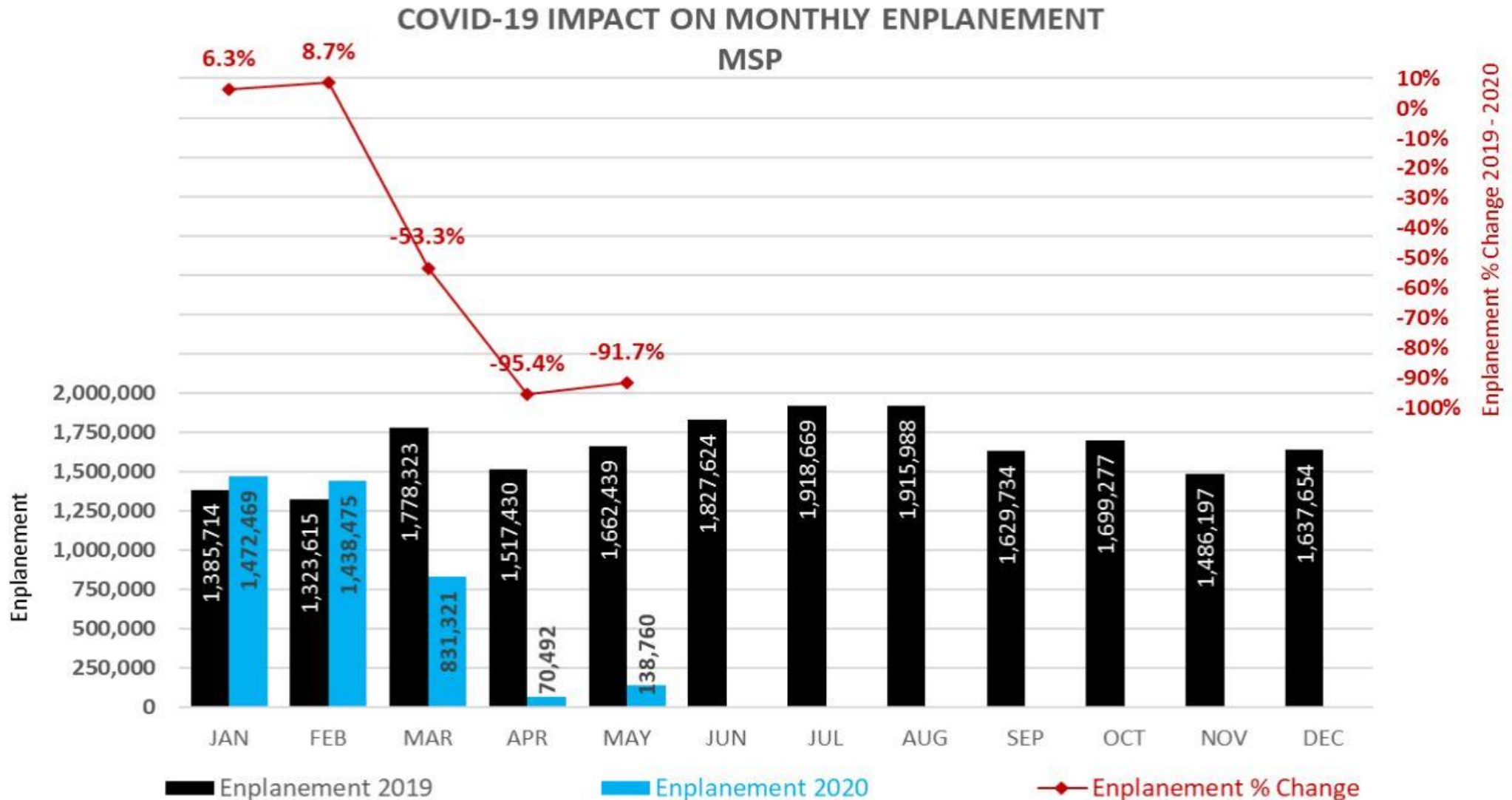
PASSENGERS ACTIVITY
THROUGH MSP
CHECKPOINTS SINCE
FEBRUARY 2020

2019 vs. 2020 WEEKLY TSA SECURITY CHECKPOINT THROUGHPUT VOLUME CHANGE

(by day of the week starting the first Saturday February through current)



COVID-19 TRAVEL IMPACT



Data is updated approximately 30 to 45 days after the end of the month.

TRAVEL REBOUND UNDERWAY



Screened
passengers:
Improving to
75% below
2019



Flights:
139 routes in
July versus low
of 91. Daily
departures =
249



Parking:
Revenues have
reached 25% of
normal on
some days



Concessions:
20 food venues
and 17 retail
stores now
open

3



HEALTH SAFETY PROGRAM

PLAYBOOK

- Guidelines for MSP airport community
- Ensure safety of customers and employees
- Best practices from health agencies and aviation industry
- Consistent and trusted experience for all



TRAVEL CONFIDENTLY PLAYBOOK

A comprehensive guide for COVID-19 pandemic response and recovery.



TRAVEL CONFIDENTLY PROGRAM



June 25, 2020

ROBUST CLEANING

- MSP named the best airport in North America in its size category for terminal and washroom cleanliness
- Established a COVID-19 response team
- Created robust cleaning program with special emphasis on high-touch areas, such as handles, light switches, restroom fixtures, elevator call buttons and handrails
- Began electrostatic disinfectant spraying overnight in public areas of both terminals



FACE COVERINGS



- For months, the MAC has required its employees and contractors to wear face coverings
- Since late May, have strongly recommended that everyone wear a mask in public areas of MSP
- Beginning Monday, July 27, new MAC regulation will require that everyone wear a mask
- Unite to keep each other safe



SOCIAL DISTANCING



- Floor decals installed throughout airport by MAC, airlines, TSA, concessionaires and other airport partners
- Social distancing is still one of the best ways to prevent spread of COVID



HAND SANITIZING

- The MAC has installed 50 hand sanitizer stations throughout MSP's terminals and will soon double that number
- When you also count sanitizers added by airlines and TSA, we will have about 250 hand sanitizing stations at MSP



SHIELDS

- MAC staff has installed 130 Plexiglass shield guards throughout MSP's terminals
- Protective barrier that helps travelers and employees
- Many airlines and concessionaires have also installed shields



TOUCHLESS PARKING



- New customer service feature that enables travelers to pre-book their parking online at www.mspairport.com
- No tickets or on-site credit card to process
- QR technology
- Touchless entry and exit from MSP's parking ramps



TRAVEL CONFIDENTLY CAMPAIGN

- High profile campaign
- Travelers can learn before they fly
- Signs: banners, stanchion belts and toppers, floor markers, and digital displays
- Reminders: hand washing, face covering, social distancing



MONITOR AND ADAPT

- Pandemic is far from over
- Monitor recommendations from state and federal health agencies
- Review and adopt best practices in our industry
- Technology and innovation
- Safer journey





Thank you

MetroAirports.org MSPAairport.com



@mspairport

THE RETURN OF SAFE BUSINESS TRAVEL



Mike Medeiros

Vice President – Global Cleanliness

Delta Airlines

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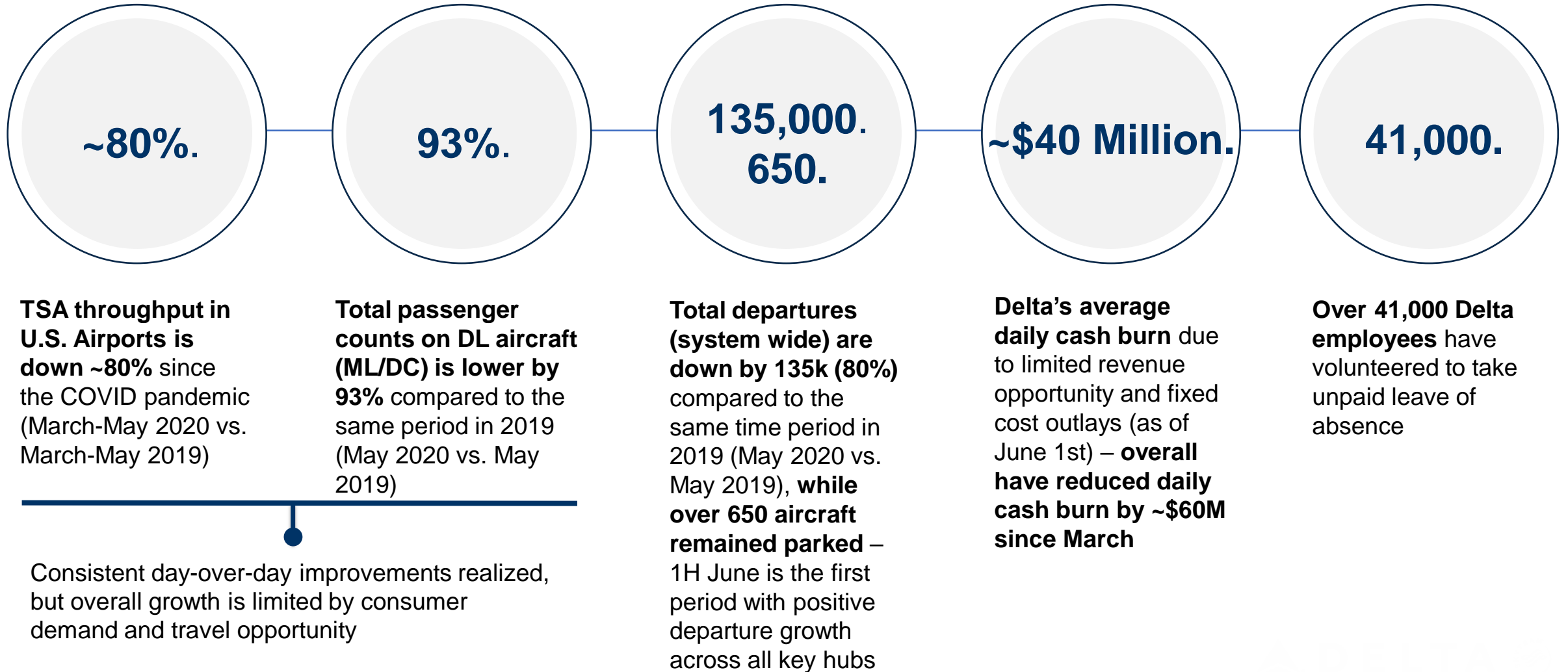
DELTA AIR LINES

Delta CareStandard



Global Operational Impact of COVID-19

The global pandemic has significantly impacted the travel industry and Delta's operation



Delta Has Taken Important Action to Protect our People and Customers

The safety of our people, and those who we serve, is of paramount importance

Form Strategic Partnerships



Delta and Mayo Clinic have recently formalized a partnership with the following objectives:

Advisory

Mayo will act as Delta's "Chief Medical Officer" providing advisory services and best practices

Testing Strategy

Mayo will take lead on developing and executing Delta's COVID testing strategy

Data / Analytics

Mayo will lead the databasing / analytics work associated with testing and outcome evaluation

Implement Preventive Health Measures



- Delta, in coordination with Mayo Clinic, has designed a robust COVID employee testing strategy across the enterprise
- MSP will be first location to receive employee testing (starting Tuesday, June 16th).** Testing will be administered and analyzed by Mayo Clinic experts



- In addition to testing, Delta has rolled out mandatory temperature checks for employees in all airports/facilities, and has created a dedicated nurse hotline for employee questions and concerns

Benchmark / Information Sharing

Delta has collaborated with business leaders and corporations to share best practices, designed to ensure a consistently safe and protected environment for our employees and customers alike

Healthcare



Travel Partners



Athletics



Industry Leaders



Setting a new standard for safer travel



CLEANLINESS

Implementing a set of enhanced policies and practices to provide cleaner air, cleaner space and cleaner surfaces.

MORE SPACE

Blocking middle seats and limiting capacity to make space on board and promoting safe distancing in the airport.

SAFER SERVICE & CARE

Requiring masks for customers and employees, providing Care Kits and adjusting service to reduce touch points.

ESTABLISHING DEDICATED OVERSIGHT

Delta is creating our first **Global Cleanliness division** under the leadership of Bill Lentsch, our Chief Customer Experience Officer, to ensure a consistently safe and sanitized experience for travelers and employees.

The Global Cleanliness division will innovate and evolve our already high cleanliness standards for the long term.

Bringing the same data-driven rigor to cleanliness that Delta is known for in operational reliability.

A NEW STANDARD FOR TODAY'S EXPERIENCE

- Amplifying Delta's safety promise across the entire travel journey.

- The following illustrates actions taken from curb to seat to create Delta's Clean Experience. These actions focus on minimizing and cleaning frequently touched surfaces, maintaining safe distances from others, and communicating actions at every touch point

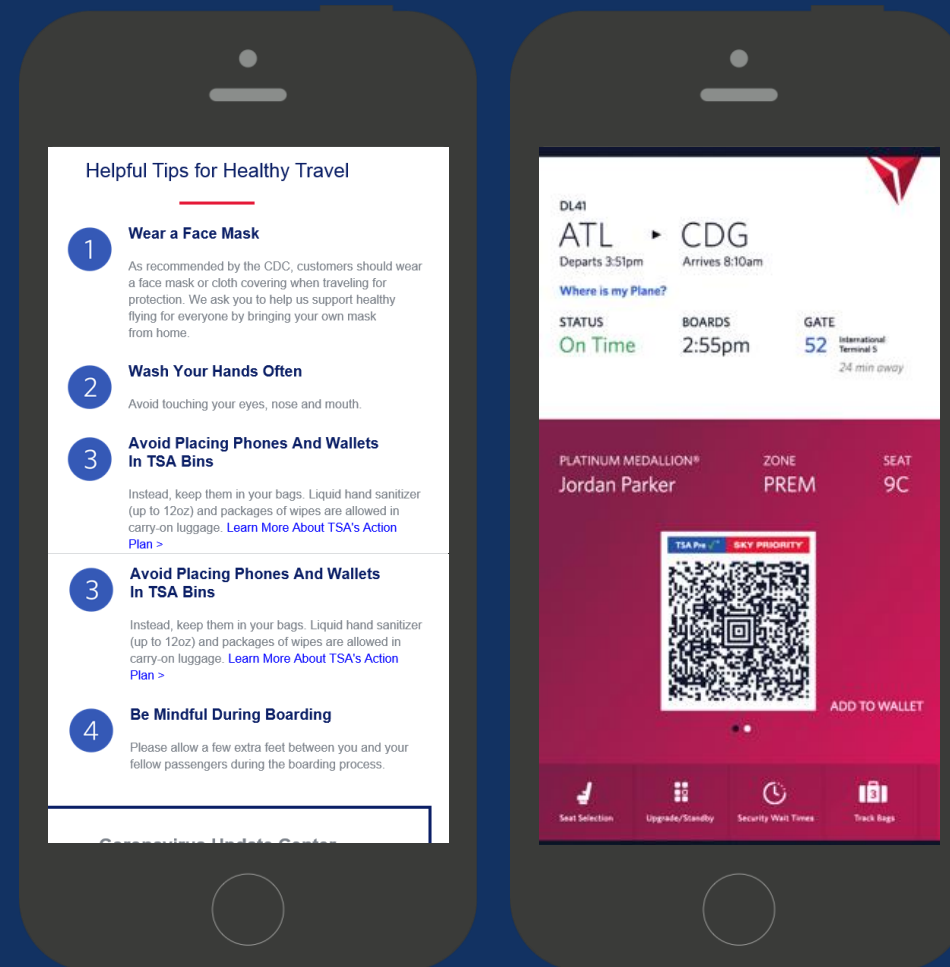


• Play Video

Pre-Arrival

Delta's Safety Promise Begins Before You Arrive at the Airport

- Safety protocols are pre-communicated via email as well as notification within the Fly Delta App
- Many self-serve features of the app like Self-Check-in allow for a lower contact experience once at the airport



1. Pre- travel emails sent to all customers with best way to prepare for the trip and tips to be safe
2. Fly Delta App allows for all check-in and upgrade transactions to be performed efficiently before airport arrival allowing customers to skip Kiosk and Counter

Check-In

Emphasis on Seamless & Touchless Customer Experience

- Self-service options designed to minimize unnecessary contact opportunities
- Process includes both self-clean (sanitizer stations and wellness kits) as well as enhanced (and visible) employee clean (baggage bin sanitation and kiosk cleaning)



1. All customers must wear a mask or face covering - extra masks and wellness kits will be available at check-in
2. Kiosks are being wiped down and sanitized frequently throughout the day
3. Hand sanitizer dispensers have been added near high-traffic and high-touch locations throughout the airport
4. Employees will be on hand to help guide you through new safety procedures and answer any questions you have
5. All of our employees wear masks or face coverings

6. Check-in counters are wiped down and sanitized frequently
7. Plexiglass shields have been added at all Delta counters
8. Baggage stations are being wiped down and sanitized throughout the day
9. Floor decals have been added to encourage social distancing

Security

Direct Partnership with TSA / CBP to elevate the security experience

- Social distancing and visible cleaning procedures are evident throughout the entire security experience
- If you are a CLEAR member, the team is encouraging the use of touchless biometrics (iris scan) rather than fingerprint reading as default



1. Bins are being wiped down and sanitized frequently throughout the day
2. Customers and TSA employees are required to wear masks or face coverings at TSA checkpoints
3. To promote a safe distance, alternating lanes are being used when available
4. Hand sanitizer stations have been placed near exits

Gate Area

Focus on Safe and Consistent Customer Interactions and Boarding Process

- Priority continues to be on timely and accurate communication (both verbal and digital) and ensuring each customer is informed of Delta's new cleaning standards
- Institution of a new boarding process minimizes crowding and boards the aircraft efficiently, orderly, and safely



1. Electrostatic spraying with high-grade disinfectant is used to sanitize our gate areas and jet bridges overnight
2. All customers must wear a mask or face covering, and extra masks and wellness kits will be available at the gate if you need one
3. Cleaning supplies have been added at the counter for additional cleaning
4. Plexiglass shields have been added at all gate area counters
5. Gate counters are being wiped down frequently throughout the day
6. All of our employees wear masks or face coverings.
6. The Fly Delta App promotes touchless boarding and displays the most up-to-date information and notifications
7. New boarding process deployed to minimize your contact with other customers – boarding now from front to back, limited to 10 customers at a time
8. Jet bridges wiped down and sanitized frequently
9. Decals have been added in jet bridges at all Delta-owned gates to promote safe-distancing
10. Hand sanitizer dispensers added at every point in journey

Onboard

Safe, clean, and reliable are the corner stone of Delta's customer promise

- Great care is taken in preparing the aircraft for customer use, safe boarding and seating procedures, and providing separation between customers as preparations are made for the flight



1. An **extensive checklist is followed** to ensure everything meets our elevated standards. If an aircraft doesn't pass our spot check before you board, our teams can hold the flight and call back the cleaning crew
2. **Electrostatic spraying with high-grade disinfectant is used to sanitize all aircraft before every flight**
3. **Lavatories are cleaned during flight and extensively cleaned and sanitized after every flight**
4. All **overhead bin handles are sanitized** before every flight
5. All of our **aircraft are ventilated with fresh, outside air, or air that is recirculated through high-grade HEPA filters**, which extract more than 99.99% of particles, including viruses
6. **Select seats have been temporarily blocked across all cabins on all aircraft**, and the total number of customers per flight has been reduced
7. All **blankets and bedding are laundered after every flight**
8. **Customers must wear masks or face coverings except during meal service**
9. All **armrests are thoroughly wiped down and sanitized**
10. All of our **employees wear masks or face coverings**
11. To allow for **greater space when deplaning, flight attendants will cue you when to exit**

In-Flight

Delivering World-Class Service While Reducing Non-Essential Touchpoints

- Our team of Flight Attendants continue to deliver the service you expect, while adhering to new standards of cleanliness and interaction
- All high touch areas are sanitized pre-flight, and wipes/gel-packs are available in air to ensure that same level of cleanliness exists from take-off to landing



1. **Complimentary wellness kits** with a face mask and sanitizing wipe will be available upon request. Amenity kits will also be available on all long-haul international flights
2. **All tray tables are thoroughly wiped down and sanitized**
3. **Sanitizing wipes and gel packs are available on board**
4. **Seatback screens and all surrounding surfaces are thoroughly wiped down and sanitized before every flight**

5. **All non-essential items, such as Sky magazine and glassware, have been removed**
6. To **reduce service touchpoints**, food and beverage offerings have been pared down, but you are still welcome to bring TSA-compliant food on board
7. **Snack bags, including a beverage, snack and sanitizing wipe or gel, are being handed out on select flights at boarding to reduce onboard service touchpoints**

| • Thank You

QUESTIONS?

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THANK YOU!

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