

# Safety Management System



## Covid19 Good Practice Guidance Airports & Aircraft



## **Covid19 Good Practice Guidance Aircraft & Airports May 2020**

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The following guidance has been prepared to assist Airports and Airlines to have Covid19 protocols in place for their operation. (based on EASA – European Aviation Safety Agency guidance)

This is meant to supplement any local, national and international advice provided by the authorities in each country and represents ‘Good Practice Guidance’ as opposed to enforced governmental regulations.

These will assist in minimising as much as possible any risk of Covid19 transmission to customers and staff and ensure both have confidence in using/delivering your services.

### **Documented Risk Assessment/Policy/Plan**

There should be a document detailing your Covid 19 protocols, encompassing all local, national and international regulations as well as good practice guidance in terms of the hygiene and safety procedures you have in place for the all stakeholders (Staff, Customers, Suppliers etc.). There should be a person nominated within the organisation for ensuring Covid19 procedures are followed and updated as necessary. The risk assessment, policy or plan needs to include the following:

#### **1. Pre Travel:**

- Advance information to your clients and passengers of any steps you are taking to minimise the risk of Covid19 transmission. Health Safety Promotion (see Appendix)
- Notification of any PPE requirements prior to travel
- Completion of a Health Declaration by passengers and crew prior to travel (see appendix)
- Notification that they should NOT travel if displaying any symptoms that correspond to Covid19.
- Advising passengers if exit screening is taking place at airport of departure or airport of arrival and any specific health requirements
- Advising passengers to have minimal hand luggage
- Access to Airports limited to those flying (exceptions for unaccompanied minors and those requiring special assistance) and airport staff and sub-contractors necessary to maintain terminal operations.
- Non-essential airport services to be closed, until further guidance provided

#### **2. Passenger Management:**

- Guidance given to passengers on physical distancing at all times
- Use of face masks at all time through departure airport, aircraft and arrival airport. (only removed at security). Exemptions for children under 6 and anyone with medical reasons
- Make facemasks available at airport via vending machines in case of need.
- Promotion of good hand hygiene
- Promotion of good hygiene procedures if coughing or sneezing (use of tissue or flexed elbow)
- Advise to minimise contact touch of any surface at the airport or on the aircraft
- Ensure social distancing regime in place for check in, security, pre-boarding and boarding
- Markers on the floor where appropriate and signage advising of procedures
- Online & Self check in wherever possible.

- Screens in place at check-in, info desks, passport control, and boarding gate – with use of contactless procedures such as e-gates wherever possible. Screens to have openings to allow for documents to be handed over, with appropriate social distancing strips on the floor.
- Clear Audio and Visual instructions throughout the airport and on board the aircraft (preferably Pictorial, or in English and main language of operation) explaining Covid 19 procedures and also the consequences of not adhering to them e.g. Denied boarding, Police action if they disobey Covid19 instructions during the flight and threaten health & security of crew and its passengers
- Toilet access at terminals and on aircraft to have strict social distancing requirements in place, with no queues allowed on the aircraft.
- If temperature screening is in place, those conducting this should wear full PPE
- Temperature screening to take place as soon as passengers enter the terminal
- This should be a non-invasive check – digital laser thermometer
- Those with 38c or higher temp, should have a second confirmatory check taken, if the same then they should be referred to a health professional for additional assessment
- Thermometers should be regularly calibrated
- Boarding to have physical distancing in place if using walkways, air bridges, aircraft steps etc.
- If boarding by bus, then buses to only have 50% capacity to allow for physical distancing
- Aircraft to be boarded by seats furthest from the entrance or by boarding window, middle and aisle seats in that order.

### **3. On Board:**

- One toilet to be reserved for the Crew only (nearest to flight deck)
- No Q's allowed on board for toilets
- Try to keep family members together and give individuals social distancing space if possible. If not possible ensure everyone is wearing a mask and following hand hygiene procedures
- Reduce on board service to a minimum
- Limit contact between passengers and crew
- No duty free or non-essential sales
- Reduced food and drink offering, preferably pre-packed or sealed items
- Contactless payment methods only
- Passengers to remain seated at all times with seat belts on
- In case of emergency, crew to remove masks for clear communication
- If oxygen is required due to an emergency passengers must remove their face masks

### **4. Arrival:**

- Advise if thermal screening will take place on arrival
- Disembark the aircraft with physical distancing guidelines – seats closest to exit first or aisle, middle and window seat procedure
- If using buses, ensure they are at 50% capacity to allow for physical distancing
- Simplify border controls (e-gates wherever possible) otherwise screens and appropriate PPE.
- Designated meet and greet areas, ideally outside the airport away from the main passenger flow.

### **5. Enhanced Hygiene & Cleaning:**

- Surgical standard cleanliness of any high contact areas (touch points) within the airport and aircraft, such as door handles, handrails, buttons, air control systems, seat back trays, check in terminals, surfaces, all toilets, etc.
- Security trays to be sanitised after each use, or provision of single use tray covers
- Full cleaning and sanitising of each aircraft at the end of the day (including appropriate sanitising of soft furnishing, carpets, leather seats etc.
- Provision of PPE to crew and promotion of mask wearing and hand hygiene protocols to passengers
- Hand sanitizer provided and available at entry points to the terminal and also upon embarking the aircraft.

- Sanitising foot trays at entrance to aircraft (in addition to hand sanitizer)
  - Ensure appropriate air ventilation within terminal and aircraft, minimise air re-circulation, with increased filter replacement (HEPA filters proven to be effective against viral transmission). Follow manufacturers recommendations on air re-circulation
  - Enhanced cleaning of any aircraft handrails, bus interiors,
6. **Comprehensive Staff Training:**
- Appropriate use of PPE for staff: Masks, gloves, face shields as appropriate and good hand hygiene promoted at all times.
  - Daily cleaning of uniform, if not possible then protective covering for clothing (disposable aprons etc.)
  - Staff involved in conducting personal physical checks must have full PPE including face shields to minimise risk
  - Training in cleaning and sanitising procedures for the terminal and aircraft
  - Training in social distancing instructions and any embarkation and disembarkation procedures
  - Procedure for identifying symptoms of Covid19 in any person using the airport or aircraft
  - Procedure for dealing with any suspected cases of Covid19 on board or due to embark.
  - Procedure for reporting their own illness if they display symptoms consistent with Covid 19
  - Clear crew pathways through the airport to avoid mixing with passengers as much as possible
  - Consequences for non-compliance with your Covid19 risk assessment/policy/plan
7. **Communication – internal & external:**
- Ensure all staff understand the risk level, danger of non-compliance and also any change in governmental advice or procedures
  - Provide regular written and verbal instructions to staff as a reminder of their responsibilities
  - Provide written communication to any tour operators, travel agents and passengers of the Covid19 procedures you have in place.
  - Ensure passengers receive specific instructions, both written and verbal, regarding their responsibility whilst travelling with you, personal hygiene (Masks, gloves, hand sanitizer), social distancing requirements and correct embarkation and disembarkation procedures
  - Passengers should be advised not to travel if they display any symptoms consistent with Covid19 or share a house with anyone displaying symptoms or are immuno-suppressed in any way.
8. **Prevention of Spread of Infection Procedures (POSI):**
- What procedures to follow if someone is suspected of having Covid19 whilst using the aircraft.
  - Crew to ensure face mask is worn by the passenger (provide additional masks if necessary)
  - If passenger displays difficulty breathing provide oxygen
  - Isolate passenger if possible – at least 2 seats away from anyone else
  - Designate a lavatory just for them
  - Designate a crew member in full PPE to look after them and have minimal contact with other crew and passengers
  - Advise destination airport of the medical issue and follow their instructions
  - Ensure all passengers have completed a Passenger Locator Card (PLC) with name, contact number or e-mail and seat number (see Appendix)
  - Full sterilisation of the aircraft – including non-use for a period of 72hours
  - Contact tracing of any other passengers on board so they can be told to self-isolate for 14 days. Passenger contact details to be collected at all times so they can be contacted if necessary.
  - Crew to remove and disinfect uniform before meeting with anyone else
  - Passenger to be tested and crew as appropriate
  - If test is negative – Crew can continue flying
  - If test is positive – Crew must self-isolate for 14 days

9. **Monitor & Review:**

- Your Covid19 risk assessment/policy/plan must be continually monitored by the designated responsible person
- All staff should be supervised to ensure they are maintaining all the control measures and understand the importance of your Covid 19 protocols
- Procedures in place to make changes to these procedures in light of any new advice, science or guidance

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## Appendix 1. (EASA guidance)

### Health Safety Promotion

#### 1. General Message:

- Wear medical face masks, ensure their correct use and disposal, and replace every four hours (unless instructed otherwise)
- Observe physical distancing (min 1m or whatever current local legislation is).
- Wash hands regularly for at least 20 seconds with soap and water, or use alcohol based hand sanitizer
- Cover the mouth and nose with tissue or flexed elbow if coughing or sneezing
- Limit direct contact with people or surfaces
- Be kind to each other at all times. We need to work together to get through this

#### 2. Before leaving for the airport:

- Complete the notification of health status from your airline
- Don't travel to the airport if you have been in any of the situations specified on the notification of health status
- Only those travelling should enter the airport (unless accompanying minors or those requiring special assistance)
- Read the health safety promotion from your airline
- Check you have sufficient medical face masks and sanitising gel for your journey
- Ensure you leave enough time for your journey including any additional checks at the airport

#### 3. At the airport:

- Ask a member of staff in case you have questions or feel uneasy (they are there to help)
- Be prepared for thermal screening at the airport (some will be doing this)
- Observe physical barriers or signs indicating distancing requirements
- Minimise your use of airport facilities
- Wear a facemask, expect to be denied boarding if you do not.

#### 4. On the aircraft:

- Ask the cabin crew if you have any questions or feel uneasy (they are there to help)
- Watch the cabin safety demonstration so you know what is happening on your flight
- Reduce the use of individual air supply nozzles as much as possible.
- Complete a Passenger Locator Card – so you can be contacted if required.



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## Appendix 2. (EASA)

### Notification of Health Status (Example)

This should be completed prior to boarding and one per passenger travelling

I understand that I must advise the airline or travel agent as soon as possible, and should on no account report to the airport for my flight, if any of the following statements apply.

- I have been diagnosed with Covid19 at any time during the 14 days prior to my flight
- I have had any Covid19 related symptoms (fever, newly developed cough, loss of taste or smell, shortness of breath) at any time in the 8 days prior to my flight
- I have been in close contact (e.g. less than 2metres or for more than 15 mins) with a person who has Covid19 in the last 14 days prior to my flight
- I am required by local or national regulations to be in quarantine for reasons related to Covid19 for a period that includes the date of the flight.

I understand that any of these circumstances will result in refusal to proceed with my travel if I do not disclose this information to the airline before arrival at the airport and my circumstance are discovered at the airport.

Name:

Date:

Signature:



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## Appendix 3 (EASA guidance)

### Passenger Locater Card

**1. Passenger Identification:**

- **First Name – needed**
- **Last name – needed**
- Date of birth – optional
- Gender – optional
- Age – optional
- Passport number/expiry etc. – optional

**2. Travel Details:**

- **Seat number - needed**
- Flight details – should already be known if you are being contacted

**3. Contact Details:**

- **Functional contact (mobile and e-mail) – needed (incl. facebook, whats app, twitter etc.)**
- Address in destination of arrival - optional
- Address of permanent residence - optional





## About Us

tranquilico.com is a health, safety and crisis management consultancy aimed specifically at the international travel & leisure industry, conference & events, sports and education sector. The organisation has been in operation since September 2008 and has already built up an impressive client list; these include companies both big and small.

### Our Services:

#### a. Health & Safety

We deliver health and safety training, the installation of due diligence policies and procedures and supplier health & safety auditing programmes overseas. We also operate the innovative PASS 4 supplier self-assessment system, which is also operated by the likes of Kuoni, Virgin and British Airways Holidays.

#### b. Crisis Management

tranquilico.com also delivers crisis management advice, plans, training courses and desktop/full simulations. Tailored to suit the size and resources of your business.

**tranquilico.com** are also a Travel Industry Partner to the Association of British Travel Arrangers (**ABTA**), an Affiliate to the Association of Independent Tour Operators (**AITO**) a Consultant Member of The Latin America Travel Association (**LATA**) an Affiliate to the Association of Bonded Travel Organisers Trust (**ABTOT**), Consultant Advisors to the Association of British Tour Operators to Italy (**ABTOI**) and Crisis Management Advisors to the African Travel & Tourism Association (**ATTA**).

Directors **Colin McGregor** and **Mick Yates** have over 50 years of Travel Health, Safety and Crisis Management experience and qualifications between them having worked for **TUI**, **MyTravel** and **Thomas Cook**. Both are Fellows of the Institute of Travel and Tourism. (**ITT**)

### Client/Supplier Responsibility

Our clients need to be able to demonstrate they have taken 'all reasonable skill and care', in that the accommodation, transport and any activities they provide to their customers as part of their 'package holiday' are as safe as possible.

It is the responsibility of the suppliers to ensure their services are delivered safely and it is expected that risk assessments are conducted to ensure that hazards are identified and control measures are put in place to prevent accidents and illness so far as is reasonably practicable.

Our advice in this document is based on internationally accepted good practice guidance and we encourage you to review the information and take action where necessary to ensure that your operations are in line with these recommendations.

We do not expect you to up-date us once changes have been made, rather, we expect that having been provided with this best-practice advice, that you would adopt the recommendations provided.

However, having received this good practice guidance our clients may well decide to require you to complete a specific **Covid19 safety self-assessment** where you can confirm all the required policies and procedures are in place for the ultimate protection of your mutual customers. This will form part of the tour operator/travel agent due diligence in addition to any normal safety self-assessments you have completed in the past.

If you require any further advice or services please contact us at [safety@tranquilico.com](mailto:safety@tranquilico.com) or check out our website at [www.tranquilico.com](http://www.tranquilico.com)