

Newsletter MAY20

In this difficult period, we hope that you are all safe and well. With this newsletter, we would like to inform you about our activities and show you all our efforts to make air travel again possible even in period of Corona.



1. Re-start the domestic network

To stimulate domestic travel and meet passengers' travel demand after Vietnam's positive containment of the COVID-19 pandemic, carriers in Vietnam Airlines Group including Vietnam Airlines, Jetstar Pacific, and VASCO plan to increase the frequency of domestic flights with the supervision of the Ministry of

Transport, the Civil Aviation Administration of Vietnam and soon brace for the recovery of their entire domestic network beginning June 2020.

Specifically, until the 15th of May, Vietnam Airlines operated 17 flights per day on the trunk routes connecting Hanoi and Ho Chi Minh City. Since the 16th of May, the carrier increased the frequency of this route to 23 flights per day; Danang – Hanoi/Ho Chi Minh City routes to 8 flights per day; Ho Chi Minh City – Phu Quoc route to 6-7 flights per day; Ho Chi Minh City – Hai Phong/Thanh Hoa/Vinh routes to 5 flights per day; and those on the remaining routes to 1- 4 flights per day. It is estimated that by June 2020, Vietnam Airlines will completely recover its domestic flight network after the resumption of Danang – Van Don and Danang - Can Tho routes. The carrier is also working on launching new routes to diversify its product portfolio, thus meeting passengers' travel demand and promoting post-COVID-19 growth.

To enhance the prevention and control of the pandemic, the operation of flights during this period still complies with stringent regulations of the Ministry of Health and the Ministry of Transport. Passengers will receive instructions on body temperature screening and pre-boarding health declaration. In addition, all passengers are required to wear face masks throughout the flights. Following the regulation of the Civil Aviation Administration of Vietnam, the carriers will continue to disinfect the whole aircraft and remove in-flight meals on domestic flights.



Travel with Vietnam Airlines in times of COVID

Since the beginning of Covid-19 outbreak, Vietnam Airlines as the flag carrier of Vietnam has implemented various strict measures in compliance with authorities' guidelines, as well as launched "Flights of Nation" campaign in which the airline proactively supports key governmental activities for the benefit of Vietnam and its citizens:

- Checking body temperature on all flights: Passengers with body temperature of 37.5 degrees Celsius and above will not be allowed to travel.
- Passengers are advised to wear face masks when entering the airport and during flights.
- Vietnam Airlines has resumed Lotus Lounge / Business Lounge services at all domestic airports since May 8, 2020. The service is now open to all Business Class passengers, Lotuses members and other guests with eligible access to Business Lounges. Vietnam Airlines has also implemented the following rules and measures to ensure the health of passengers and to help prevent the spread of Covid-19:
 - From April 18, 2020, Vietnam Airlines ceased to provide services for transporting pets, including assistance dogs until further notice. For service dogs that has been trained to assist a person with a disability will still be allowed to travel (free of charge) as checked baggage if the conditions of the carriage of pets as checked baggage are met.
 - All flight crews on all Vietnam Airlines flights are equipped with special medical protective gear, including protective body suit, gloves, masks and eyeglasses.

On Vietnam domestic flights, all passengers are requested to fill in medical declaration forms which state in details their itineraries in the past 14 days when going through airport check-in. Passengers can also fill in medical declaration forms online in advance via Vietnam Health Declaration mobile app or via websites at <https://tokhaiyte.vn>.

- Passengers are recommended to make online medical declaration at home within 24 hours before departure for fast and convenient check-in.
- Passengers can also declare their medical conditions at airport check-in counters, QR code on signboards link to the online health declaration website of the Ministry of Health. Vietnam Airlines ground staff is available to assist passengers if they have difficulty making electronic medical declarations upon arrival at the airport.
- When checking in and before boarding aircraft, passengers need to provide images of the online medical declaration screen for Vietnam Airlines staff.
- Vietnam Airlines only transports passengers who have completed filling out medical declaration form within 24 hours before departure time.



2. Vietnam Airlines operates repatriation flights

On the 5th and 6th of May 2020, Vietnam Airlines has cooperated with Vietnam's Ministry of Foreign Affairs, the Embassy of Vietnam in France, and relevant authorities to operate a repatriation flight from Paris (France) to Van Don (Vietnam). Flight VN18 repatriated 240 Vietnamese nationals, consisting of mostly children under 18 (some children under 14), the elderly, people with medical conditions, and students without accommodation due to dormitory closure.

Previously, Flight VN19 from Hanoi to Paris repatriated nearly 200 French citizens. The flight also carried medical equipment and supplies from the Government and People of Vietnam to the Government and People of France, which were delivered free of charge.

Both flights were operated on Airbus A350 aircraft. Services provided to passengers strictly followed pandemic prevention and control regulations. Particularly, hot meals were not served during these 12-hour flights to limit the possibilities of infection via reusable items. All members of the flight crew were equipped with complete medical protective gear.

Right after Flight VN18 from Paris landed in Vietnam, passengers went into quarantine and had their health status monitored per the regulations. The aircraft was thoroughly disinfected, from the cockpit to the passenger cabin.

More flights will come. The entire operations are done in close cooperation with the local embassies. Do not hesitate to contact them if you have any question.

3. Extra Cargo Capacity

To maintain its pivotal role in Vietnam's economic growth, from March 2020, Vietnam Airlines has started its cargo-only services covering both domestic and international routes.

Vietnam Airlines has deployed 45 flights to transport freights from Hanoi and Ho Chi Minh City to Japan, Korea, China, Hongkong, Singapore, Malaysia, and Bangkok. These flights are operated on Boeing 787-9 and Airbus A350 aircraft, carrying about 20 - 25 tonnes of cargo per way, equivalent to a load factor of 95% - 100%. These are Vietnam Airlines' first-ever cargo-only flights, without any passengers and flight attendants. Cockpit crew members are still equipped with full protective gear and all cargo compartments are disinfected upon landing.

Vietnam Airlines will continue to put passenger aircraft back in service to carry freight to boost both domestic and global trade. The airline expects to operate about 150 cargo-only flights between Hanoi and Ho Chi Minh City and from Nha Trang, Can Tho to Hanoi. Regarding international routes, the airline will expand to 130 flights that only carry goods to Northeast Asia (Japan, Korea, China, Hongkong), Southeast Asia (Thailand, Singapore), Europe (the UK, France, Germany, Russia) and Australia.



About Vietnam Airlines:

Vietnam Airlines- a member of SkyTeam Alliance- is the flag carrier of Vietnam and the major carrier in the South East Asia, operating 97 routes to 22 domestic and 29 international destinations with an average of 400 flights per day. Vietnam Airlines is the first airline in the world to successfully operate both next-generation aircraft Boeing 787-9 Dreamliner and Airbus A350-900 XWB at the same time. Skytrax- the world's leading airline and airport rating organization- has ranked Vietnam Airlines as a 4-Star Airline for 3 consecutive years. Vietnam Airlines has spearheaded Vietnam's aviation market - one of the fastest-growing domestic markets in the world - throughout 20 years of development at a double-digit annual growth rate. Positioning itself as a modern carrier with an internationally recognisable brand characterised by Vietnamese traditional culture, Vietnam Airlines aims to achieve 5-star status and become a major airline in Asia.

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