



Madrid, 20 February 2020

Dear Colleague,

The Novel Coronavirus (2019 nCoV) is dominating news headlines, disrupting supply chains and causing anxiety for air travelers. This outbreak is impacting airlines operating to and from your country in many ways. I am writing to inform you of some of the actions that IATA is taking to assist both airlines and their customers, but also to request your assistance.

Some key actions that we have taken already include:

### **1. Liaison with the World Health Organization (WHO)**

IATA is urging governments to follow the [International Health Regulations](#) (IHR) and [WHO guidance](#) which advises against the application of any restrictions of international traffic based on the information currently available. While the purpose of the IHRs is to facilitate a coordinated response, unfortunately, that has not been the experience with the 2019 nCoV outbreak with many countries having already imposed various restrictions related to travel. IATA is facilitating the latest information on government requirements for airlines and passengers via the [IATA Travel Center](#) and our travel document tool, TIMATIC.

IATA's Medical Advisor, Dr. David Powell, is in frequent contact with the WHO and is an advisor to the WHO Emergency Committee. He is transmitting daily situation reports and medical updates to airline medical advisers through the Medical Contact Group (MCG).

### **2. Emergency Response Toolkit**

The airline industry has considerable experience dealing with health outbreaks such as the 2019 nCoV. IATA has developed several practical resources (see below) that we are making available to our member airlines to assist them in dealing with the impacts, including an emergency response plan, guidelines and best practices as well as access to border control information. We encourage you to make use of these tools in your response to the outbreak.

**Emergency Response Plan:** IATA has published [a template Emergency Response Plan](#) for public health emergencies. While every airline will have its overall crisis response plan, this provides specific guidance and checklists for dealing with public health emergencies.

**Best Practices:** IATA guidelines and best practices in the event of a public health emergency are available on the [IATA website](#). Of particular interest are: [Cabin Announcement Scripts](#), [Universal Precaution Kit Contents](#), [Cabin Air Quality Briefing](#), Guidance for [Maintenance Crew](#), [Cargo and Baggage Handlers](#), [Cabin Crew](#), [Cleaning Crew](#), and [Passenger Agents](#); and a standard [Passenger Locator Form](#) that has been endorsed by ICAO and WHO.

**Border Control:** The IATA team is regularly updating Timatic as governments impose new entry requirements. This is available to the general public via the [IATA Travel Centre](#). These updates are available in real time to all [Timatic](#) subscribers.



### 3. Slot Alleviation Measures

Demand for air travel to and from mainland China is being significantly affected by the 2019 nCoV outbreak, which has resulted in carriers making substantial schedule changes. IATA has been communicating with the global slot coordinator community to ensure that carriers making related flight cancellations for mainland China operations are not subject to the usual 80/20 slot usage rules. We have received agreement from the Civil Aviation Administration of China (CAAC) and clarification of alleviation from the European Commission (EC), as well as many other coordinators.

We would ask for your support to further limit the exposure of airlines operating in your jurisdiction. Considering the continued uncertainty surrounding mainland China operations, it is critical airlines are treated equally and the alleviation that CAAC grants is reciprocated. Slot allocation plays a vital role in the industry being prepared for the eventual recovery period, providing certainty and resilience in these challenging times. There may be need for a broader slot usage dispensation, like those given during the SARS crisis in 2003, depending on how this outbreak evolves.

### 4. Practical Travel Advice for Passengers

In addition to the information concerning entry restrictions applied in certain States outlined in the [IATA Travel Center](#), IATA has been working with media to deliver practical travel advice. [Bloomberg \(short video\)](#) carried a widely reported conversation with Dr. Powell, IATA's Medical Advisor which focuses on helpful tips to stay safe while traveling. IATA also worked with WHO to deliver [travel advice](#) with the WHO head for the International Health Regulations.

The IATA team continues to follow this issue closely to try and mitigate the impacts on airlines and their customers and help them deal with this event. If you have any questions, concerns or ideas on how we can further assist please contact us.

Best Regards,

A handwritten signature in blue ink, appearing to read "Rafael Schwartzman".

Rafael Schwartzman  
Regional Vice President, Europe