

# Istanbul Airport assures of proactive safety measures amid COVID-19



The aviation world is facing uncertain times as it become impossible to travel during the COVID-19 pandemic. However, Istanbul Airport continues to offer service to its passengers in these circumstances by assuring passengers of the safety measures it is offering during these times.

The Turkish Ministry of Health, the Turkish General Directorate of Health Services for Borders and Coasts and İGA Airport Operation Inc assure preventive measures against coronavirus are being put into practice across the board. To date, several preventive measures have been taken and put in immediate practice at Istanbul Airport, including the following:

- 24/7 thermal camera surveillance
- Filter and duct cleaning works in ventilation ducts and filter disinfection activities
- Frequent disinfection activities both in the terminal building and transportation vehicles (taxi, Havaist buses, İETT buses, COBUS vehicles used for apron service etc.)
- Distribution of banners and flyers at thermal camera surveillance and transfer points, and notably passport checkpoints, by the Turkish MoH General Directorate of Health Services for Borders and Coasts to inform the passengers on the disease, Hand sanitizer stations, and Staff trainings

“In times like these, it is important to gather strength and support each other. That is why Istanbul Airport would like to say thank you wholeheartedly to everyone who has accompanied us up to this

point. One year ago, the transfer of operations from Atatürk Airport to Istanbul Airport, which became known as the “Big Bang”, was successfully carried out and Istanbul Airport went fully operational,” shares Istanbul Airport team.

## **One year achievement**

On its one year anniversary, Istanbul Airport celebrates all airlines were in full operation and Istanbul Airport was working flawlessly during the transitional time. Due to the careful planning of the 'Big Bang' (The transfer of equipment amounting to 47,300 tonnes, spanning 33 football pitches, was transferred from Atatürk to Istanbul Airport to Istanbul Airport), modelled by an extensive Operational Readiness and Airport Transfer (ORAT) procedure, passengers experienced no frictions and airlines continued their service at Istanbul Airport. On 6 April at 14:00, the first flight ever assigned with the code “IST” took off from Istanbul Airport to Ankara Esenboğa Airport. Istanbul Airport came into the aviation world as a bright shining star and has established itself amongst the leading airports in Europe and the world from the moment it turned to full operations.

Istanbul Airport welcomed 64,082,722 passengers between 6 April 2019 and 31 March 2020

The airport welcomed 11 new airlines that had never flown to Istanbul before, the wide variety of international airlines on the airport’s carrier rollcall continues to highlight the attractive demand for Istanbul Airport. Completing its first year, the IGA PASS membership, which offers extra amenities such as the comfortable IGA-Lounge, has enjoyed considerable demand. This level of passenger satisfaction has lead Istanbul Airport to surpass the guaranteed passenger numbers in its first nine months of operation.

The service Istanbul Airport offers to both airlines and passengers has led the airport to win two awards, widely recognized in the travel and aviation industry. US-magazine Global Traveller awarded Istanbul Airport with the 'Special Achievement Award' in the 'Outstanding Innovations' category, chosen by publishers, editors and industry insiders for its outstanding performance. Likewise, the readers of renowned aviation magazine International Airport Review chose Istanbul Airport for the 'Airport of the Year' award, outperforming international airports such as Singapore Changi and London Heathrow.

“One year ago today, we shifted to full capacity after the most successful relocation in aviation history. Even though we celebrate our 1st year with a heavy heart, soon the days will be back where we will send our guests off on new journeys,” shares the Istanbul Airport team. “Istanbul Airport has been facing overwhelming challenges from the beginning and we have become strong enough to handle problems and wise enough to find solutions. We are convinced that we can learn from our past challenges to find the strength to go through this period together and look forward to a brighter future. Therefore, together with the aviation community and the entire world, Istanbul Airport will stand in solidarity against this turmoil.

Our respectful ovation goes out to all the people who are working selflessly and devotedly to serve the public in these challenging times.”