

May 2020

<p>1. How can I keep informed on any changes to the operation of NT Airports?</p>	<p><b>Call: 1800 313 177</b></p> <p>An 1800 community hotline has been set up for members of the public who are looking for information. This hotline will be updated regularly with pre-recorded messages containing the latest information about our airports.</p> <p><b>Visit:</b> <b>Facebook:</b> <a href="http://www.facebook.com/Darwinairport">www.facebook.com/Darwinairport</a> <a href="http://www.facebook.com/alicespringsairport">www.facebook.com/alicespringsairport</a></p> <p><b>Websites:</b> <a href="http://www.darwinairport.com.au">www.darwinairport.com.au</a> <a href="http://www.alicespringsairport.com.au">www.alicespringsairport.com.au</a></p>
<p>2. What is NT Airports doing to prevent the spread of Coronavirus?</p>	<p>NT Airports' priority is the wellbeing and safety of our staff, contractors and travellers and we are taking all the necessary precautions to ensure people are protected.</p> <p>We have recently introduced several precautionary measures including:</p> <ul style="list-style-type: none"> <li>• increased airport cleaning up to six times per day in all areas</li> <li>• increased personal protective equipment (PPE) for security personnel at Security Screening Points including masks, gloves and hand sanitiser</li> <li>• we have sourced 50 wall mounted hand sanitiser for public key areas</li> <li>• we have switched to a higher-grade disinfectant as recommended by World Health Organisation</li> <li>• we have introduced an antibacterial spraying system in main screening points and terminals</li> <li>• installation of floor signage that provides passengers with a visual reminder about social distancing measures. The floor signage has installed at passenger queuing locations including check-in and boarding gates.</li> <li>• restricting access to the upstairs departure area to those with a valid boarding pass.</li> </ul>
<p>3. Why aren't all staff wearing masks?</p>	<p>The most recent advice from the World Health Organisation indicates that face masks are not an essential requirement for those not exposed to or diagnosed with COVID19, however airport security staff will wear these as a precaution.</p> <p>Our focus is on the areas within our airports where congregation occurs and/or where physical touch with our passengers may be required (such as security and boarding/disembarking).</p> <p>This is precautionary only, and any staff or contractors that are feeling unwell are being advised to remain at home.</p>

<p>4. What does this mean for airport staff?</p>	<p>NT Airports will support our staff and contractors through this unprecedented situation. We are doing everything we can to keep our airports open and maintain our workforce.</p> <p>We understand our community responsibility and while many airlines are experiencing disruptions, there is no intention to close any of our airports for a prolonged period of time.</p>
<p>5. What are you doing to support your retail tenants?</p>	<p>This is a difficult time for everyone, and we understand the significant pressure many of our tenants are currently under.</p> <p>NT Airports is continuing to work through the details of the recent commercial tenancy announcements made by the Federal and Territory government. We have been in close contact with our tenants and will continue to discuss any available relief packages with them.</p>
<p>6. What impacts has the NT border restrictions had on NT Airports?</p>	<p>NT Airports is operating under the guidance of the Australian Government and Northern Territory Government.</p> <p>This includes border restrictions and arrival requirements announced by the Northern Territory Government on Monday 30 March, whereby all passengers arriving on an international or domestic flight will be required to self-isolate for 14 days at a hotel.</p> <p>NT Airports will work closely with the Northern Territory Government, Australian Border Force and Northern Territory Police on implementing these and any other necessary requirements into the future.</p>
<p>7. What happens when someone with COVID-19 comes through the airport?</p>	<p>NT Airports understands that some people travelling through Darwin International Airport after returning from overseas have tested positive for COVID-19. A future reoccurrence of this continues to be a possibility.</p> <p>We are making sure the airport is as safe as possible.</p> <p>We have tripled our cleaning frequency in all of our airports and switched to higher graded disinfectants.</p> <p>The health and wellbeing of our staff, passengers and visitors is our top priority and we continue to do all we can to ensure people are protected.</p> <p>People arriving into the Northern Territory from interstate or overseas will be required to self-isolate at a hotel for 14 days.</p>
<p>8. Who do I contact about an upcoming flight I have booked?</p>	<p>We are aware that many airlines are experiencing significant disruptions and there have been changes to domestic and international flight schedules. We are in close communication with these airlines to understand ongoing impacts and what their plans are.</p> <p>We encourage those who have flights booked to contact their airline or booking provider for more information.</p>

<p>9. Is the airport safe?</p>	<p>People should feel safe to keep using our airports and can help by continuing to do things like practise good hygiene and social distancing.</p> <p>Any staff, contractors or passengers that are feeling unwell are being advised to remain at home to help prevent the spread.</p> <p>NT Airports will continue to closely monitor the advice from the Territory and Australian governments.</p>
<p>10. Are the food outlets and shops open?</p>	<p>Some food, beverage and speciality shops inside the terminals are currently closed at Darwin International Airport and Alice Springs Airport.</p> <p>Green Room Café located near gate 9 is open Tuesday to Friday between 5.00am and 12.00pm.</p> <p>Salty Plum Café, a pop up food van usually based at East Point Reserve, is located at Darwin International Airport in the Short Stay Car Park opposite the terminal on Wednesdays and Thursdays between 7.30am and 2.00pm.</p> <p>Vending machines will be made available where possible.</p>
<p>11. Are the airport lounges open?</p>	<p>Virgin and Qantas Lounges are closed until further notice. We, along with our airline partners, apologise for any inconvenience.</p>
<p>12. I am catching a flight, what do I need to know?</p>	<p><u><i>FLYING INTO THE NT</i></u>  People arriving into the Northern Territory from interstate or overseas will be required to self-isolate at a hotel for 14 days.</p> <p>NT Airports is working closely with the Northern Territory Government, Australian Federal Police and Northern Territory Police on implementing the new measures which include increased processing for all travellers arriving to any of our airports from interstate.</p> <p><u><i>FLYING OUT OF THE NT</i></u>  If you are unwell, airlines must refuse to let you fly. There will be extra screening of passengers at Australian airports to identify anyone who is unwell.</p> <p>Australian Border Force will work with airlines to identify travellers who should not board.</p> <p>Only visitors with a boarding pass will be permitted access to the upstairs departures floor at Darwin International Airport. There will be exceptions for unaccompanied children, and visitors with additional needs.</p>

<p>13. What can I do before using the airport or catching a flight?</p>	<p>Good personal hygiene is everyone’s responsibility. Here’s what you can do to help prevent the spread of viruses:</p> <ul style="list-style-type: none"> <li>• wash your hands frequently with soap and water, before and after eating, and after going to the toilet</li> <li>• cover your cough and sneeze, dispose of tissues, and use alcohol-based hand sanitiser</li> <li>• if unwell, avoid contact with others (stay more than 1.5 metres from people)</li> <li>• wipe down and disinfect regularly used shared surfaces</li> <li>• practise social distancing</li> <li>• understand how to self-isolate if you need to.</li> </ul>
<p>14. What are the access arrangements for visitors, who are not boarding a flight, to the airport?</p>	<p>Only visitors with a boarding pass will be permitted access to the upstairs departures floor at Darwin International Airport and Alice Springs Airport. There will be exceptions for unaccompanied children, and visitors with additional needs.</p> <p>Passengers will be asked to show their boarding passes to security, and those that are seeking an exemption may need to provide proof.</p> <p>This is part of a number of precautions our airports are taking to ensure the wellbeing and safety of our staff, contractors and visitors.</p>

## About NT Airports

*Northern Territory Airports Pty Ltd owns Darwin International Airport, Alice Springs Airport and Tennant Creek Airport. Airport Development Group (ADG) is the parent company of the group.*

*ADG is almost entirely owned by superannuation funds through two Australian companies: IFM Investors (77.4%) and Palisade Investment Partners Limited (22.6%). Membership of these superannuation funds include almost 70,000 Territorians.*

*As one of the NT’s largest employers, we employ over 80 full-time employees and contract many other personnel to provide key airport services. Together with our airline customers, we handled over 2.4 million arriving, departing and transit passengers, and the combination of all of the on airport and off- airport businesses that support them contribute over 1.5% of the Gross State Product of the Northern Territory. We employ over 1600 people when including our airline customers.*

*Our website is <https://www.darwinairport.com.au>*