

HEALTH AND SANITIZATION MANAGEMENT SYSTEM (HSMS)

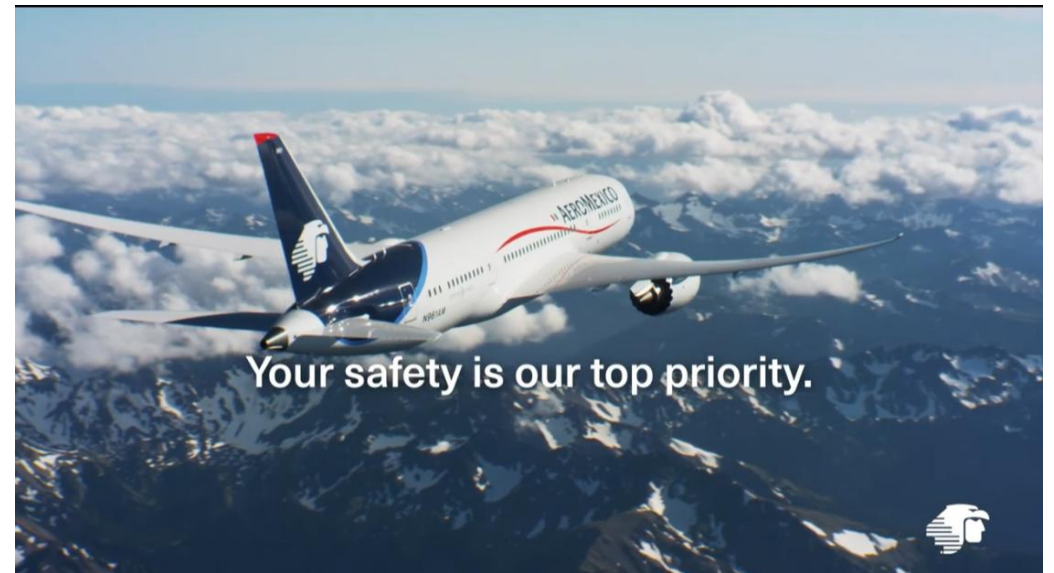


Your safety
is our top priority



HEALTH AND SANITIZATION MANAGEMENT SYSTEM

- We developed a new **Health and Sanitization Management System**:
 - Pioneers in this system.
 - Medical Committee comprised of internal and external experts.
 - Ensure a standard of health and cleanliness in all our operations.
 - Implemented during the entire passenger travel experience and also for all Grupo Aeromexico internal teams.
 - HSMS video:
https://www.youtube.com/watch?v=hsaqsS_Gy6M



INTERNAL TEAMS



HEALTH AND SANITIZATION MANAGEMENT SYSTEM

Internal Teams

- **Home Office for 100% administrative staff.**
 - Minimum of operations' employees.
- **Sanitary checkpoints** in each of our corporate and operational facilities, including airports.
- **Taking vital signs, temperature scan, and diagnostic evaluation** in facilities, including airports.
- If any employee shows symptoms, **we start a 14 days monitoring protocol.**
- **Gloves, hand sanitizer and face masks for airport teams and crews.**



HEALTH AND SANITIZATION MANAGEMENT SYSTEM

Internal Teams



All GAM Facilities

- Hand Sanitizer in all facilities.
- Constant cleaning and disinfection.
- Monitoring suppliers so they can implement the same preventive measures and health standards like us.



HEALTH AND SANITIZATION MANAGEMENT SYSTEM

Internal Teams

¡Tu salud emocional también es importante!
En estos momentos, mantener la calma y la serenidad puede ser difícil.

Si te sientes con algunos de estos estados de ánimo:

Con insomnio Triste Ansioso Agobiado Irritable Falta de concentración

¡Acércate a nosotros!

Línea de información y apoyo emocional C-19:
Llama al:
55 5481 5237
Asesoría anónima y confidencial especializada las 24 h.

Si eres tripulante:
En Confianza
Llama al:
800 543 7800
Asesoría anónima y confidencial especializada las 24 h.

Estamos juntos para cuidar tu salud
¡Cuentas con Grupo Aeroméxico! #JuntosContinuaremosVolando

Salud Ocupacional

- 24/7 information and emotional support hotline.

- Pre-flight medical evaluation for crews
- Free hypertension and diabetes tests - Hangar Connect Medical Center.
- 80% decrease in face-to-face courses in Aeromexico Formacion (now remote learning).



HEALTH AND SANITIZATION MANAGEMENT SYSTEM

Internal Teams

Monitoring protocols for suspected and positive cases:

- Medical assessment.
- Stop working immediately.
- Quarantine at home for 14 days.
- Follow-up and monitoring of Medical Service and Occupational Health staff.
- To return to work activities a medical approval is needed.

Care Team support for employees and their families.



Care
Team

Occupational Health Monitoring to employees who consulted the Medical Service.



Salud
Ocupacional



CLIENTS



HEALTH AND SANITIZATION MANAGEMENT SYSTEM

Clients

- Clients wear **face masks** on all of our flights.
- Customer service staff wears **face shields and face masks**.
- Separate **counters** and hand sanitizer on each, with one person per module.
- **Hand sanitizer** for internal teams and clients.
- Single-line to maintain social distancing.
- **Constant sanitization** of kiosks and wheelchairs at airports.



HEALTH AND SANITIZATION MANAGEMENT SYSTEM

Clients

Identification Protocols at Airports:

- Temperature scan in 100% of domestic and international stations.
- In case of symptoms, we notify the health authorities.
- Compliance with all COSA 09.1 / 13 R2 measures and AFAC questionnaire (mandatory at domestic level).
- Passenger questionnaires and other measures required by international authorities.
- Coordination with International Health, Epidemiology Unit, National Intelligence Center and airport authorities.
- Closing of Salones Premier.



- Single-line and announcements through paging systems to reinforce check-in/ boarding social distancing.
- Maximum 10 people when boarding.
- Waiting for passengers on jetway and corridors was eliminated.
- Cell phones and customer IDs are not touched.



HEALTH AND SANITIZATION MANAGEMENT SYSTEM

Clients



Onboard Services:

- **Crews** during service **wear gloves, face shields and face masks.**
- **Snacks and beverages** in individual packages.
- Bar and coffee services, ice and glasses **are suspended** in both cabins.
- **Onboard items** (headphones) **sealed and sanitized.**
- Elimination of pillows without a bag on all routes.

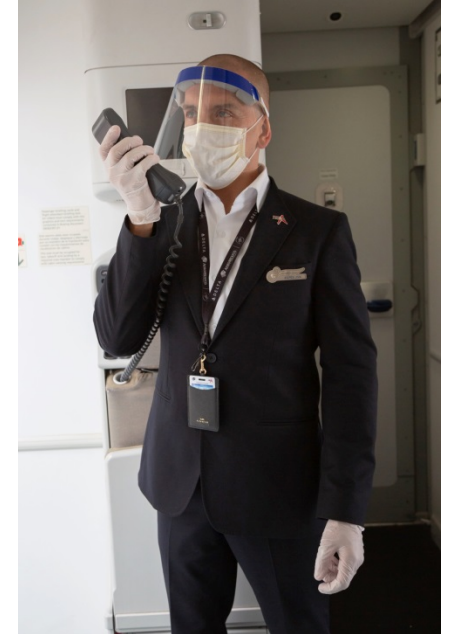


HEALTH AND SANITIZATION MANAGEMENT SYSTEM

Clients

Onboard Identification Protocols:

- Relocation of passengers close to clients with symptoms.
- N95 mask for identified customer.
- Exclusive lavatory for client.
- Captain notifies land control so that health authorities can apply protocol upon arrival.
- Notification to health authorities with a list of sitting around passengers.
- Crews that had contact with a client are 14 days at home or until the tests are negative.



Hand sanitizer is available onboard and individual samples are provided to each client for international flights.

Announcements to remind clients of sanitization measures.



OPERATIONS



OPERATIONS

- 100% sanitization of our fleet.
 - Cockpit
 - Aircraft Cabin
 - Lavatories
 - Galleys.
- HEPA filtration system (eliminates 99.9% of microparticles, bacteria and viruses).
- Cleaning Measures Video:
<https://www.youtube.com/watch?v=2tPrtIWDW3k>



International Air Transport Association

Onboard Health

According to IATA, the risk of COVID-19 transmission on board aircraft is low compared with other settings.

Potential Factors:

- Passengers face forward with limited face to face interactions.
- Seats provide a barrier to transmission forward to back in the cabin.
- Airflow direction further reduces the potential for transmission forward for back in the cabin.
- Modern jet airliners use high levels of fresh air supply in combination with hospital grade HEPA filters.

