Travel For Work Interest Group Workgroup: Malaria Risk Mitigation Best Practice Guidelines Meeting

WHO WE ARE
• KLM Health Services – Occupational Health Unit KLM
• 1995 – KLM subsidiary – more clients:
  • Oil companies
  • Governmental organizations
  • Non-governmental organizations
  • Construction companies
  • Etcetera
• Today:
  • International Health and Travel Services
  • Health Management Services
  • Airport Medical Services

WHERE WE OPERATE
• KLM high risk destinations
  • Ghana (Accra)
  • Tanzania (Dar es Salaam)
  • Nigeria (Lagos)
• Angola (Luanda)
• Uganda (Entebbe)
• Rwanda (Kigali)
• KLM medium risk
• Delhi, Mumbai, Nairobi
• KLM low risk
• Paramaribo, Guayaquil, Panama, Johannesburg, Windhoek

WORKFORCE DEMOGRAPHICS
• KLM airline crew members:
  • 5,300 cabin attendants
  • 2,350 pilots
• KLM expatriates:
  • Asia 22, Africa 18, India 6, South America 9 (total ~200)
• KLM duty travellers (engineers, support staff)
• KLM expats typically stay 3-4 years. Airline crew length of stay in high risk malaria destinations varies from 1-6 months. Duty travellers may stay for up to three months.
• No malaria policy for local employees and their families.
• Employees with higher risk profile for malaria (e.g. pregnant airline crew) get destination restrictions.
• Majority of employees staying in the city/cruise hotel. Local business travel common for expats (city/
  country).
• Fitness for work assessment for expats and airline crew are done in-house. Immunization and malaria prophylaxis advice through KLM Travel Clinics.

MEDICAL DEPARTMENT
• KLM Health Services / IH&TS / International Medical Advice (IMA). Collaboration with Air France Medical Department.
• International network of contracted local doctors at worldwide KLM/AK destinations.
• Selection and screening of KLM doctors done by IMA doctors. Network management done by IMA staff.
• Audits of local doctors, hospitals and hotels done by IMA doctors. High risk malaria destinations every 2 years.
• Collaboration with KLM Integrated Safety and Security Organization (ISSO) and KLM Security Services concerning work-related health risks (e.g. air pollution for crew).
• Contact with International HR to determine expatriate policies concerning health risks.
• Close contact with Crew Service Hub, Inflight Services, Flight Operations, Operations and Control Center and Airport Medical Services.
• Working together with local and national public health authorities and compliance with international travel medicine guidelines.

MALARIA GUIDANCE DOCUMENTS / POLICY
• KLM policy developed by IMA according to international (WHO/ECDC/WHO) and national (CO) guidelines. Close cooperation with Tropical Medicine Department of regional hospitals and participating in CO policy workgroup.
• Collaboration with Air France Medical Department modified due to differences in national malaria guidelines. European guidelines for airlines non-existent due to same reasons.
• Malaria policy for airline crew/duty travellers:
  • High risk destinations: Use prophylaxis/effect from day of departure until 7 days
    after arrival. Read the leaflet “Protecting yourself against malarial risk”, copy relatives at night, wear long sleeves
    and long pants.
  • Medium risk destinations: No prophylaxis, use insect repellent, either measure mentioned above.
  • Low risk destinations: Measures only necessary when leaving the city, consult a travel agent for detailed risk assessment.
• Malaria policy for expatriates in high risk destinations:
  • Principal advice: Use malaria prophylaxis continuously during the posting. To practice: use prophylaxis for first 3 months, apply mosquito control and travel order with local health office. Apply other measures mentioned above.

Health Services
Health Services
Induction Program Malaria Content

- Exports:
  - Medical screening/health check-up before joining
  - Doctor and travel nurse discuss malaria risk and preventative measures.
  - Malaria prophylaxis prescription provided by KLM Health Clinics. Reservoir prescription provided by RAF and KLM Travel Clinic.

- Airline crew:
  - Malaria risk and prevention incorporated in KLM training
  - Information published on Crew Brief Information (CBI) sheet.
  - Message at reporting for duty for high-risk destinations, collect insecticide, see malaria prophylaxis
  - Possibility of ordering malaria prophylaxis with home delivery
  - Malaria risk and policy discussed by senior person at pre-flight briefing

- Duty travelers:
  - Malaria information published on KLM Intranet (HR Department)
  - Information provided by KLM Travel Clinic.
  - All KLM staff malaria policy and advice published on KLM Intranet. No e-learning program.

Other

- Unique options for KLM staff:
  - In-house pharmacy at Schiphol Airport with 24/7 supply of malaria prophylaxis
  - Possibility of ordering malaria prophylaxis online
  - Crew Service Hub with support desk and insecticide to take away
  - Airport medical services at Schiphol with 24/7 availability to see or advice airline staff
  - Contact with local doctors for monitoring of malaria risk
  - KLM sends to all local crew doctors
  - All staff carries a card stating that if they are found incapacitated, malaria has to be
  - Now being developed: personalized information portal for airline staff with the possibility of targeting advice to a given destination

* Start of prophylaxis at day of departure has been discussed and approved with experts in tropical medicine