EMIRATES STEPS UP SAFETY MEASURES FOR CUSTOMERS AND EMPLOYEES

News / Airlines, Airports / Routes

Emirates is stepping up precautionary measures at the airport and on board to ensure the health and safety of its employees and customers. All cabin crew, boarding agents and ground staff in direct contact with passengers will now don personal protective equipment (PPE) which includes a protective disposable gown over their uniforms, and a safety visor, in addition to masks and gloves.

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At Dubai International airport, gloves and masks are mandatory for all customers and employees. Thermal scanners monitor the temperatures of all passengers and employees stepping into the airport. Physical distancing indicators have been placed on the ground and at waiting areas to help travellers maintain the necessary distance during check-in and boarding.

The airport team has also installed protective barriers at each check-in desk to provide additional safety reassurance to passengers and employees during interaction over the counter.

On board Emirates' flights, seats are pre-allocated with vacant seats placed between individual

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passengers or family groups in observance of physical distancing protocols.

Emirates has also modified its inflight services for health and safety reasons. Food and beverages continue to be offered in the form of bento-styled boxes to reduce contact between the crew and customers during meal service, and minimise risk of interaction. The personal boxes provide customers with sandwiches, beverages, snacks and desserts.

Similarly, to reduce risk of spreading the virus by touch, magazines and other print reading material are temporarily unavailable. Cabin baggage are currently not accepted on flights. Carry-on items allowed in the cabin are limited to laptop, handbag, briefcase or baby items. All other items have to be checked in, and Emirates will add the cabin baggage allowance to customers' check-in baggage allowance. Customers have to wear their masks and gloves throughout their journey from check-in until they disembark.

All Emirates aircraft will go through enhanced cleaning and disinfection processes in Dubai, after each journey.

26 APRIL 2020

ARTICLE LINK:
https://50skyshades.com/index.php/news/airlines/emirates-steps-up-safety-measures-for-customers-and-employees

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