

## Criteria for allergy-friendly airlines

### BACKGROUND

Travelling can often be inconvenient for allergy sufferers. The most basic preventive measure against allergic reactions – which is to consistently avoid certain allergens – is impossible in situations such as when taking public transport, because passengers may only exit the vehicle at specified times. Upholstery, air conditioning or certain foods can trigger the outward symptoms of allergic rhinitis, asthma or a food allergy.

An allergy-friendly airline company offers special proven services aimed at preventing or reducing contact with allergens and, in doing so, improves the quality of everyday life for allergy sufferers. Allergy-friendly airlines guarantee the following conditions in accordance with ECARF standards.

### 1. CRITERIA

#### 1.1. Flight cabins

- Low-allergen air treated by a high-efficiency air conditioning system (ideal for filtering out pollen from outdoors and animal hair from pets on board)
- No air-freshening substances are released into the cabin air that may irritate the respiratory tract
- No decorative indoor plants

#### 1.2. Equipment

- Pillows with synthetic stuffing available on board
- Hypoallergenic (sensitive) liquid soap in the lavatories
- Modern histamine tablets (such as cetirizine) are available in addition to the standard medical emergency kit; flight attendants are trained to respond to allergic emergencies

## 1.3. On-board service

- Allergen-free meals are prepared and provided on request
- No snack bags containing peanuts on board
- Meals containing peanuts are clearly labelled (on menu card)
- Nut-free bread rolls, bread and other baked goods are available
- **The following food items are regularly stocked on board:**
  - Lactose-free alternative for coffee milk
  - Lactose-free chocolate
  - Gluten-free snack
  - Lactose-free hard cheese
  - Dry soup sachets free from major allergens
  - Milk/egg/nut-free baby's meals (e.g. fruit or vegetable meal)

## 1.4. Lounge

- All meals have clear allergen labelling/ Staff can provide more details/ information concerning allergens in meals
- Alternative milk and bread products are available (on request)

## 1.5. Training

The airline's cabin and ground crews are trained in assisting passengers with allergies and are able to provide information on the airline's allergy-friendly services. A second level support expert is available when needed.

## 1.6. External Presentation of the ECARF Seal of Quality

Special notices are used to inform passengers about the airline's allergy-friendly services. These notices are clearly displayed – for example, in the on-board information brochure, on the on-board monitors, on the airline company's website.

**These notices can be designed in the airline's corporate style, but must bear the ECARF Seal of Quality logo.**



## 2. QUALITY CONTROL AND COMPLAINT MANAGEMENT

**The business has established a functional system of quality control that responds effectively to consumer complaints.**

The system ensures the following:

- The business contact details, such as the address, telephone number and/or email address, are clearly visible;
- Consumer complaints are handled and followed up in an appropriate manner by qualified and experienced personnel of the business;
- The assessment of consumer complaints and, if applicable, any inferred areas of improvement are reapplied to product quality and safety. The business agrees to make this data available to ECARF on an ongoing basis.