

# Onboard Allergens that Affect the Passenger Experience

By: Vanessa Armijo Chahin

Faculty Advisor: Dr. Jennifer Hinebaugh

## Findings:

- Lack of food options at airports and during flights (airlines).
- First aid kits are not complete with allergy medication in airplanes.
- Pattern in allergy declaration (if channel is available), airlines still offering food allergens during the flight that a person declared an allergy.
- Increased allergic reactions to the top 5 declared allergens by the WAO (wheat, dairy, eggs, soy, nuts).
- Struggles by Airline Catering companies in accommodating passengers with allergies.
- Discrimination towards allergic passengers when allergens are going to be offered on-board.

## Action Plan for the Industry:

- Create alliances or partnerships with industry organizations to make a change for the well-being of allergic passengers, this includes airlines and airports.
- Airline Catering companies should provide as a base, allergy friendly meals at least free from the top 5 allergens worldwide.
- It should be verified that airlines always carry allergic medications in their medical kits on-board.
- Create consistent automated systems for passengers to declare their allergies and accurately follow them.