

BEST GOVERNMENT RESPONSE

Cincinnati/Northern Kentucky International Airport



CVG

Masked and Ready for You

During COVID-19, the Cincinnati/Northern Kentucky International Airport stepped up in many ways. At the start, CVG re-developed its communication to employees that included direct emails from CEO Candace McGraw. Within the emails, it included video updates that spoke directly to employees and included messages about how to properly wear masks and social distance. The monthly newsletter was also shifted to being bi-weekly. Another way the airport stepped up was performing frequent sanitation of the areas in the airport that were hot spots for travelers. It started using a new two-step product called SafetyNet, a spray that applies electrostatic disinfection and is then finished with an anti-microbial solution. This process disinfects areas for more than 30 days. Along with the sanitizing process, plexiglass barriers were installed so employees could interact with travelers safely.

“Airports are an essential business. CVG remained open and operational during the initial shutdown for people to have the ability to travel by air and for goods and packages to get in the right hands. There was a lot of PPE (Personal Protective Equipment) that flew through CVG during those first few months. We remained focused on prioritizing the health and safety of travelers and our employees and responded swiftly to implement innovative strategies,” says McGraw.

“Our work over the last year has built on the sense of pride we already had in serving this community. Our employees were able to see, in a bigger spotlight, how critical our daily operations are to keeping the economy of our region moving,” adds McGraw.

— SHELBY BESECKER

