

'COVID-19' Series

COVID-19 Sector Updates: Aviation with Nigel Milton, Director of Communications, Heathrow Airport



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Expert Insight

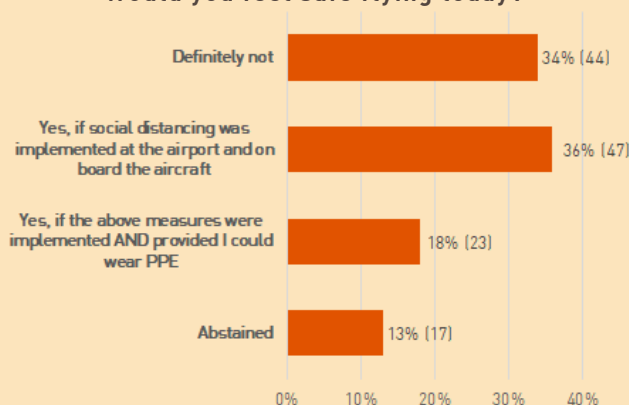
We were joined by Nigel Milton, Director of Communications at Heathrow Airport to discuss the impact of COVID-19 on the aviation sector. He touched upon points including:

- Whilst UK airport passenger traffic has followed the pattern of decline across Europe, Heathrow Airport has seen a large increase in cargo movements and plays a vital role in maintaining the UK's many and varied supply lines.
- Airports have implemented numerous social distancing and health & safety measures to enhance both passenger and colleague safety, including revised security methods, redesign of spaces, and arrangements for remote working, meaning that people do now have the ability to fly safely. Heathrow Airport is still considering options for improving safety further through health passports and PPE, for example.
- A clear international standard as well as cooperation with other key players to enhance passenger safety when travelling to and from airports are required to avoid confusion and to rebuild passenger confidence.

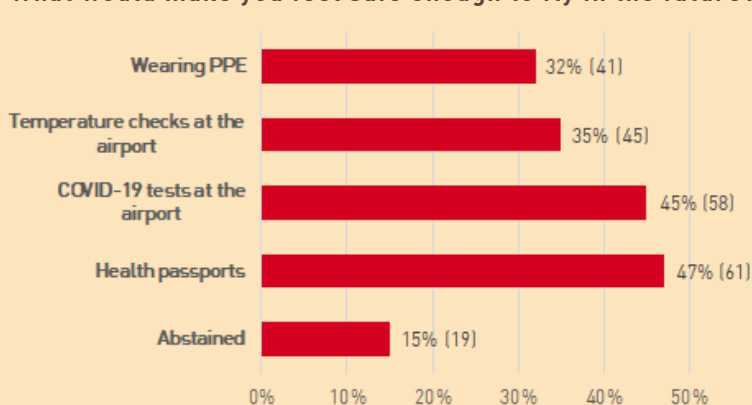
Cross-sector Opinion

Over 180 attendees from the breadth of our cross-sector membership listened in, we asked them:

Would you feel safe flying today?



What would make you feel safe enough to fly in the future?



Our Members' Questions

Our members raised some challenging questions to be answered as COVID-19 continues to impact the aviation sector, some of the big issues raised included:

- The impact the current situation is having on the UK's supply lines via Heathrow Airport and how airports are working with affected businesses in these difficult times
- What kind of influence Heathrow Airport has on how airlines are managing the COVID-19 crisis and the mitigations they are implementing
- The prospect of further new safety measures, their permanence and their impacts on passenger confidence and profitability
- The speed and shape of recovery that is expected for the industry once travel can resume

Listen to Nigel's presentation [here](#)
and see our full program of webinars at www.wig.co.uk