

Visit Belgian Travel Association

25.09.2020, Flight Operations (Geoffroy Van Elegem)

Agenda

Welcome & Introduction

Flight Operations (Cockpit and Cabin measures)

Ground Operations

Maintenance

Commercial Side

Aircraft / Airport Visit

The Customer Journey since June 15th



How to regain trust from our passengers?

The passenger's behaviour depends on his **five senses**.
By acting on your sensorial points, you will **feel safe and in the right hands to travel**.

What will you see?

- Wearing a mask is compulsory
- Distance created
- Row by row boarding/disembarkation
- Lavatories: no queuing allowed
- Sanitizers available
- Air conditioning active on ground



What will you touch?

- First touch on board will be a sanitizer
- No physical contact
- Service : Cabin Crew cleans their hands before touching any catering
- Passengers will take care of their own hand luggage (cabin overhead bins)

**Sensory
approac
h**

What will you hear?

- Cabin/Cockpit speeches on board (Corona dedicated)



What will you smell/taste?

- Disinfectant and cleaning odours on board
- Service (Business meals) : back to normal since 1st of September

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Extra Equipment

Hand sanitizer proposed to all passengers boarding (extra masks on request)

Cleaning

More frequent cleaning activities (Cabin/Cockpit)

Service

Cabin crews wash hands or use gel regularly throughout the flight

Air conditioning

Enhanced air conditioning measures

Lavatories

No queuing allowed

Covid Isolation Area

Any suspected case will be moved to this area

Cockpit



In Flight

Wearing masks:
- mandatory when leaving the Flight Deck
- Reminders via announcement

Jump Seat

Not allowed except for exceptional reasons

Extra equipment

Headset covers, disinfectant wipes, and extra measures in place (Air/Ground conditioning)

On Ground

Wearing of masks when flight deck door is open

Cleaning

Deep Cleaning of flight deck on top of the usual cleaning

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Lufthansa



brussels airlines



LUFTHANSA GROUP

New Ground Operations procedures

In the Terminal

- Temperature checks
- New flow in place to maintain social distancing
- Online check in / self scanning offered to reduce physical contact
- Possibility to check in hand baggage for free
- Ticketing: digital payment recommended
- Protection windows at ticketing desks / check-in counters
- Sanitizers at disposal /more cleaning
- Two persons max per elevator
- Staff make sure the passengers respect the sanitary measures

Covid-19 Test Center

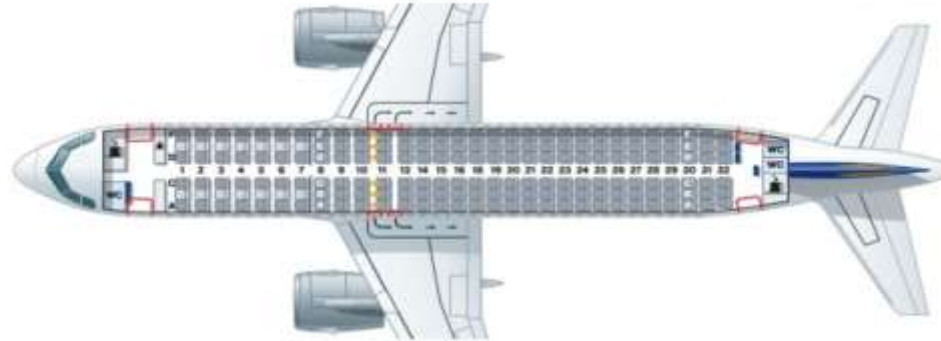
- Passengers can be tested on voluntary base
- Available upon arrival and soon for departure

At the gate

- Boarding time increased
- Row by row boarding (by blocks of passengers): priority for Business travellers,...
- Gate agents pro-active (speech) if social distance not respected at the gates



Cleaning



Cleaning/disinfection additional instructions introduced for aircrafts

Turn around cleaning

- All tables
- All armrests
- Seat belt fastenings/buckles
- Toilet door handles + toilet surfaces

Disinfectant events (on top of the usual cleaning)

- Every **24 Hours**
- **Each turn around** in BRU

Disinfectant products

Brussels Airlines selects products with the highest standards.

- Complied to Airbus specifications
- Approved by Belgian Health Authorities as fully effective for Covid-19

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Restart safe operations after full fleet grounding



Before the restarting of operations:

- **Tasks requested by Airbus:** special checks on aircraft for potential birds nests, obstructing insects, ...
- **Additional Brussels Airlines inspections/tests:** before releasing any aircraft
- This in order to guarantee safe and reliable operations

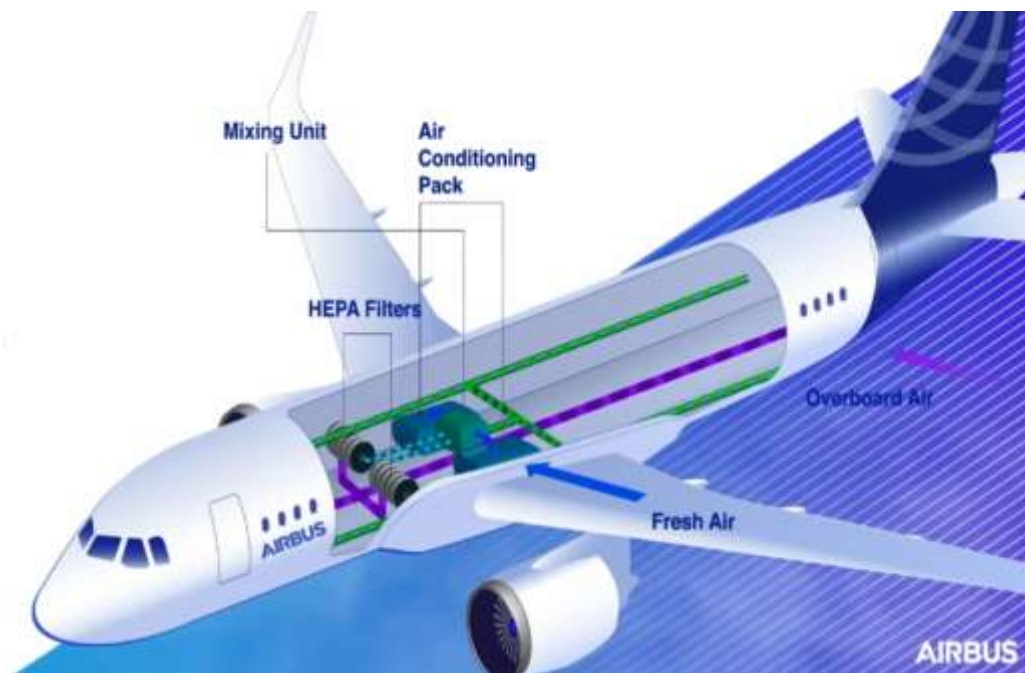
Successful restart

No operational issue reported related to parking/storage of aircrafts

Cabin air purification with HEPA filters

All Brussels Airlines aircrafts are equipped with HEPA filters (High Efficiency Particulate Air filter)

Aircraft Filters same efficiency as hospital surgery room



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Changes in our fare products

Flexibility

Product alignment:
Brussels Airlines
alignment fare families
intra Europe

- Light
- Classic
- Flex
- Business Saver
- Business Flex
- Open for sales 18AUG
- Eff for travel 1SEP

- Corporate Value Fares LH-LX-OS
- Introduction 3% discount
- CO2 compensation
- Flexibility
- SN participation Q1 2021



- Pay-As-You-Fly
- Customer debited when ticket is used EU-EU on entire LHG
- BUZ & FLEX
- 5% discount
- No Advance Purchase
- No Rebooking and No cancellation fees
- No TTL



Lufthansa Group for:
Business
Savings
Reporting



Continuous pricing



More prices can be offered to better serve demand by also offering price points between RBDs

PartnerPlusBenefit Corporate bonus programme



With **PartnerPlusBenefit**, the free corporate bonus programme, businesses earn points on flights with participating airlines, which they can redeem for attractive rewards, e.g.:

- Free flights
- Upgrades
- Payments, etc.

From 15 June to 31 Dec: Double points promotion on EU network

Employees also earn Miles & More award miles for their personal mileage accounts when they fly.

Further information and registration is available at:
www.partnerplusbenefit.com

PartnerPlusBenefit

Brussels Airlines and the Lufthansa Group partners Austrian Airlines, Lufthansa and SWISS are offering you the possibility to join their **Miles & More** programme and obtain a Senator Card (SEN) or a Frequent Traveller Card (FTL)

How to proceed:

- **Senator Card:** Book and Fly two Business or First Class tickets to a Lufthansa Group long haul destination. Another solution, fly 10 business class tickets intra Europe.
- **Frequent Traveller Card:** Book and fly two Premium Economy Class tickets to a Lufthansa Group long haul destination. The second possibility, fly 5 business class tickets intra Europe

Conditions:

- This offer is valid for tickets bought and flown between **01 September 2020 and 31 December 2020**
- Only one card can be granted per member
- Tickets are only valid on one of the Lufthansa Group members: Brussels Airlines, Austrian Airlines, Lufthansa and SWISS.

For more info and details **how to register your tickets** to obtain the card of your choice, go to

www.partnerplusbenefit.com

Find out more on all the benefits of becoming a **Miles&More** member (SEN or FTL) on:

brusselsairlines.com/en-be/miles-and-more

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Thank you!
Any questions?