



# COVID-19 Testing Toolkit

Transcript from

## **COVID-19 Testing Toolkit Webinar Series: Lessons from Lufthansa Group, COVID-19 Testing for the Airline Industry**

**June 21, 2021**

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00:00:06.839 --> 00:00:16.260

Andrea Lapp: Welcome to today's webinar lessons from rooftops or group covert 19 testing for the airline industry, Dr GG groundball will now begin.

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00:00:17.640 --> 00:00:19.500

Gigi Gronvall: Thank you for joining us today i'm.

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00:00:20.670 --> 00:00:28.290

Gigi Gronvall: RON Paul a senior scholar the Johns Hopkins Center for health, security and an associate professor at the Johns Hopkins Bloomberg school of public health.

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00:00:28.830 --> 00:00:36.420

Gigi Gronvall: Today is our fourth installment of the webinar series on Cobra 19 testing strategies and best practices from organizational leaders.

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00:00:37.080 --> 00:00:44.340

Gigi Gronvall: This webinar series is is funded by the light at light helpful another bs and the Gordon and Betty more foundation.

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00:00:44.970 --> 00:00:54.960

Gigi Gronvall: The toolkit is a web resource that provides essential information for organizations of all sizes, seeking to develop or adapt their coven 19 testing strategies.

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00:00:55.260 --> 00:01:03.570

Gigi Gronvall: to fit with other mitigation measures, including vaccination and gives information about various tests and testing services available.

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00:01:04.110 --> 00:01:19.350

Gigi Gronvall: As we know, testing is crucial to stopping the spread of stars coby two tests are important to identify where the virus is spreading, and also to provide a safe environment for work or school whether taking a test prescribed by your doctor choosing a test for your.

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00:01:30.540 --> 00:01:37.680

Gigi Gronvall: automation testing services or network information about them to help them players are decision makers, develop a strategy to fit their needs.

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00:01:38.250 --> 00:01:45.780

Gigi Gronvall: After the panel, we will answer questions from the audience, so please submit questions in the Q amp a box will answer as many questions as possible.

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00:01:46.620 --> 00:01:54.030

Gigi Gronvall: Today we're talking with Martin Nichols senior director head of crisis emergency and business continuity management.

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00:01:54.750 --> 00:01:59.640

Gigi Gronvall: For Lufthansa group airlines and he's also the concept group pandemic coordinator.

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00:02:00.090 --> 00:02:10.050

Gigi Gronvall: Martin is responsible for strategic development of crisis and emergency procedures emergency field organization and care organization procedures for the loose Tom secur.

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00:02:10.680 --> 00:02:24.120

Gigi Gronvall: his responsibilities until planning and coordinating the interface work with communication ground operations security, safety and training as well as planning and executing emergency exercises for the group's crisis teams.

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00:02:24.960 --> 00:02:32.370

Gigi Gronvall: Martin is responsible for emergency operations with partner, airlines and he is the leader of the Swiss international airlines crisis team.

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00:02:32.760 --> 00:02:42.960

Gigi Gronvall: He directs emergency training for staff worldwide and he's responsible for interfacing with national and international organizations, including the Swiss Foreign Ministry, the Swiss.

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00:02:43.230 --> 00:02:59.040

Gigi Gronvall: Health Ministry and embassies and authorities in various countries, he also serves as the pandemic coordinator for the airline he's been with Swiss international airlines, since 2002 serving in positions of increasing responsibility Martin over to you and thank you for joining us.

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00:03:00.120 --> 00:03:10.680

Martin Knuchel: Thank you so much teach it and Karen today, our first of all for this kind introduction and, of course, for giving me the opportunity to speak with you to the audience here.

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00:03:10.920 --> 00:03:18.270

Martin Knuchel: and especially also to exchange information and the experience that we made for the last month when it comes to the corona topic.

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00:03:18.870 --> 00:03:27.480

Martin Knuchel: Thank you for this into production with all my fields of responsibility at the moment for the last 18 months it is let's say more or less corona only.

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00:03:27.780 --> 00:03:33.150

Martin Knuchel: And not saying that this is not interesting enough or day feeling, but it is the major topic that we have.

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00:03:34.140 --> 00:03:52.020

Martin Knuchel: You gave me the opportunity today to talk about our experiences about testing, primarily, but also other let's say challenges that we faced with corona just maybe

two to point this out again really speaking follow transact group means This includes airlines like Lufthansa Swiss international.

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00:03:53.070 --> 00:04:00.870

Martin Knuchel: Austrian Airlines process airlines air dollar meaty even Lufthansa cargo and your wings are in this entire group.

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00:04:01.320 --> 00:04:12.900

Martin Knuchel: And yes, it started for me personally and for my team it started on the 21st of January 2020 when who confirm this human to human transmission.

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00:04:13.260 --> 00:04:28.680

Martin Knuchel: Of the, why was of this new corona virus, we then so increasing challenges, first in the Seattle area, of course, but then it really, really fast moved all our all over the world, and for us after roughly six weeks.

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00:04:29.400 --> 00:04:39.480

Martin Knuchel: It was once around the planet at the beginning, we didn't know too much about this virus, of course, we try to protect our passengers and our staff members.

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00:04:39.840 --> 00:04:52.500

Martin Knuchel: In the planes, but also of course I will stuff in the offices and then in all our branches, is the best possible at the beginning it was about protecting my measures like wearing facemasks.

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00:04:53.040 --> 00:05:13.020

Martin Knuchel: Going keeping distance and also washing hands personal hand hygiene, so these were the first aspects, of course, we also tried to maintain somehow flight operations, a in our Karma kids but also around the world, wherever we were allowed to go through.

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00:05:14.370 --> 00:05:33.630

Martin Knuchel: All of you most of you might remember at the beginning, it started a kind of an isolating each other from each other in several countries, not only when it comes to overseas but also here in Europe in our core market interesting and also a big challenging for us was to see.

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00:05:34.680 --> 00:05:44.370

Martin Knuchel: Even in our core market Germany, Switzerland, Austria, we isolated from each other and we had several and mostly different.

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00:05:44.970 --> 00:05:55.410

Martin Knuchel: rules and regulations so every country started, allow me to say, to look for its own to close the borders and to set up rules and regulations.

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00:05:56.280 --> 00:06:03.300

Martin Knuchel: It was during last summer when for us also as an airline industry, it was the fact that traveling in a plane.

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00:06:03.630 --> 00:06:16.350

Martin Knuchel: is safe it's not 100% safety, you will never reach this, otherwise we have to stop, and I think it's important that all of us that we accept this fact, not only by airline travel but generally.

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00:06:16.620 --> 00:06:29.820

Martin Knuchel: We will not reach 100% safety when it comes to deal with call it, but it has to be our goal to reach the highest possible standard of safety to deal further on with corona.

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00:06:30.330 --> 00:06:42.570

Martin Knuchel: It was in summer when we said Okay, with the protection concepts on board wearing masks hygiene disinfection special rules for distance, whenever possible, it was OK and safe to travel.

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00:06:43.050 --> 00:06:57.570

Martin Knuchel: But for the government's and the authorities that made us stopping flying this was for some of them still is not enough, they want to have the guarantee the best possible guarantee that people.

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00:06:57.930 --> 00:07:07.680

Martin Knuchel: boarding an aircraft are safe and healthy and they are also safe and healthy when D boarding the aircraft that the final destination.

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00:07:07.980 --> 00:07:17.970

Martin Knuchel: And that's where, for us, the topic of testing came into the game and was a kind of a game changer to a slightly positive development.

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00:07:18.360 --> 00:07:26.520

Martin Knuchel: But also, I think most of you remember it was difficult at the beginning, what kind of test it was the PCR test which was.

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00:07:26.730 --> 00:07:41.910

Martin Knuchel: Soon declared as the so called gold standard with the highest reliability, with the best results and the lowest number of fake or wrong results, but it was are expensive Bay to quite some time to.

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00:07:43.020 --> 00:07:56.850

Martin Knuchel: To do to deliver the results and see not too many laps at the beginning, were capable to do it so everybody was looking for alternate solutions, we also tend to learn about the rapid and teaching tests.

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00:07:57.150 --> 00:08:04.080

Martin Knuchel: Rapid anti teen chest, for us as an airline Deborah available in let's say reasonable price.

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00:08:04.770 --> 00:08:12.930

Martin Knuchel: level at the month of November last year, when some companies in Switzerland, but also worldwide developed such tests and.

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00:08:13.560 --> 00:08:28.890

Martin Knuchel: offer them to the market that's where when when we started to see Okay, what can we now do, how can we support the idea, the demand of governments with authorities of so called safe comatose safe flights.

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00:08:29.340 --> 00:08:40.230

Martin Knuchel: to fly from A to B and to grant the authorities at the final destination best possible protection from a suspected or confirmed Corbett case.

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00:08:40.800 --> 00:08:56.400

Martin Knuchel: We started the project within Lufthansa group in September that we call a tested only flights, so we build it up, together with the airports primarily at our main hubs Frankfurt munich's Eric, we are not Brussels.

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00:08:56.760 --> 00:09:04.200

Martin Knuchel: We build it up test sentence because also this was not just here and we could use it, so we had to go look out for.

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00:09:04.650 --> 00:09:14.400

Martin Knuchel: Companies that offer us tests offered us their knowledge offered us testing facilities, possibly at the airport or in the vicinity of the airports.

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00:09:14.760 --> 00:09:28.650

Martin Knuchel: We started this project and the first test flights took place in Germany and in Austria in November last year on just domestic routes or let's say just the route from Germany to Australia and vice versa.

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00:09:29.070 --> 00:09:39.660

Martin Knuchel: But also, this was a big challenge to get the permission of the authorities to start this project to go live with this project, and we could quite earn some.

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00:09:40.410 --> 00:09:49.980

Martin Knuchel: Good information good experience new knowledge about how to deal with the testing how far they could be evaluated how.

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00:09:50.220 --> 00:10:00.330

Martin Knuchel: Reliable are they and, last but not least, also how to handle this information that we get from the passengers for traveling You might remember in the.

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00:10:00.720 --> 00:10:11.010

Martin Knuchel: past days in the days before corona for certain countries, you had to apply for the visa for all the countries, except for example, the US, you have to go to the store procedure.

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00:10:11.310 --> 00:10:15.120

Martin Knuchel: These are all data that has to be deep somehow processed.

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00:10:15.480 --> 00:10:27.660

Martin Knuchel: And now people show up with a paper, where it says, I did my PCR tests at the University Hospital of Zurich date yesterday and the kind of a signature but let's face it let's face, it is this.

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00:10:28.140 --> 00:10:44.940

Martin Knuchel: True, is this a fake is, this is a real document so all these challenges came along with this new topic of testing and verifying this tests, we have to find that develop systems, how to let's say, at least with a high standard of processing.

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00:10:46.860 --> 00:10:55.260

Martin Knuchel: The truth, the reality of such a document and to try to filter out fake documents you know it from the news from the media.

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00:10:55.920 --> 00:11:06.210

Martin Knuchel: The same time the testing started in the industry, the same time, the fake testing started in the industry and people earn money with selling fake documents.

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00:11:06.450 --> 00:11:21.390

Martin Knuchel: To passengers who needed urgently to travel so for us it was a really, really intense period November, December with all these new technologies with all this new information and we could really end the program in January with quite some new.

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00:11:21.930 --> 00:11:25.860

Martin Knuchel: Knowledge quite some new data that we also could provide to.

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00:11:27.060 --> 00:11:30.630

Martin Knuchel: Governments to health authorities, etc, then.



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00:11:31.920 --> 00:11:42.990

Martin Knuchel: The topic changed a little bit, first of all, the government's decided okay mainly they want to have PCR tests, it was at the beginning, only a very small number accept him anti chain tests.

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00:11:43.230 --> 00:11:54.960

Martin Knuchel: Interesting it was Germany was among the first to accept anti Chen tests, although Germany has quite let's say strong or strict measures in place at the moment for traveling.

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00:11:55.410 --> 00:11:58.590

Martin Knuchel: And we then as an industry we realized Okay, this is a.

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00:11:58.950 --> 00:12:11.430

Martin Knuchel: very small let's say mosaic piece in this entire picture, because the testing alone did not reopen the markets that they did not reopen the borders because it was still that too many.

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00:12:11.760 --> 00:12:21.900

Martin Knuchel: authorities were afraid of wrong to test results and fake test results so then luckily early this year it the vaccine.

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00:12:22.320 --> 00:12:31.500

Martin Knuchel: topic came on the agenda and luckily big companies around the planet were capable to enough for me never ever before seen.

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00:12:31.950 --> 00:12:44.760

Martin Knuchel: A somehow a combined action and reaction starting to create vaccines to invest in vaccines to to define your vaccines and then we really, really could speed up this process.

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00:12:45.030 --> 00:12:57.210

Martin Knuchel: Allow me just to say, I think I checked it last time, two days ago and it's more than 2.5 billion vaccine doses that are already used around the planet and so.

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00:12:57.540 --> 00:13:05.010

Martin Knuchel: We realized this big big effort of human mankind well well aware that there is an imbalance between.

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00:13:05.340 --> 00:13:10.920

Martin Knuchel: Countries and other countries between, allow me to say some richer countries and some poor countries.

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00:13:11.160 --> 00:13:24.870

Martin Knuchel: But we work on this, I hope we work on this together with WHO and United Nations and all the organizations to get this more balanced so for us this testing is still a very important challenge we.

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00:13:25.380 --> 00:13:34.230

Martin Knuchel: invested a lot of money in testing this at the airports, we supported the airports and private initiatives to get test centers at the airports.

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00:13:34.500 --> 00:13:44.400

Martin Knuchel: To have the different type of tests available so meanwhile it's anti chain PCR even antibody tests, because some countries, especially in Europe now.

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00:13:44.670 --> 00:13:57.180

Martin Knuchel: They allow that people are either fully vaccinated they went through an infection, so they need an Anti body test or they are tested with PCR tests, so this infrastructure was built up.

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00:13:57.960 --> 00:14:06.330

Martin Knuchel: In our major hubs but then we had to see Okay, this is nice if I can do my test in Zurich and then fly to let's say London.

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00:14:06.540 --> 00:14:15.150

Martin Knuchel: But what happens if I don't find an easy situation to get a test to fly back to Zurich from London, so we also got in contact with a.

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00:14:15.390 --> 00:14:26.040

Martin Knuchel: authorities with providers overseas in several countries, to see what about what about development is going on there, maybe to show you an example last spring.

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00:14:26.460 --> 00:14:34.200

Martin Knuchel: Around Easter when suddenly Spain opened up, and especially the islands Palma de yorker opened up for Germany.

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00:14:34.530 --> 00:14:41.490

Martin Knuchel: Thousands of people wanted to go after one year and spend a few days of holiday vacation.

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00:14:41.820 --> 00:14:51.510

Martin Knuchel: On the Bali Alec islands, but Lufthansa group we realized Okay, we sent down, maybe within a few days from 10 thousands of passengers.

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00:14:51.840 --> 00:15:05.040

Martin Knuchel: But they don't have a chance to get their test for flying back in due time before the back flight is scheduled, so it was really a kind of a masterwork we got in contact with your authorities there.

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00:15:05.280 --> 00:15:17.580

Martin Knuchel: We support it authorities and local providers to build up test capacity on this specific island to make sure that the people that want to fly in and out have the opportunity to do testing.

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00:15:18.270 --> 00:15:24.870

Martin Knuchel: And to at least get the chance to enjoy a few days of occasion over the Easter and spring period.

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00:15:25.260 --> 00:15:41.790

Martin Knuchel: So this development in parallel with the vaccination progress still continues for us, so we work permanently if you provide us to get faster testing more reliable testing but also testing that you as a passenger maybe could.

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00:15:43.020 --> 00:15:56.670

Martin Knuchel: Do on your own at home, but then you know it's under the supervision of your iPhone etc, because the authorities, they request is kind of have a confirmation, so these things are constantly ongoing.

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00:15:57.300 --> 00:16:10.680

Martin Knuchel: Although we see now that more and more vaccine topics vaccination topics take up so many countries say fully vaccinated no test at all anymore necessarily you heard it from.

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00:16:11.190 --> 00:16:19.740

Martin Knuchel: Spain, from Greece from Cyprus, the typical summer holiday destinations, they want to East travel now other countries also talk.

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00:16:20.580 --> 00:16:29.610

Martin Knuchel: about these decisions, Switzerland, for example, my home country i'm fully vaccinated at the moment I am let's say lucky I could do it already.

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00:16:29.910 --> 00:16:39.930

Martin Knuchel: And so I can travel in and out Switzerland, without any testing anymore, except the five countries that are actually on the list of Switzerland for the mutation.

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00:16:41.160 --> 00:16:47.190

Martin Knuchel: For the virus mutations, but this is a topic that will get more and more important, but nevertheless.

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00:16:47.460 --> 00:16:56.970

Martin Knuchel: The testing will continue i'm convinced at least the end of this year, most probably even longer testing will be a big part not only of our industry.

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00:16:57.180 --> 00:17:04.260

Martin Knuchel: But, as he mentioned, to have a safety within your family against children when when it comes to children that are not vaccinated yet.

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00:17:04.530 --> 00:17:13.620

Martin Knuchel: When you go back to your workplace, for example in Germany it's mandatory at the moment that twice a week we test our staff that wants to go back to the office.

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00:17:13.860 --> 00:17:21.990

Martin Knuchel: So this might be adapted, when we have more vaccinated, but this is still an issue and just maybe to finish this first let's say.

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00:17:22.380 --> 00:17:31.530

Martin Knuchel: Time time right from the beginning to the to the to today we just opened up last week at Frankfurt airport, I will be stopped, full of times, our group.

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00:17:31.920 --> 00:17:40.590

Martin Knuchel: A drive in testing for our passengers for some of you, this might sound too hard that's nothing special but for us it's really.

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00:17:41.070 --> 00:17:54.510

Martin Knuchel: it's really a new step forward and I think, also for airports here in Germany, Switzerland, Austria, I don't know about another airport, where you have a thriving tests, and so we are illegal proud of it.

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00:17:54.990 --> 00:18:14.610

Martin Knuchel: We will see how it develops and we will also try to learn more from this fast and convenient possibility to get tested before your flight and then to go and catch your flight in the let's say way of the so called New normal have, if not too many additional hassles.

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00:18:15.810 --> 00:18:20.820

Martin Knuchel: We see, especially when it comes to the testing topic that.

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00:18:21.360 --> 00:18:36.780

Martin Knuchel: Also again only in our home countries, Germany, Austria, Switzerland, we have such a different perception of testing and we have such different rules and regulations for me in sport, speaking about those three countries.

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00:18:37.290 --> 00:18:49.230

Martin Knuchel: Germany, Austria, Austria is by far the tests eager the country that tests, the most where we're testing is really a fixed part of daily life.

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00:18:50.010 --> 00:18:59.670

Martin Knuchel: They test hundreds of thousands of persons every week, on a voluntary basis, highly supported from the government from the health authorities, etc.

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00:19:00.420 --> 00:19:14.760

Martin Knuchel: Germany is for me behind Austria but still highly motivated to test somehow even mandatory, as I mentioned earlier about going to an office going to to to to your workplace or.

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00:19:15.270 --> 00:19:22.050

Martin Knuchel: Certain even certain facilities, you want to visit you need to be tested Switzerland yeah it's a little.

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00:19:22.680 --> 00:19:30.810

Martin Knuchel: i'm not i'm not sure if I have to say it's a shame, but we are definitely those country this country were testing is just yeah.

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00:19:31.110 --> 00:19:38.160

Martin Knuchel: We do it if you really have to but it's not it's not so well accepted here in Switzerland.

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00:19:38.580 --> 00:19:50.130

Martin Knuchel: Nevertheless, we hope that we can make it up with the high speed that we do in the vaccination program, but this is just for me interesting to see this difference in India adult three countries.

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00:19:50.640 --> 00:20:09.660

Martin Knuchel: let's say pretty pretty similar cultural background, so this was so far, now a overview, from the beginning to now a chichi on there I don't know if we want to care about questions or if there's a specific topic we should already now focus on.

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00:20:10.170 --> 00:20:16.290

Gigi Gronvall: So we have a bunch of questions and i'm going to go i'm going to jump around by themes.

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00:20:17.160 --> 00:20:27.090

Gigi Gronvall: One person has asked if if the airline industry missed an opportunity i'm not sure that the opportunity is quite missed, but to establish some sort of international.

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00:20:27.690 --> 00:20:46.800

Gigi Gronvall: Like a standard authentication standard when it comes to you know how the proof of vaccination or proof of testing and then you know it could be expanded to other other kinds of travel industries like you know, hotels and other venues.

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00:20:47.820 --> 00:21:05.820

Gigi Gronvall: It seems like it's a you've described a lot of information that you are collected that people various entities are collecting and you know how how are and you've already mentioned about people are getting their documentation their documents vaccinated instead of actually getting vaccinated.

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00:21:07.020 --> 00:21:12.030

Gigi Gronvall: So how, how is the industry going to respond to this, what do you think is going to happen.

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00:21:12.780 --> 00:21:20.970

Martin Knuchel: I mean i'm more than happy about this question, thank you for asking this and it is indeed a situation with where we are not.

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00:21:21.540 --> 00:21:30.570

Martin Knuchel: happy with, I mean we try and, believe me, we try for more than a year to get a kind of a standard we try it first.

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00:21:31.170 --> 00:21:46.080

Martin Knuchel: Within the Lufthansa group but also here, Belgium, Switzerland, Germany, Austria, different rules and regulations, then we tried it international with style lines, we support the common pass initiative from the w.

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00:21:46.890 --> 00:21:52.530

Martin Knuchel: E, F from the World Economic Forum, from the beginning, last summer it.

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00:21:53.250 --> 00:22:01.080

Martin Knuchel: The breakthrough is not done, yet we support, since the beginning I gotta travel pass initiative, the breakthrough is not done yet.

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00:22:01.410 --> 00:22:10.710

Martin Knuchel: The problem, and the challenge, and please don't get me wrong, I don't want to accuse anybody, but the challenge is that come 370 authorities, they should.

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00:22:11.070 --> 00:22:30.240

Martin Knuchel: flattening somehow the rules and regulations, and now we talked about the green pass in Europe it's not yet sure at clear if you really all the countries will accept the screen pass on the same level in the next few weeks, so we we heavily heavily.

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00:22:31.470 --> 00:22:34.830

Martin Knuchel: support any initiative that would get this kind of a.

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00:22:36.000 --> 00:22:42.450

Martin Knuchel: One fits all whenever possible solution but, honestly, at the moment it's not it's not there yet.

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00:22:43.410 --> 00:22:56.580

Gigi Gronvall: it's interesting, is it seems like the government's are waiting for industry to lead and but, but you know industry needs the government's to to step into agree on on some basic rules of the road.

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00:22:57.300 --> 00:23:05.190

Martin Knuchel: Absolutely that's one of the experiences we did and everybody wanted everybody needs it, and everybody waits for the order.

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00:23:05.730 --> 00:23:16.530



Martin Knuchel: And we really, really push initiatives and we are happy about any initiatives that we can support that have a kind of a an outlook for the future, but it's not a that's true.

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00:23:17.790 --> 00:23:28.680

Gigi Gronvall: So i'm just widening the focus a little bit how, how do you prepare for pandemics, is an organization, how did you prepare for it before I covered.

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00:23:29.040 --> 00:23:41.550

Gigi Gronvall: And what caught you by surprise just thinking about this, and maybe think a little bit to the future, like what are you planning on doing to try and in and minimize that surprise in the future.

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00:23:42.240 --> 00:23:48.480

Martin Knuchel: Absolutely thanks for this question that it's a good one because I i'm asking me constantly about the next but.

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00:23:49.020 --> 00:23:54.000

Martin Knuchel: we're very quick go back after sauce the let's say the original sauce.

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00:23:54.600 --> 00:24:02.070

Martin Knuchel: We created a group right pandemic plan this this document these procedures we had in 2014 ready.

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00:24:02.400 --> 00:24:15.240

Martin Knuchel: We did a review in 2017 and somehow we talked about the possibility of something like a pandemic, but let's face it, and be honest in 2018 early 2019.

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00:24:15.540 --> 00:24:25.710

Martin Knuchel: Talking about an exercise of a pandemic situation you most of your counterparts gave you a warm smile and said yeah come back again when we have maybe don't have all the problems.

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00:24:26.100 --> 00:24:35.910

Martin Knuchel: And that's that's the reality, so when it came when it finally came, we were not completely surprised, but one topic that definitely surprised us was the.

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00:24:36.300 --> 00:24:51.930

Martin Knuchel: The speed so even who please correct me if i'm wrong, but always expected several months until a pandemic really goes once around the planet and here it was really six weeks so this for us the speed was.

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00:24:53.250 --> 00:24:56.370

Martin Knuchel: A surprise and also the.

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00:24:58.260 --> 00:25:10.800

Martin Knuchel: That that the way of self isolation that every country started at the beginning to protect their own borders, this was especially here in Europe was a big surprise for us to, to be honest.

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00:25:11.250 --> 00:25:19.710

Martin Knuchel: And this, we can change also not for the future, what we will take for the future is even open up more our mindset and.

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00:25:20.820 --> 00:25:24.030

Martin Knuchel: let's say that we expect the total unexpected.

140

00:25:30.180 --> 00:25:35.970

Gigi Gronvall: Sorry, I just disappeared there for some reason knows that the joys of zoom life.

141

00:25:37.080 --> 00:25:58.650

Gigi Gronvall: Okay, so I have another question, who has an initiative to create to create globally accepted vaccination documentation, including an APP using blockchain technology and you mentioned a few other efforts similar to this and the EU is announced their green past.

142

00:26:00.000 --> 00:26:08.040

Gigi Gronvall: I I, I know that this is you, you already discussed about how we're looking for you'll participate in any initiative but.

143

00:26:08.670 --> 00:26:23.760

Gigi Gronvall: Who is who do you think is out in ahead what we're what what is the US should people be backing one or two efforts that you can see, is this is who going to be the one to go.

144

00:26:25.590 --> 00:26:28.890

Martin Knuchel: For me, honestly, the WHO is who is in front it's difficult to say.

145

00:26:29.580 --> 00:26:37.950

Martin Knuchel: The first big one for us that came up as the common path from the World Economic Forum, but somehow they slow down now a little bit and.

146

00:26:38.280 --> 00:26:44.940

Martin Knuchel: I hope my personal my personal opinion on my personal hope would be if it could go on to the lead of WHO.

147

00:26:45.330 --> 00:26:53.670

Martin Knuchel: For me it's it's a pandemic is a health topic and, for me the worldwide leader, the worldwide support.

148

00:26:53.910 --> 00:27:06.870

Martin Knuchel: For this should be from who all with all the other initiatives and let's let's face it, I mean at the moment, the most reliable thing we have is the yellow legal w H old vaccination booklet.

149

00:27:07.290 --> 00:27:16.260

Martin Knuchel: I know it's not state of the art in 2021 but this document, I trust, most at the moment let's face it, that I keep it, I really keep it.

150

00:27:16.800 --> 00:27:33.450

Martin Knuchel: secret and and protected my one that I have no honestly I hope we come to a worldwide supported initiative, and if you mentioned in this question, who, I think this would be a way that could help us to get a standardization worldwide in midterm.

151

00:27:35.400 --> 00:27:56.070

Gigi Gronvall: Great and what do you think about the future like what do we need to do for testing in the future so that there's less disruption during an outbreak is there any thought into how that can be planned for or what you're doing as a Lufthansa group for this for this issue.

152

00:27:57.270 --> 00:28:06.390

Martin Knuchel: I mean it depends when when when there is another outbreak of it now let me go one step back sorry I mean, first of all, we have to accept to.

153

00:28:06.990 --> 00:28:14.700

Martin Knuchel: to learn to accept and i'm not sure no and we are definitely not there yet, and that we have to live with corona for the future.

154

00:28:15.090 --> 00:28:20.430

Martin Knuchel: i'm giving a talk to my company Dr this this virus will not disappear anymore so.

155

00:28:21.000 --> 00:28:29.520

Martin Knuchel: We have to live with it, and in connection with the vaccination, we still need testing, so there should be enough testing facilities available.

156

00:28:29.790 --> 00:28:42.150

Martin Knuchel: And this does not have to be a big Center at the airport, this might be a small one, this might be even a self testing device it just has to be accepted, it has to be accepted, not only from one or two countries, and it has to be.

157

00:28:42.930 --> 00:28:59.250

Martin Knuchel: as reliable as possible, and then we can go for it, I think all of us human mankind around the planet we know for the future forever what testing means we have to learn, this is the last year and this year, so we will be more.

158

00:29:00.060 --> 00:29:15.180

Martin Knuchel: Flexible I think it will be more acceptance, from the beginning, if there is a new outbreak of another virus let's just hope that if there would be another virus that testing would be still one of the most effective topics to to stop it.

159

00:29:17.490 --> 00:29:35.400

Gigi Gronvall: Great there's a lot of questions about who pays who pays for the testing and and does this vary from place to place and also your new drive and facility at Frankfurt, what kind of tests and who pays for that so comments about what whoo whoo.

160

00:29:35.490 --> 00:29:49.740

Martin Knuchel: Okay, so so to the audience don't be disappointed if i'm telling you now that our passengers, they pay on their own, so we do not pay for the testing of our passengers.

161

00:29:50.010 --> 00:29:58.800

Martin Knuchel: We pay a lot of all the topics for the hygiene on board, etc, etc, but the pure testing this massive clear decision of the.

162

00:29:59.070 --> 00:30:08.310

Martin Knuchel: Management Board, at the very beginning is, unfortunately, to say a part of the new journey, and so the testing is paid by the passenger.

163

00:30:08.580 --> 00:30:19.020

Martin Knuchel: What we try we try, of course, to it to influence the prices in the test Center in that way that we asked for reasonable prices that we do contracts when saying okay.

164

00:30:19.290 --> 00:30:34.650

Martin Knuchel: When you sign the contract with Lufthansa and Frankfurt, we grant you a test volume of X thousand tests per week, so we recalculate your test prices, well aware that this is one of the most painful topics at the moment.

165

00:30:35.400 --> 00:30:55.200

Martin Knuchel: Taking Switzerland, Switzerland, the PCR test is still around \$150 and now imagine your five persons in and out so your journey to to vacation gets easily \$1,000 more expensive just to fulfill this requirement, so this is a big challenge and.

166

00:30:56.070 --> 00:31:09.180

Martin Knuchel: There are many initiatives around the planet to make this testing cheaper and more more reasonable, but, honestly to say there, we have a limited influence as a as a company.

167

00:31:10.260 --> 00:31:13.200

Gigi Gronvall: that's that's all that's quite a high price to pay.

168

00:31:13.770 --> 00:31:14.730

Gigi Gronvall: Especially if you have.

169

00:31:15.030 --> 00:31:27.990

Gigi Gronvall: Multiple people in the family, so do you do are our most places requiring testing for even vaccinated people or if they can prove they're vaccinated then it's just the children that perhaps might be.

170

00:31:28.260 --> 00:31:38.820

Martin Knuchel: This this is really a good development, first of all out about the children, you might know so many different age groups, some ask already testing after the age of two years.

171

00:31:39.060 --> 00:31:52.920

Martin Knuchel: or this asked only after eight Year third category ask only have 12 years, so this starts already, but what we see and which is a big advantage for traveling, but I think for all of us that more and more countries accept.

172

00:31:53.760 --> 00:32:09.150

Martin Knuchel: either fully vaccinated or tested or then recover to be for proof that you had call it, and just in Switzerland, for example, like worldwide, I think, at the moment the standard is that people are the experts, the medical experts say.

173

00:32:09.690 --> 00:32:18.300

Martin Knuchel: Fully vaccinated and then you are covered for six months, with a high guarantee and now the Swiss health authorities just announced last week that.

174

00:32:18.840 --> 00:32:35.520

Martin Knuchel: pretty soon the next few weeks, they will extend the six months to at least 10 months or even 12 months, so the more we learn about these vaccines about about the protection about immunity, etc, I think, the better the system will grow and then.

175

00:32:36.240 --> 00:32:46.500

Martin Knuchel: vaccine vaccine fully vaccinated will replace testing, so these costs will be then abolished for the passenger or for any body traveling around.

176

00:32:53.820 --> 00:32:55.350

Martin Knuchel: Now you're frozen.

177

00:32:56.160 --> 00:32:59.970

Andrea Lapp: frozen so i'll ask another question, while we're waiting.

178

00:33:00.180 --> 00:33:00.930

Martin Knuchel: Thank you, Andrea.

179

00:33:04.320 --> 00:33:14.070

Andrea Lapp: How does Lufthansa group stay up to date on covert information new data new variants new testing, etc, and what are you watching most closely right now.

180

00:33:15.450 --> 00:33:23.610

Martin Knuchel: thanks for this question, this is really a big big challenge we have in every individual airline we have meanwhile expert teams.

181

00:33:24.120 --> 00:33:37.590

Martin Knuchel: To deal with the ongoing changing information when we cannot do this for the entire group together because, as I said, Switzerland, Austria, Germany, different local rules and regulations so experts really try.

182

00:33:38.070 --> 00:33:48.930

Martin Knuchel: Hopefully, on a day to day basis to adapt this information on our websites a you support your travel journey and Corbett etc, and this is really what we.

183

00:33:49.230 --> 00:34:00.270

Martin Knuchel: see as our our obligation our our our service that we want to offer to the passengers, but until it's the, but we have to come code commits commits a.

184

00:34:00.780 --> 00:34:10.770

Martin Knuchel: It might be somehow that it's not the latest news within the same day, because these changes are so so fast and so so different we try our best.

185

00:34:11.550 --> 00:34:20.040

Martin Knuchel: We focus on this regulations, and we really also be are in touch with governments in our home markets, but also worldwide, one of our.

186

00:34:20.340 --> 00:34:32.250

Martin Knuchel: A legal External Affairs Department is staffed colleagues day to start interacting with the US to get maybe a more information from the US or relief from the US to travel in and out.

187

00:34:32.550 --> 00:34:43.020

Martin Knuchel: And these are really information, we want to hand over to our passengers to our customers a one to one as fast as possible, and of course we try.

188

00:34:43.440 --> 00:34:56.880

Martin Knuchel: Also, whatever we can to make traveling at the moment, but also for the future as convenient as possible means to to to check your documents electronically to to give you the opportunity to hand over your.

189

00:34:57.390 --> 00:35:07.860

Martin Knuchel: documents already before your journey that they could be checked in at once that you just get a green light or red light at the gate when something should be wrong in your documents, but this is still.

190

00:35:08.190 --> 00:35:20.070

Martin Knuchel: quite a long way to go, and maybe one size small side topic don't forget, we are talking about health data and health data personal health data is one of the.

191



00:35:20.310 --> 00:35:38.730

Martin Knuchel: Most protected data and any data protection law around the planet, and this is fully understandable I also don't want that my health data is just somewhere flipping around in the in the space in the virtual Community or wherever So these are really challenges we are facing at the moment.

192

00:35:40.740 --> 00:35:48.390

Gigi Gronvall: I that's that's really there's so many challenges here and i'm and i'm sorry again that I don't know what's going on with my Internet but.

193

00:35:49.590 --> 00:36:00.090

Gigi Gronvall: uh well uh, but I want to ask about vaccine hesitancy and and how you're dealing with that and or how or how you're handling those kinds of issues.

194

00:36:00.990 --> 00:36:15.900

Gigi Gronvall: With in regards to like testing and making sure that your employees are vaccinated and and passengers, I mean there's a mix it up there's a lot of misinformation out there and and i'm sure it's going to be your problem.

195

00:36:16.440 --> 00:36:31.920

Martin Knuchel: Absolutely did it more and more week by week it gets more our problem so let's let let, allow me first of all, the following statement Lufthansa group decided that status today still valid 21st of June 2021.

196

00:36:32.250 --> 00:36:45.330

Martin Knuchel: There is no mandatory vaccination for our passengers and our staff needed for crew Norfolk around stuff, this is the status and the official statement also of our chairman.

197

00:36:46.590 --> 00:37:02.880

Martin Knuchel: But it might come that certain countries will say we just allow you to fly into X, Y country we fully vaccinated passengers and fully vaccinated cruise, this is not the case, yet.

198

00:37:03.120 --> 00:37:12.150

Martin Knuchel: We don't we do not know if this comes or not we spot we see in in private society it starts to split, there will be this.

199

00:37:13.350 --> 00:37:26.430

Martin Knuchel: Several class society also here in Switzerland, we talked about going to the soccer games at the beginning, only fully vaccinated or recovered or maybe also completely tested, we will see.

200

00:37:26.970 --> 00:37:37.890

Martin Knuchel: We will be learned, what I heard last night in the in the news that may be for the soccer championship in Qatar they talk about letting in only fully vaccinated people to the stadium so.

201

00:37:38.850 --> 00:37:44.760

Martin Knuchel: At the moment, Lufthansa cope clear statement no idea to make it mandatory but.

202

00:37:45.150 --> 00:38:01.860

Martin Knuchel: When we see that, for example, our crews cannot travel to all our destinations anymore, if they are not fully vaccinated we might have to ask it for them if it's getting operational so tough or even such a big burden that we cannot cope, the fit, then we have to reconsider it.

203

00:38:05.100 --> 00:38:08.610

Gigi Gronvall: there's so many changes in the rules and so many.

204

00:38:09.810 --> 00:38:30.480

Gigi Gronvall: different requirements and also lots of new information about testing possibilities, how do you how do you stay on top of all that code that information about code all the data and new variants new testing, what do you watch most closely and how do you manage to operate in this environment.

205

00:38:31.230 --> 00:38:42.780

Martin Knuchel: I mean thank thanks for this and the did indeed it is a big challenge and, as I said before, I cannot promise you that we always have the same day that the latest information.

206

00:38:43.110 --> 00:38:52.620

Martin Knuchel: Definitely, we work hard on it, there is a specific group about travel restrictions only we are of course in a permanent exchange with the health authorities of our home markets.

207

00:38:53.220 --> 00:39:03.510

Martin Knuchel: We have our medical expert teams, and this is something we are pretty proud of since beginning in January 2020 we have 50s only 50s expert team.

208

00:39:03.900 --> 00:39:09.690

Martin Knuchel: At the beginning it was even more frequency now, we have two calls per week, the doctors from Belgium from.

209

00:39:10.290 --> 00:39:19.200

Martin Knuchel: Switzerland from Germany, Austria, even Italy F of the smaller airlines, they talk together they exchange and then there is a kind of an open forum.

210

00:39:19.470 --> 00:39:30.480

Martin Knuchel: Where we asked questions yeah What about the delta mutant What about the outbreak of the delta mutant and least spawn last weekend, etc, etc, so that's how we try to have.

211

00:39:31.350 --> 00:39:44.880

Martin Knuchel: available and and updated information and that's What we also need, as a kind of a basis basic content to inform internal our stuff but also external our customers and other passengers.

212

00:39:46.350 --> 00:40:03.390

Gigi Gronvall: it's it's a lot to keep on top of how, when do you think it's going to win, do you think this is going to become normal or when do you think that that business travel is going to go back to where we saw pre pandemic, or if it'll go back to that level.

213

00:40:04.260 --> 00:40:08.100

Martin Knuchel: um I take no my crystal ball and then I know.

214

00:40:08.280 --> 00:40:08.700

I.

215

00:40:09.900 --> 00:40:15.840

Martin Knuchel: Know serious, I mean the topic about the piece let's take the first topic about the business travel.

216

00:40:16.920 --> 00:40:27.720

Martin Knuchel: More or less the entire industry at the moment, seize premium primarily coming back of leisure travel or flat fans friends and family travel.

217

00:40:28.500 --> 00:40:40.740

Martin Knuchel: But that's the good part in that in that case the last few days 10 days 12 days 14 days, we see a slight increase, also for the demand for business travel.

218

00:40:41.010 --> 00:40:48.060

Martin Knuchel: And my personal opinion, with all the new gadgets and this interaction that we have here now, like the laptop etc.

219

00:40:48.330 --> 00:41:02.370

Martin Knuchel: There will be business travel necessary in the future, maybe not at the same extent that it was before, and if I look at myself before corona sometimes I flew to from Zurich to Frankfurt for two hours meeting, and then I flew back so.

220

00:41:02.640 --> 00:41:10.380

Martin Knuchel: Is this still the necessary future I don't know but i'm convinced it will come back slower than the leisure travel but.

221

00:41:10.680 --> 00:41:19.470

Martin Knuchel: It will come back and, from that point of view, I see that we we make a make a good approach there, and when this all will be over, I mean.

222

00:41:19.770 --> 00:41:28.860

Martin Knuchel: As I said, my personal opinion, supported by our doctors, the virus will never disappear from this planet anymore, we may learn to deal with it.

223

00:41:29.220 --> 00:41:38.280

Martin Knuchel: If you, if I look at Switzerland or here Western Europe, I would say, we are on a very good way at the moment, but he is now the negative but.

224

00:41:38.760 --> 00:41:52.650

Martin Knuchel: The situation in UK if the delta mutation this isolated outbreak at least one it's not too far away, so we don't know I hope we are through the worst by end of this year.

225

00:41:53.220 --> 00:42:02.490

Martin Knuchel: But if it's only happening in North America and in Western Europe, then it will not work, so when we when we learned one thing.

226

00:42:03.540 --> 00:42:25.110

Martin Knuchel: latest now, this is one world and we all are connected, not only by planes also by other topics and if only two parts are recovering and the rest is still suffering, it will not work, but i'm a positive person and my hope is really that end of this year, the worst should be over.

227

00:42:25.890 --> 00:42:32.310

Gigi Gronvall: mm hmm I hope I hope you're right and it's certainly the case that you have is more apparent to you.

228

00:42:32.700 --> 00:42:42.240

Gigi Gronvall: Just how that disparity in different parts of the world, and how the recovery is going to take longer because you operate Internet you know in so many countries.

229

00:42:43.110 --> 00:42:51.180

Gigi Gronvall: I I one of the problems, as you know, from studying past crises and preparing for them is that memories are short.

230

00:42:51.660 --> 00:42:58.530

Gigi Gronvall: And and people remember different things from the experience you know they may not take all of the lessons.

231

00:42:58.860 --> 00:43:07.860

Gigi Gronvall: That were observed at the time and really put them into into plans for the future, and I know that you're responding to this crisis now but.

232

00:43:08.220 --> 00:43:24.900

Gigi Gronvall: Are you how, how do you think you will your group will handle trying to make changes or adapt for the next time, or you know make make pandemic preparedness a little more integrated into operations.

233

00:43:25.920 --> 00:43:34.950

Martin Knuchel: I mean one thing that we started already last summer, when there was the first little East and we could start to brief a little bit.

234

00:43:35.310 --> 00:43:44.850

Martin Knuchel: We started to wrap up our our experience, so our all our departments, also in the crisis team since last summer, they have to hand in.

235

00:43:45.270 --> 00:43:50.460

Martin Knuchel: Every two weeks a little report, it might only be five five sentences about.

236

00:43:50.850 --> 00:44:01.140

Martin Knuchel: what's the what's the experience and what was the topic the bullet points that we should not forget, so we have a person that really collects all this information, and we have now.

237

00:44:02.010 --> 00:44:08.880

Martin Knuchel: By by August 1 this year, we want to make us kind of first stop with this and then.

238

00:44:09.450 --> 00:44:16.680

Martin Knuchel: start to to work together to bring it together and to elaborate a lessons learned from the first year in full action mode.

239

00:44:17.100 --> 00:44:26.670

Martin Knuchel: And this will be, then the basis also for the future setup one specific target that we already said now is that we.

240

00:44:27.030 --> 00:44:42.510

Martin Knuchel: should learn not only handle it at the beginning in the airline part of our Lufthansa group, but we should take all the business units together, so this is something we would prepare better for the next time to have the other business units not.

241

00:44:43.770 --> 00:44:52.410

Martin Knuchel: Not only after three months in the entire concept, but right from the beginning, but this is one of the big learnings that we took already and i'm really.

242

00:44:52.800 --> 00:45:02.550

Martin Knuchel: happy to see that with my colleagues, we can start now as of August to wrap up what happens and all these these topics that we that we wrote down the last few months.

243

00:45:03.480 --> 00:45:18.090

Gigi Gronvall: that's really great i'm so happy to hear that and that seems like a big piece of advice to give to other organizations that you know you need to think about this now, even if you're still responding and how you're going to handle in the future.

244

00:45:18.510 --> 00:45:27.600

Gigi Gronvall: Do you have any other bits of advice for others other organizations regarding testing or vaccine before we wrap up.

245

00:45:28.710 --> 00:45:29.040

I mean.

246

00:45:30.480 --> 00:45:41.970

Martin Knuchel: How to say if it's all it's always different in every country it's always different in every organization I think what what I, if you allow me to give you, to the audience, a kind of an advice.

247

00:45:42.240 --> 00:45:51.600

Martin Knuchel: What I would advise you or tell you is just make sure that you get in get that you interact with exactly what is.

248

00:45:52.170 --> 00:45:57.870

Martin Knuchel: let's say the challenge for you from the authorities from the nationals, if you are multinational company.

249

00:45:58.260 --> 00:46:06.480

Martin Knuchel: Like we are it's a big field of challenges and bring up just big up your inputs on the ideas I mean we challenge our authorities.

250

00:46:07.470 --> 00:46:19.320

Martin Knuchel: Frequently, not because that we think we know it better than them, but we just want to support and to advise them and guess how many times I hit my head somewhere, because I had an idea that was a little.

251

00:46:21.330 --> 00:46:37.560

Martin Knuchel: weird or whatever, but that's the way you have to go if we just wait for the others to do, we will not, we will be, we will not handle this, and so, so be creative be encouraged and can go forward and if you have to go two steps back Okay, then go and then you restart again.

252

00:46:38.970 --> 00:46:54.270

Gigi Gronvall: that's excellent excellent advice and thank you so much, Martin, this has really been such a wonderful session and I hope that maybe we can in a year or two we'll have a look back on how well we've implemented plans, hopefully we'll be in a much better.

253

00:46:54.270 --> 00:47:05.760

Gigi Gronvall: place Thank you everyone for joining us today, please visit our cover 19 testing Toolkit to learn more about the different kinds of tests and different strategies that you can employ.

254

00:47:06.780 --> 00:47:13.920



Gigi Gronvall: Please look for information about our next webinar when we have one and we'll look forward to seeing you then Thank you so much, everybody.

255

00:47:14.880 --> 00:47:16.500

Martin Knuchel: Thank you again thanks so much.