



Maldives Civil Aviation Authority
Republic of Maldives

COVID-19

CAA Guidance Material

Air Travel through the COVID-19 Public Health Crisis

Issue 1.0, 14 June 2020

Foreword

The COVID-19 outbreak is having a major impact on air transport industry of the Maldives. Measures to contain the outbreak has significantly reduced air transport activities. Regular commercial passenger operations (international and domestic), remains restricted since March 2020, while freighter operations have been allowed to continue to support the import and supply of medicines and essential goods.

Since air transport and tourism sectors are inherently dependent on each other, it is crucial that air connectivity is restored as soon as the current public health situation improves. Hence, expediting preparations for the re-opening of airports and air services within the limits of the epidemiological situation allows will be instrumental in exiting the current crisis.

In reeling from the COVID-19 public health crisis, stake holders in the aviation ecosystem including International Civil Aviation Organisation (ICAO), member States, other international bodies, Governments and Regulators, in coordination with public health authorities, have developed comprehensive measures aimed at minimising and managing aviation health risks in air travel. The measures are designed to enable a consistent and predictable travel experience contributing to and further enhancing the existing frameworks on implementing effective, safe, secure and sustainable air transport services, coping with and increasing the number of air travellers and cargo transport, reducing the risk of COVID-19 transmission within the air transport network.

Considering the current circumstances, the CAA has formulated this Guidance Material to assist airport operators, airline operators, aviation security and CIQ Agencies develop plans for the resumption of air travel in a gradual and effective manner whilst ensuring health of the travellers, airport and airline staff.

Airport operators, airlines, and others in the air transport industry are required to use this Guidance Material in conjunction with other Guidance Materials issued by Maldives Public Health agencies and Government bodies when there is an overlap of aviation and other services.



For the Civil Aviation Authority

Hussain Jaleel

Chief Executive

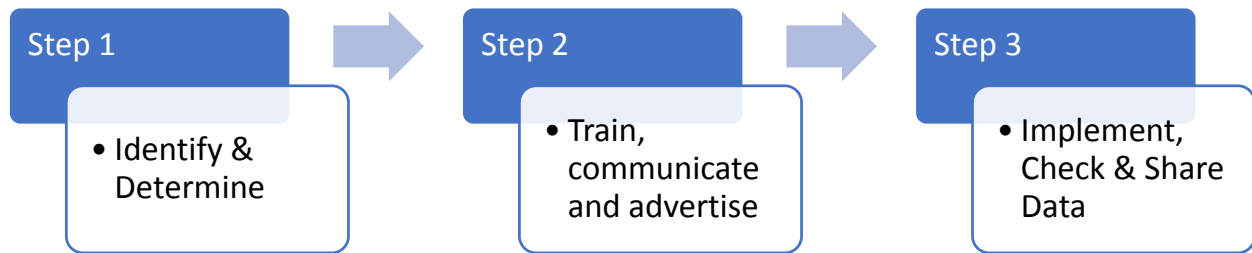


List of Amendments

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Section A The Restart Process

Airports in the Maldives can engage in a **3-step process** to restart their services. This process can be repeated for each of the level/type of services.



STEP 1	1. Identify the applicable measures using Section D materials 2. Identify activities and responsibilities with respect to measures to be implemented by airlines as stipulated in Section E 3. Identify the responsible party for each measure 4. Identify monitoring mechanisms to check the effectiveness of each measure. This can be incorporated into the existing Quality/Safety Management Systems 5. Determine the level of service that can be provided given the extra measures 6. Determine the level of operational readiness using Section B guidance 7. Revise using information from Step 2 & 3 This includes identifying how many passengers can be catered at a given time at each of the terminals, arrival, and departure points and whether passenger and baggage handling, immigration and security checks can cope with that number given the extra measures imposed. The number of passengers being accommodated may vary depending on the responsibilities and additional capabilities taken by airlines and other stake holders. For example, if most of the airlines provide online check-in and if airport operator and agencies implement method/system to recognises home printed and/or electronic boarding passes, etc. The level of service may also depend on the serviceability of GSEs and other equipment and software systems being used. This process should include identifying whether those are serviceable and the timeline to bring those into service if they are not.
STEP 2	1. Train all staff on the new measures and procedures 2. Communicate with all stake holders on the additional measures and their responsibilities 3. Advertise to the public on the measures taken and the services are being restarted with appropriate measures 4. Ask for public support in implementing the additional measures
STEP 3	1. Implement the services that have been filtered through steps 1 & 2 2. Share data with all stake holders 3. Check if the implemented measures are working as desired through methods identified in step 1

Section B Operational Readiness of Airports

1. Airports preparing for the resumption of the passenger services should carefully consider the status of their operational capacity, completeness of health emergency and business continuity plans. Most importantly, the decision for the re-opening at the onset must be based on the feasibility, readiness to adopt to the new health measures, and the ability to respond to a potential health emergency scenario.

Table B1 below can be used by all airport operators to determine their operational readiness. The CAA would keep a record of these data to monitor, enhance, improve, and facilitate a safe and orderly operation in line with the new health protection measures. This table can be updated using data as they unfold during the re-start process. Domestic airport operators shall determine their readiness based on the criteria as appropriate.

Areas / Airport	Health Emergency/ pandemic response Plan	Business Continuity Plan	On-airport/On-site medical service	Accessibility to Quarantine/ Isolation Facilities	Customs, Immigration and Quarantine (CIQ)	Aircraft Handling Services (Private /Business Jets and narrow body aircraft)	Availability of Jet fuel (facilitates turn around operation)
Velana International							
Gan International							
Hanimaadhoo International							
Maafaru International							
Dharavandhoo Airport							
Villa Airport - Maamigili							
Kaadedhdhoo Airport							
Ifuru Airport							
Kadhdhoo Airport							
Fuvahmulah Airport							
Dhaalu Airport							
Thimarafushi Airport							
Kooddoo Airport							
Funadhoo Airport							
Kulhudhufushi Airport							

Table B1: Operation Readiness Status of Airports

2. The airport operators shall also consider the following technical & operational aspects in drawing up the recovery management plans.
 - Establishment of a local committee consisting of stakeholders such as CIQ Agencies, air traffic control, airlines, ground handlers to coordinate the resumption of operations
 - Reach consensus with all stakeholders on the timetable for the resumption

- Recommissioning of airfield facilities and equipment before reopening - e.g. airfield lights, aircraft handling equipment and security screening machines
 - Adjusting operational staffing level to meet the return of traffic
 - Flexible air traffic management
 - Recertification of staff as required due to suspension of training and operations during the pandemic
 - Slot Allocation - recalculation of passenger processing capacity based on new social distancing rules
 - Development of Activation Checklists
 - Forecasting traffic demand to provide insight into operational readiness planning requirements
3. The CAA may decide to restrict operations of airports based on the level of preparedness of the airport

Section C Incentive Schemes

1. Many States have already initiated measures to help reduce flow-through costs to airlines. Relief measures granted to airlines to restart air routes is considered essential for the economic recovery of the aviation sector. To that end, CAA strongly advise airport operators to formulate short-term incentive schemes to assist both local and international airlines restart operations and air routes from the onset. Such schemes should include but not limited to the following key areas;
 - Fuel Price
 - Aeronautical fees and charges (ANS, Landing and Parking)
 - Aircraft and passenger handling fees
 - Office rents
 - Postponement on charges, payments and waiver of surcharge / late penalties

Section D Guiding Principles and Specific Measures for the Safe and Gradual Restoration of Passenger Services at airports

1. The progressive restoration of the passenger services will be fully dependent on the approach to travel restrictions, epidemiological assessments and expert medical advice on the necessary health and sanitary precautions. In that regard airport operators should adopt the following principles for the successful planning and effective implementation of the health and safety measures.
 - Commensurate to the risk level and shall not compromise aviation safety and aviation security
 - Measures should be supported by medical evidence and consistent with HPA guidelines for managing COVID-19
 - Able to minimise negative operational and efficiency impacts while strengthening and promoting public confidence and aviation public health
 - Measures should be risk based, outcome driven and time bound
 - Protective measures should be cost-effective, simple and practical
 - Health screening measures at departure and on-arrival, as far as practicable, should be equivalent and comparable
 - Measures should be constantly reviewed for impact, suitability and effectiveness
 - Responsibilities to finance and implement measures should be clearly defined
 - Measures should be coordinated between stakeholders and clearly communicated to the travelling public

2. **Table D1** Below are specific measures that should be implemented for the protection of passengers and to mitigate risk of transmission during the transitioning phases of restarting operation (shown in table as the timelines). The transitional timelines are defined as following;

Short Term: A situation with travel restrictions and only minimal movement of passengers between major domestic and international airports. This initial stage will coincide with relatively low passenger volumes, allowing airlines and airports to introduce aviation public health practices appropriate to the volume.

Medium Term: May occur when the virus outbreak has been sufficiently contained in a critical mass of major destinations worldwide as determined by health authorities. The reduction of national health alert levels and associated loosening of travel restrictions will be key triggers. Risk mitigation measures will continue to be reduced, modified, or will be stopped in this stage. There may not be effective pharmaceutical interventions (e.g. therapies or vaccines) commonly available at this stage, but contact tracing and testing should be readily available.

Long Term: Begins when specific and effective pharmaceutical interventions readily available in most countries. There may be a set of residual measures/mitigations that could be retained, although these too should undergo a periodic review process

In addition to the specific measures considered in this Section, in the identification and implementation of aviation health safety measures, airport operators may use ICAO's "Take-off: Guidance for Air Travel through the COVID-19 Public Health Crisis" included as Appendix B to this Guidance Material.

Measures	Considerations
Immigration Requirements	
Facilitate Implementation of any additional on-arrival Visa or Entry requirement	- Implementable by Maldives Immigration, in coordination with HPA and Airlines - Airport and Airlines to advise the passengers on the new entry requirement to Maldives Timeline: Short, medium and long term if required by the national authorities Applicable to: International Airports, Immigration, HPA/Port Health & Airline
Health Screening Measures	
Establish health screening function prior to immigration	Implementable by the airport operator in collaboration with HPA/Port Health and other relevant stakeholders Timeline: Short, medium and long term if required by the HPA Applicable to: International Airports, HPA/Port Health
Entry and exit temperature screening (thermal screening)	- Should be implemented by HPA at International Airports, but airport operators can help facilitate the process - Should be placed prior to arrival immigration and at the entrance to departure gates at all International airports - Domestic airport operators should consider using thermal screening at arrival departure hall if practicable. Timeline: Short, medium and long term if required by the HPA Applicable to: International airports, domestic airports, HPA/Port Health
Implement Entry and exit temperature screening (handheld or ear gun thermometers)	- To conduct passenger screening prior to baggage reclaim area and prior to boarding gates - if thermal screening is not practicable due to space constraints. - Implementable at airports in collaboration with health authorities and other relevant stakeholders. Timeline: Short, medium Applicable to: International airports, domestic airports, HPA/Port Health
Request health declaration from departing and arriving passengers	- Should be the responsibility of HPA/Port Health at all International Airports, but airport operators can help facilitate the process - Entry and Exit forms must be approved by HPA if implemented for domestic operations. - Electronic options such as mobile applications and QR codes could be explored to minimize human-to-human contact - Roles and responsibilities should be clearly defined separately for both International and domestic passengers - Facilitate implementation in collaboration with health authorities, airlines and other relevant stakeholders for implementation Timeline: Short, medium and long term if required by the HPA Applicable to: International Airports, Domestic Airports, Immigration and Port Health
Passenger questioning on health at check-in or prior to boarding	To be implemented by Check-in staff in the absence of the health declaration form Timeline: Short, medium and long term if required by the HPA Applicable to: International Airports, Domestic Airport, Airlines
Cleaning and disinfection	
Increase frequency of cleaning and disinfection at high contact areas in the terminal	- To be implemented at all airports immediately for the following areas; - Airport information desks, passengers with reduced mobility (PRM) desks, check-in areas, immigration/customs areas, security screening area, boarding areas, etc. - Escalators and lifts, handrails. - Washrooms, toilets and baby changing areas. - Luggage trolleys and collection points: cleaned with dispensable wet wipes or disinfectants. Ensuring that disposal bins are made available. - Seats prior to security screening and in boarding/check-in areas - Protocols for cleaning and disinfection of the area should be established

Measures	Considerations
	- Cleaning schedules should be aligned based on flight schedules to ensure a more frequent, in-depth disinfection - Use the Airport COVID-19 Cleaning / Disinfection Control Sheet (Appendix A - PHC Form 3) or a similar one where appropriate. Timeline: Short, medium and long term Applicable to: International Airports, Domestic Airport
Increase frequency of cleaning and disinfection of staff facilities (i.e. offices, desks, office appliances etc.)	- To be implemented in accordance with the HPA guidelines at all airports immediately - Protocols for cleaning and disinfection of the area should be established - Use the Airport COVID-19 Cleaning / Disinfection Control Sheet (Appendix A - PHC Form 3) or a similar one where appropriate. - Cooperation with concerned stakeholders needed Timeline: Short, medium and long term Applicable to: International Airports, Domestic Airport
Strengthen HVAC (heating, ventilation and air conditioning systems) and adapt to airborne infection	Cooperation with concerned stakeholders needed Timeline: Short, medium and long term Applicable to: International Airports, Domestic Airport
Increase frequency of waste disposal	To be implemented at all airports immediately Timeline: Short, medium and long term Applicable to: International Airports, Domestic Airport
Disinfect passenger and crew buses after use	- To be implemented in accordance with the HPA guidelines at all airports immediately - Protocols for cleaning and disinfection of the area should be established - Use the Airport COVID-19 Cleaning / Disinfection Control Sheet (Appendix A - PHC Form 3) or a similar one where appropriate. Timeline: Short, medium and long term Applicable to: International Airports, Domestic Airport
Social Distancing	
Physical distancing at all touchpoints (for travellers and visitors)	- Physical distancing should target reaching at least one (1) meter between all individuals - Applied to the maximum extent possible throughout the airport. - Should be re-evaluated as epidemiological conditions permit Timeline: Short term Applicable to: International Airports, Domestic Airport
Provide signage, floor markings, announcements to encourage physical distancing	- To be implemented immediately based on HPA/Port Health recommendation - Not applicable in the long run. To be replaced by alternative measures as soon as traffic recovers significantly Timeline: Short term only (compatible only with small traffic numbers) Applicable to: International Airports, Domestic Airport
Rearrange, block or reduce terminal seating to ensure social distancing	- To be implemented immediately based on HPA/Port Health recommendation - To be replaced by alternative measures as soon as traffic recovers significantly Timeline: Short term only (compatible only with small traffic numbers) Applicable to: International Airports, Domestic Airport
Protective and hygienic equipment for passengers	
Use of face masks or the face covering accordance with applicable health guidelines	- To be implemented at all airports in line with health recommendations - Must be mandated for departing and arriving passengers and visitors

Measures	Considerations
	- Passengers must be responsible to bring a mask, but they should be able to purchase at the airport at a reasonable price - A clear and effective model for distribution must be arranged - Clear regulation on the responsibilities for enforcement Timeline: Short term recommendation, Medium term requirement (after lifting social distancing measures) Applicable to: International Airports, Domestic Airport, Airlines
Install hand sanitizer stations before and after every passenger touch-points with adequate signage	- Hand sanitiser stations should be placed inside terminal and at appropriate locations outside the terminal at all airports immediately - A clear and effective model for distribution must be arranged - Should be implemented in consultation with the concerned stake holders Timeline: Short, medium and long term Applicable to: International Airports, Domestic Airport, Airlines
Install hand wash basin/stations at the appropriate locations outside terminal with adequate signage	- Hand washing stations should be placed prior to entrance at the exit and appropriate locations outside the terminal - Hand sanitizing options be explored if hand washing station are not practicable or feasible - To be implemented at all airports immediately Timeline: Short, medium and long term Applicable to: International Airports, Domestic Airport, Airlines
Installation of touch-free equipment	- Consider Installation of touch-free equipment in toilet facilities in toilet facilities such as the following should be considered: - Automated door systems. - Automatic toilet flushing system. - Taps and soap/hand sanitiser dispensers - Automated hand towel dispensers - Work with retail, food and beverage concessions to ensure the use of contactless technology payment options and self-serve options Timeline: Medium and long term Applicable to: International Airports, Domestic Airport, Airlines
IT Solutions	
Increase use of standardised technological solutions for self-scanning of documents and personal identification	- Contactless processes (digital/biometric identification) with technologies such as: - Check-In: Self-Service Kiosks, Bag Drop and HPBP - Security Screening: Boarding card reading gates - Boarder control: Biometric electronic gates - Aircraft Boarding: Boarding Card reader and / or Biometric electronic Gates - Cooperation with airlines to enhance remote check-in - Online Baggage tracking solutions - information sharing with passengers so that they are able to make baggage claim, in case of baggage mishandling, without waiting in the reclaim area. Timeline: Short, medium and long term Applicable to: International Airports, Domestic Airport, Airlines
Staff-related measures	
Install plexiglass shields/protective transparent separator between passenger-facing employees and passengers	- To be immediately implemented where possible and where needed (e.g. at Check-in counters, Immigration counters, customer service counter) - Protocols for cleaning and disinfection of the stations/counters should be established. - Collaborate with relevant authorities and airlines for cost-effective solutions that protect the travelling - Use the Airport COVID-19 Cleaning / Disinfection Control Sheet (Appendix A - PHC Form 3) or a similar one where appropriate Timeline: Short term only

Measures	Considerations
Provision of personal protective equipment (PPE) to staff	Applicable to: International Airports, Domestic Airport, Airlines - Staff should be equipped with PPE based on the risk of exposure (e.g. type of activity) and the transmission dynamics (e.g. droplet spread). PPE could include gloves, medical masks, goggles or a face shield, and gowns or aprons. - The level of adequate protection for staff members should be evaluated on a case by case basis. Such protection may include: personal protective equipment (PPE), health screening programme for staff, scheduling (keeping group of staff in steady teams and shifts), easy alcohol-based hand sanitizer access, specific staff process prior and after completing a shift, and physical distancing plan for workstation - A clear and effective model for distribution must be arranged - To be immediately implemented at all airports Timeline: Short term only
Provision of PPE by other stakeholders (e.g. Airline staff, 3rd party contractors) to their employees	Applicable to: International Airports, Domestic Airport - The level of adequate protection for staff members should be evaluated on a case by case basis. Such protection may include: personal protective equipment (PPE), health screening programme for staff, scheduling (keeping group of staff in steady teams and shifts), easy alcohol-based hand sanitizer access, specific staff process prior and after completing a shift, and physical distancing plan for workstation - A clear and effective model for distribution must be arranged Timeline: Short term only Applicable to: International Airports, Domestic Airport, Airlines and other Stake holders
Training and Promotion of a health culture among airport staff	- Establish health and safety training programs: - Learnings from security and safety culture should ensure effective rollout - For staff and teams working shifts, handovers should be conducted in a contact-free manner, i.e. via telephone, videoconference, electronic logs, or at a minimum through physical distancing. - To be implemented at all airports for the long term Timeline: Short, medium and long term Applicable to: International Airports, Domestic Airport
Security Screening	
Checkpoint access procedures	- Appropriate procedures should be implemented in coordination with HPA in order to respond to any passengers showing signs of illness - Hand sanitizers and disinfection products should be provided prior to passengers and staff screening access points where possible - Screeners and passengers should maintain physical distancing to the extent possible or wear the appropriate PPE to mitigate the risk of exposure. - Rearranging of security checkpoint accesses and layouts should be considered with the objective of reducing crowds and queues to the extent possible while maintaining desirable throughput. This should include both divestment areas and those areas where passengers retrieve their screened cabin baggage - Specific security screening procedures recommended in the ICAO Guidance for Air Travel Through the COVID-19 Public Health Crisis should be implemented - Routine enhanced cleaning and disinfecting should be conducted, if needed, of frequently touched/exposed surfaces and security screening equipment, including trays at the security checkpoint and baggage areas - Use the Airport COVID-19 Cleaning / Disinfection Control Sheet (Appendix A - PHC Form 3) - Coordination with DASA and AVSEC for the feasibility of implementation Timeline: Short term and medium term if agreed by DASA Applicable to: International Airports, Domestic Airport, AVSEC

Measures	Considerations
Passenger Screening	• Hand sanitizer should be distributed to staff for the cleaning and disinfection of their hands. • Screeners should wear masks with eye protection and gloves. Gloves should be changed after each manual search. • Screeners should be advised to wash or sanitize their hands after removing gloves • Appropriate signage and information to passengers should be clearly displayed regarding newly implemented health requirements, as well as modified screening processes. Signage should highlight the need for passenger cooperation throughout the screening process. • Work with relevant health authorities to ensure cleanliness and disinfection protocols are developed and implemented for items with a high likelihood of cross contamination (e.g. trays and divestment area). • Specific security screening procedures recommended in the ICAO Guidance for Air Travel Through the COVID-19 Public Health Crisis should be implemented • Use the Airport COVID-19 Cleaning / Disinfection Control Sheet (Appendix A - PHC Form 3) • Coordination with DASA and AVSEC for the feasibility of implementation Timeline: Short term and medium term if agreed by DASA Applicable to: International Airports, Domestic Airport, AVSEC
Air Cargo	
Protect cargo handlers, workers and staff during the handover points for physical freight (in warehouse) and documentation	• Proximity for document handover should be minimized, floor markings should be indicated and / or appropriate PPE should be worn. • Close contact of personnel should be limited, appropriate PPE should be worn where appropriate. • Area(s) for donning and doffing of appropriate PPE as needed should be identified • Digital document systems and data exchange should be implemented wherever possible. • Physical distancing of at least 1 meter should be kept between all parties where possible • Wherever possible, hand washing or alcohol-based hand sanitizer should be placed on entry. • Posters displayed through cargo facility and staff rest areas • Use the Airport COVID-19 Cleaning / Disinfection Control Sheet (Appendix A - PHC Form 3) or a similar one where appropriate. Timeline: Short, medium Applicable to: International Airports, Domestic Airport, Airlines, Freight Forwarders
Material handling equipment (MHE) / ground support equipment (GSE) usage:	• To avoid cross contamination MHE and GSE should be cleaned and disinfected between uses. • Appropriate PPE should be worn where necessary. • Use the Airport COVID-19 Cleaning / Disinfection Control Sheet (Appendix A - PHC Form 3) or a similar one where appropriate. Timeline: Short, medium Applicable to: International Airports, Domestic Airport, Airlines, Freight Forwarders

Table D2: Guiding Principles and Specific Measures for the Safe and Gradual Restoration of Passenger Services at airports

Section E Airline Operators - Management of Air Passengers and Aviation Personnel

In addition to the materials in this Guidance, in the identification and implementation of aviation health safety measures, operators may use ICAO's "Take-off: Guidance for Air Travel through the COVID-19 Public Health Crisis" included as Appendix B to this Guidance Material

The following guidelines are to be met by all airline operators.

1. General Considerations

- The aircraft operator's safety management system shall collect data and frequently monitor the new processes and continue to bring necessary changes and actions as required. Clear and expeditious reporting means shall be established for crew and all employees to inform the aircraft operator of potential signs of infection. A detailed procedure by the aircraft operator shall be in place for the situation when a crewmember becomes symptomatic or suspected, covering the cases when the crewmember is at his or her home base, en-route or at an outstation. This procedure shall be developed with the instructions of the public health authorities.
- Aircraft operators should consider increasing the frequency of the aircraft cleaning, cleaning and disinfection at high contact areas inside the aircraft.
- Aircraft operators should collaborate with airport operators to ensure that passengers are not kept on board of an aircraft without proper ventilation for longer than 30 minutes. Also, to minimize the amount of hand luggage taken into the cabin, in order to expedite the boarding and disembarking procedure and to reduce the movements and potential contamination in the cabin.
- Aircraft operators should cooperate with airport operators to ensure physical distancing is practiced as much as possible during the disembarkation procedure. Used facemasks should be discarded safely in a separate tightly closed waste bag, which can be disposed as regular waste.

2. Crew Member Management and Operational Measures

- All non-essential crew interactions with passengers must be reduced as much as practicable to reduce the risk of contamination from asymptomatic passengers.
- Aircraft operators should provide a sufficient supply of facemasks for the intended operations. Facemasks should be worn at all times by crewmembers having direct contact with the passengers or other individuals that are not part of the crew. The facemasks should be replaced regularly.
- Frequent use of hand sanitizers must be encouraged, at least after each interaction with a passenger. If using single use gloves, the cabin crewmembers should remove and dispose the used gloves immediately after service in the passenger cabin or after interaction with the passengers. Long-term use of the gloves may facilitate the spread of the contaminated particles.
- Aircraft operators should advise their crewmembers to avoid the use of their own disinfectants in the aircraft environment. Operators should, to the practicable extent, provide appropriate and sufficient disinfectants for all crewmembers, and establish appropriate procedures/guidance on their use, making sure that all possible touch points and transmission capable surfaces are appropriately treated.

- Aircraft operators should limit the access to the flight crew compartment of crewmembers other than flight crew to the minimum necessary, subject to the operator's procedures.
- Aircraft operators should provide information to crew members regarding the management of a case with acute respiratory infection on board an aircraft.
- During layovers, aircraft operators, to the extent possible, shall ensure that the transport of crew to and from the rest facilities will not involve transiting the public areas of the airport terminal.
- The aircraft operator shall ensure that the hotel rooms to be used by the crew members to be disinfected in accordance with local health authority requirements, prior to being used.

3. Passenger Management and On-Board Measures

- Aircraft operators should provide information to passengers regarding application of the preventive measures on board, including hand hygiene (particularly before eating or drinking and after use of the toilet), appropriate use of face masks, respiratory etiquette, limiting contact with cabin surfaces, minimized on-board services, reducing the use of individual air supply nozzles to the maximum extent possible, unless otherwise recommended by the aircraft manufacturer.
- Arrangements should be made for on-board temperature screening
- Passengers must be instructed to wear facemasks inside the aircraft at all times. Children below 6 years old and people having a medical reason for not wearing facemasks can be exempted. Passengers should be reminded that typically, face masks should be replaced after being worn for 4 hours, if not advised otherwise by the mask manufacturer, or when becoming wet or soiled, and that they should ensure a sufficient supply of masks adequate for the entire duration of their journey. Passengers should also be instructed on the procedures for safe disposal of used masks. Single-use waste bags OR disposable waste bin bag should be available on board to dispose of used masks.
- Aircraft operators should make hand disinfectant readily available in the lavatories and waiting rooms to be used by their employees and passengers. Passengers should limit direct contact (touch) of any surfaces on the aircraft to only when necessary.
- Aircraft operators performing passenger flights should allow for separated seating arrangements when occupancy allows it. Alternatively, where separation is not possible, the use of face masks for the passengers should be considered.
- Aircraft operators should put measures in place to avoid queuing in the aisle or the galleys for the use of the lavatories. Furthermore, subject to sufficient lavatories on board, the aircraft operators should reserve a lavatory, preferably the closest one to the flight deck, for crew use only.
- Aircraft operators should reduce on-board service to the minimum necessary to ensure comfort and wellbeing standards for passengers and limit the contact between crewmembers and passengers, giving proper consideration to the duration of the flight.

4. Matrix of measures per stakeholder

Measures	Aircraft Operators	Crew Members	Passengers
Physical distancing	Wherever possible	Wherever possible	Wherever possible
Hand hygiene, respiratory etiquette	Yes	Yes	Yes

Measures	Aircraft Operators	Crew Members	Passengers
Face masks	Yes	Yes, when required	Yes
Health safety promotion material	Yes	Yes, should adhere to the recommendations and disseminate the materials/information where required under their tasks	Yes, should read and adhere to the recommendations
Cleaning and disinfection	Yes	N/A	N/A
Health statement	Yes, in paper or electronic format	N/A	Yes, should complete the provided statement before the flight
Reduced crew-passenger interaction	Yes. Essential services only. Avoid lavatory queuing. Designate crew lavatory	Yes	Yes, should adhere to the recommendations
Special disembarkation procedure	Yes, in coordination with the local public health authorities	Yes, enforce the instructions received from the public health authorities	Yes, follow the instructions of the crew and ground personnel

Appendix A
Public health corridor (PHC) Form 3

XYZ- AIRPORT COVID-19 CLEANING / DISINFECTION CONTROL SHEET

Airport Area: _____

This airport area disinfection was made in accordance with the recommendation of the World Health Organization, at a frequency determined by the National Public Health Authority and in accordance with approved products and application instructions.

Date (dd/mm/yy)	Time (24hr)	Areas	Cleaning/Disinfectant product	Disinfector name and signature
		Floor ☐ Seats ☐ Counter ☐ Screening equipment ☐ Conveyor belts ☐ Hand railings ☐ Elevators ☐ Baggage Trolley ☐ Washroom ☐ Information Desk ☐ Boarding Area ☐ Stanchions / queues ☐ Self-service kiosks ☐ Sanitization stations ☐ Other ☐	Remarks	

Date (dd/mm/yy)	Time (24hr)	Areas	Cleaning/Disinfectant product	Disinfector name and signature
		Floor ☐ Seats ☐ Counter ☐ Screening equipment ☐ Conveyor belts ☐ Hand railings ☐ Elevators ☐ Baggage Trolley ☐ Washroom ☐ Information Desk ☐ Boarding Area ☐ Stanchions / queues ☐ Self-service kiosks ☐ Sanitization stations ☐ Other ☐	Remarks	