



## Plaza Premium Lounges Receive The Highest 5-Star COVID-19 Lounge Safety Ratings



*Plaza Premium Lounge London Heathrow, Terminal 2 (Departure)*



*Plaza Premium Lounge, Fiumicino Leonardo da Vinci International Airport*

**(Hong Kong, 2 November, 2021)** Plaza Premium Lounges in London and Rome have been awarded with the highest 5-Star COVID-19 Airline Lounge Safety Rating, by international air transport rating agency Skytrax.

The Plaza Premium lounges at Terminal 2, London Heathrow Airport and Terminal 3, Rome Fiumicino Airport have both received the 5-Star COVID-19 Airline Lounge Safety Rating in recognition of the excellent and consistent measures in place to reduce the risks associated with the spread of COVID-19.

“We are thrilled to be awarded with the highest 5-Star Covid-19 Airline Lounge Safety Rating. Safeguarding everyone’s health and wellbeing is of utmost importance to us. Air travelling may seem a little stressful these days, but thanks to our global teams for their dedication and commitment to ensuring a hygienic and safe environment for our guests, we hope that travellers can achieve a comforting peace of mind during these unprecedented times. All of our lounges around the world strictly follow our global safety and quality standards, and as travel demand recovers, we look forward to hosting more of our valued guests in our newly-opened and re-opened departure, transit and arrival locations,” shared **Sylvio Angelone, Chief Operating Officer of Plaza Premium Group.**

The COVID-19 Airline Lounge Safety Ratings evaluate and certify the safety and hygiene protocols put in place by lounge operators and airline to ensure that lounges are meeting the highest hygiene standards, and that they are delivering enhanced safety levels for customers and staff. The audit inspections were conducted in October 2021 and assessed all relevant health and hygiene measures introduced by Plaza Premium Group in response to the COVID-19 pandemic. The Audit evaluated over 150 lounge safety protocols across both the lounge facilities and standards of staff service.

Edward Plaisted of Skytrax said: “We congratulate Plaza Premium Group for achieving these highest 5-Star COVID-19 Safety Ratings for their lounges at T2 Departures, London Heathrow Airport and at T3, Rome



Fiumicino Airport. Plaza Premium Group have implemented a broad range of hygiene and safety protocols in these two lounges, including efficient social distancing organisation, increased cleaning and hygiene of lounge areas, adapted food and beverage services, and contactless service options at key touchpoints. These enhanced protocols are integral to achieving the highest 5-Star Safety Rating, but it is also the consistency with which these elements are applied that is so important for Plaza Premium Group to demonstrate their safety commitment to customers and staff.”

These Plaza Premium lounges provide clear and visible advice to guests about face mask usage, personal health monitoring, hand hygiene facilities, and social distancing and movement etiquette.

The COVID-19 Lounge Safety analysis included ATP testing to validate the standard of cleaning systems, and to ensure high contact surfaces are sanitised with enough frequency, and that disinfectant products and cleaning techniques are effective.

It is likely that many aspects of the enhanced safety protocols, hygiene and cleanliness improvements introduced during COVID-19 at airport lounges will be around for a long time, and Skytrax highlight that maintaining the current standards and levels of attention are an important attribute of this highest, 5-Star COVID-19 Lounge Safety Rating.

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**High-resolution image can be downloaded here:**

<https://plaza-network.box.com/s/p8tji9aefips3lkxkjnuzmt3og2r1aap>

#### **About Plaza Premium Group**

With a mission to Make Travel Better, Plaza Premium Group is the pioneer and industry leader in innovating global airport hospitality services and facilities in over 250 locations of more than 70 international airports across the world. Established in 1998 and headquartered in Hong Kong, the group comprises four core business segments – airport lounges Plaza Premium First and Plaza Premium Lounge; airport terminal hotels Aerotel; airport meet & greet services ALWAYS and a range of Airport Dining concepts. The Group has also developed Smart Traveller, a mobile-app based global airport membership programme that is designed for air travellers, offering uniquely-curated perks, benefits and rewards experience through points earning and redemption. In addition to its own brands, Plaza Premium Group provides airport hospitality solutions to leading airlines, alliances and corporates around the world, including but not limited to Cathay Pacific Airways, Singapore Airlines, China Southern Airlines, Virgin Atlantic, Air France, Star Alliance, SkyTeam, American Express, Capital One and many more.

The Group has won more than 60 accolades in the last five years, including “World’s Best Independent Airport Lounge” for four consecutive years from 2016 to 2021 at the Skytrax World Airline Awards, the global benchmark of aviation excellence, and “Best Airport Lounge Operator” for 2018 & 2019 by TTG Asia magazine. In 2020, the Group has successfully been awarded ISO 9001:2015 for Hong Kong Headquarters, proving the quality management in providing airport lounge services. In addition, the group’s Founder and



CEO Mr. Song Hoi-see was named Ernst & Young Entrepreneur of The Year and Master Entrepreneur of The Year 2018 Malaysia. Plaza Premium Group currently employs over 5,000 staff and serves more than 20 million global passengers annually. By continuously innovating and striving to surpass travellers' expectations of airport experiences, the group is growing exponentially across major international airports globally.

To learn more: [www.plazapremiumgroup.com](http://www.plazapremiumgroup.com)

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### **About Skytrax**

Skytrax, the international air transport rating organisation, was established in 1989 and is based in London, United Kingdom. Skytrax launched the COVID-19 Lounge Safety Ratings in 2020, providing independent, expert evaluation and certification of COVID-19 hygiene and safety measures at airport lounges, and the programme is regarded as a global benchmark for Certifying COVID-19 airport lounge safety.

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