OPERATING GUIDE DURING CORONAVIRUS (COVID-19) PANDEMIC

27 May 2020

GACA®
الهيئة العامة للطيران المدني
General Authority of Civil Aviation

VISION رؤيـــة
2030
المملكة العربية السعودية
KINGDOM OF SAUDI ARABIA

1.00 Version

GUIDELINES FOR RESUMING FLIGHTS

AIRPORTS AND AIR CARRIERS

Traveler process during resumption of flights

Arrive at the terminal

In the terminal

check-in and baggage drop

Passport Control

Security Checkpoint

In the terminal

Deplaning

In the aircraft

Boarding

Waiting areas and business class lounges

Passport Control

Baggage claim

Customs

Exit the terminal

After traveling

Arrival Terminal

Departure Terminal

Before, During and After A Flight

OPERATIONAL PROCEDURES

AIRPORTS

General Instructions

Before the Terminal opens

Scheduling flights so that the time periods between flights are no less than 3 hours until terminals and equipment are fully sterilized.

Sterilizing and disinfecting all airport facilities regularly and ensuring the sterilization of terminals before opening them.

Resuming flights gradually and rescheduling working hours to cover operation hours with minimal staff.

Placing floor stickers to maintain the social distancing between passengers in queueing and waiting areas.

Notifying travelers of the airport situation before arriving at the airport terminal.

Ground services   Air carries

Staff

Daily inspection of workers housing by the ground service providers, and report weekly to the standards sector.

ground service operators must use protective equipment.

Schedule the minimum of staffing level assigned to sensitive positions.

Provide personal protective equipment for staff.

Conduct training programs for staff to educate them on the optimal interaction mechanism.

Do not share protective gear and clothing with others.

Regular Sterilization of ground equipment and vehicles before handing them over to another user or employee.

Ground services

Travelers

Non-compliance with the procedures set forth in this guideline, would make the violator subject to the applicable regulations in the Kingdom of Saudi Arabia.

After monitoring the situation through Security Monitoring Center, the competent authorities will intervene in the event of any violation of the procedures.

Air carries

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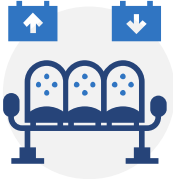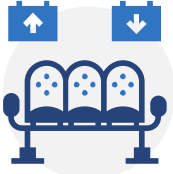
Departure Phase

Phase	Procedures	Participating Entities
Arrive at the Terminal	- Travelers should be notified of the airport situation before arriving at the airport terminal. - Develop a mechanism to communicate with departing passengers who have been confirmed infected, including: travel bans. - Travelers must arrive at the airport at least 2 hours before departure time. - All staff are required to wear face masks and medical gloves at all times and sterilize hands and change gloves regularly. - Airport operators should ensure that all passengers are in compliance with the preventive measures, such as wearing a face mask and sterilizing hands. Also, they should measure the temperature of passengers before entering the terminal, and prevent passengers who show symptoms such as sneezing and coughing, or whose temperature exceeds 38 degrees. - Staff and air crews who have a temperature exceeding 38 degrees should be quarantined and their attendance at workplace should be suspended. - Guidance stickers and queue barriers should be placed to organize the entry of passengers and ensure the social distancing between the passengers. - Provide hand sanitizers at all times at the entrances of the terminals, and ensure that all passengers sterilize their hands before entering the terminal. - Limit the entry of non- Passengers to the terminals, excluding elderly and special needs companions, only one companion is allowed to accompany them. - Organize passengers entry/exit gates to ensure there is no congestion between passengers during the entry/exit, and ensure that the entry gate is different from the exit gate. - Maintain social distancing in elevators, and specify the maximum number of persons permitted in the elevators. the elevators should be used only by people with disabilities and the elderly, and it must be sterilized regularly throughout the day (every 3 hours). - Reorganize the passenger deplaning areas and parking areas so that there is enough distance to maintain social distancing. - Allocate an area for continuous disinfection of luggage carts after each use, place them in multiple areas so that there is less crowding and to maintain social distancing in these areas. - Provide sterilization equipment near the luggage carts areas. - The airport operator must allocate an area to isolate suspected passengers or those showing symptoms of Covid-19, in line with the requirements of the Ministry of Health and apply their instructions in this regard. - Close all prayer halls, smoking areas and external toilets. - Issue awareness guidelines about the precautions that must be taken by passengers and staff in each area.	**Air Carriers** **Ground Services** Ministry of Health وزارة الصحة

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Departure Phase

Phase	Procedures	Participating Entities

In the terminal	▪ Apply aviation security procedures for criminal acts by rioters at airports and on board aircraft:
	1. Non-compliance with the preventive measures at airports and on board aircraft, including but not limited to the following:
	  • Non-compliance with social distancing rules at airports.
	  • Not wearing face masks.
	2. Intentional misreport or provoking panic at airports or on board aircraft, including but not limited to the following:
	  • Alleged infection with Coronavirus.
	  • Deliberate transmission of COVID-19 to others (passengers, employees, crew members).
	  • Deliberate contamination of facilities, devices and all equipment.
	  • Misreporting of a COVID-19 case, or a suspected case.
	
	• Inform the passengers that non-compliance is criminalized.
	• Passengers should wear face masks at the airport.
	• All staff are required to wear face masks and medical gloves, disinfect their hands and change gloves regularly.
	• Maintain social distancing in all queuing and waiting areas, and place the required guidance stickers and queue barriers.
	• Provide sterilization materials in all terminal facilities and ensure that additional stock of these materials are available.
	• Encourage the use of electronic payment methods, reduce the use of paper money, and rely on electronic payment systems.
	• Disinfect the baggage carts after every use in the designated area for disinfection before re-usage.
	• Reduce the use of the touch screens, and only use the ones directly connected to the operational traffic flow to reduce overcrowding at counters. Continue to use self-service check-in kiosks but minimize the number of kiosks, while maintaining a safe distance and providing antiseptic wipes before/after each use.
		Ground Services **Air Carriers**

Departure Phase

Phase	Procedures	Participating Entities
In the terminal	▪ Maintain social distancing in elevators, and specify a maximum number of persons permitted in the elevators. The elevators should be used only by people with disabilities and the elderly, and it must be sterilized regularly throughout the day (every 3 hours). • Use technical means to check tickets without contact (such as infrared or QR code scanners) in the passenger screening areas, and if they are not available then the screening is done without direct contact with the passengers. • Place waste bins at all airport areas to throw the waste of passengers, such as, masks, gloves, mugs, etc. • Maintain social distancing measures, and all of the above, in commercial and service facilities and VIP lounges at the airport. • Issue awareness guidelines about the precautions that must be taken by passengers and staff in each area. • Constant coordination with the supervisors of the next stop area in the airport process before allowing the travellers to enter it, to ensure that there is no overcrowding and to fulfil the requirements. • No sharing and disposing of personal use items (such as pens used to fill paper, water drinking machines) • Deactivate touch screen feedback devices and replace them with other technical means such as QR Code scanning.	**Ground Services** **Air Carriers**

Departure Phase

Phase	Procedures	Participating Entities
check-in and baggage drop	• Install protective barriers on check-in counters and provide sterilizers on all counters for passengers to use after completing check-in procedures. • Maintain social distancing in all queuing and waiting areas, and place the required guidance stickers and queue barriers. • Disinfect and reduce the number of self-service check-in kiosks, while maintaining safe distance and providing sterilizers next to it. • Disinfect the baggage carousel and Baggage carts regularly. • Issue awareness guidelines about the precautions that must be taken by passengers and staff in each area. • Adopt communication procedures with departing passengers when symptoms appear, including: holding the travel procedures • One piece of carry-on baggage is permitted per passenger excluding children products and computers which is allowed inside the cabin. • Remind travellers to avoid carrying prohibited items so that no additional inspection is needed (touching his bag by others)	**Ground Services** **Air Carriers**
Passport Control	• Install protective barriers on all counters and provide sterilizers for passengers to use after completing passport control procedures. • Maintain social distancing in all queuing areas, and place the required guidance stickers and queue barriers. • All staff are required to always wear face masks and medical gloves, disinfect their hands and change gloves regularly. • Provide antiseptic wipes to clean fingerprint devices after each use. • Constant coordination with the supervisors of the next stop area in the airport process before allowing the travellers to enter it, to ensure that there is no overcrowding and to fulfil the requirements. • Issue awareness guidelines about the precautions that must be taken by passengers and staff in passport control area. • Deactivate touch screen feedback devices and replace them with other technical means such as QR Code scanning.	

Departure Phase

Phase	Procedures	Participating Entities
Security Checkpoint	• Sterilize before reaching the security checkpoint • Reduce the manual inspection, and replace it in the event of suspicion with explosive detection devices or live means when available. • Maintain social distancing in all queuing areas, and place the required guidance stickers and queue barriers. • Use disposal bags to place personal items in the inspection containers, and designate bins to dispose of these bags after completing the inspection, in addition to constant Sterilization of the containers, bins, and devices. • All staff are required to always wear face masks, medical gloves, and face shields and disinfect their hands and change gloves regularly. • Place sterilization materials after the security checkpoint. • Deactivate touch screen feedback devices and replace them with other technical means such as QR Code scanning. • Issue awareness guidelines about the precautions that must be taken by passengers and staff in security checkpoint area. • Use the Guidance material to deal with epidemic outbreaks at airports and security checkpoint	
Waiting areas and business class lounges	• Maintain social distancing in all waiting areas, and place the required guidance stickers and queue barriers. • Close (prayer halls - smoking areas - public mobile charging stations - public water drinking stations- children's entertainment areas - reading libraries and others). • Deactivate touch screen feedback devices and replace them with other technical means such as QR Code scanning. • Self-service devices and ATM machines must be intensively disinfected, and sterilizers must be provided near them. • 50% of the operational capacity of the toilets must be operated and monitored. also it must be disinfected after each use. • Place sterilization materials in passengers waiting areas. • All staff are required to always wear face masks and medical gloves, disinfect their hands and change gloves regularly. • Issue awareness guidelines about the precautions that must be taken by passengers and staff in waiting areas and airport lounges. • Intensify monitoring of shops, including the free market, restaurants, and cafes. conduct a regular inspection to ensure that all their workers have no symptoms of any infectious diseases. Also take the utmost levels of hygiene and sterilization, maintain the safe distance, and comply with (Weqaya) guidelines on shops operations.	

Departure Phase

Phase	Procedures	Participating Entities
Boarding	• Ensure that the service provider emplane passengers according to the aircraft's seat zones. • Staff are required to always wear face masks, medical gloves, and face shields. disinfect their hands and change gloves regularly. • Maintain social distancing in all queuing areas, and place the required guidance stickers and queue barriers. • Place sterilization materials next to the passenger boarding bridges/ buses. • Disinfect buses, stair platforms, and bridges designated for passengers emplaning and deplaning, regularly after each use. • Operate no more than 50% occupation capacity of the bridges/ buses, taking into account the priority of using the bridges instead of buses, and indicate each passenger standing place. • Deactivate touch screen feedback devices and replace them with other technical means such as QR Code scanning. • Issue awareness guidelines about the precautions that must be taken by passengers and staff in passenger boarding phase.	**Ground Services**

Arrival Phase

Phase	Procedures	Participating Entities

Deplaning	• The airport administration, in coordination with the air carrier, must monitor the deplaning process, so that there is no congestion in the bridges/buses.
	• Operate no more than 50% occupation capacity of the bridges/ buses, taking into account the priority of using the bridges instead of buses, and indicate each passenger sitting/standing place.
	• Disinfect buses, stair platforms, and bridges designated for passengers emplaning and deplaning, regularly after each use.
	• Ensure that all passengers are wearing masks and gloves when deplaning, and do not allow entry of those who do not comply with the procedures.
	• When there is a suspected case on board:
	   • The necessary measures will be taken to deplane the passengers as soon as possible.
	   • Sick passengers and crew will also be separated on the same plane until the procedures are completed.
	   • Passengers should be kept informed, and their questions answered by employees.
		Ministry of Health / Air Carriers / Ground Services

Enter the Terminal	• Provide sterilization material at the terminal entrance. • Provide sanitary isolation areas for cases that are suspected and the supervision will be by the health authority in accordance with the laws and regulations. • place guidance stickers to indicate each Passenger standing place while leaving the terminal. • Operate no more than 50% occupation capacity of the bridges/ buses, and indicate each passenger standing place. • Deactivate touch screen feedback devices and replace them with other technical means such as QR Code scanning.	Ministry of Health / Ground Services

Arrival Phase

Phase	Procedures	Participating Entities
Passport Control	• Install protective barriers on all counters and provide sterilizers for passengers to use after completing passport control procedures. • Maintain the social distancing in all queuing areas, and place the required guidance stickers and queue barriers. • Staff are required to always wear face masks and medical gloves. disinfect their hands and change gloves regularly. • Provide antiseptic wipes to clean fingerprint devices after each use. • Constant coordination with the supervisors of the next stop area in the airport process before allowing the travellers to enter it, to ensure that there is no overcrowding and to fulfil the requirements. • Issue awareness guidelines about the precautions that must be taken by passengers and staff in passport control area. • Deactivate touch screen feedback devices and replace them with other technical means such as QR Code scanning.	**Ground Services**
Baggage claim	• Maintain social distancing in waiting areas. • Place guidance stickers indicating each traveler standing place in front of the baggage carousel. • Service providers are required to always wear face masks, medical gloves, and face shields. • Distribute baggage carts in several locations, disinfect them after each use, provide sterilization materials next to the carts locations, and disinfect baggage carousel regularly. • Distribute flights baggage equally, so as no more than one flight is on the same baggage carousel. • When needed, divide the flight baggage on more than one carousel to reduce overcrowding. • When there is a suspected case on board, it must be dealt with according to the directives of the health authority, and the sick passenger baggage is claimed in accordance with the applicable procedures.	وزارة الصحة Ministry of Health **Ground Services**

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Arrival Phase
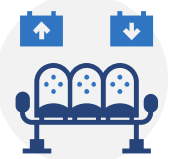
Phase	Procedures	Participating Entities
Customs	• Maintain social distancing in waiting areas. • Place guidance stickers indicating each traveler standing place in the line. • Service providers are required to always wear face masks, medical gloves, and face shields. • Regular sterilization of customs machines every 4 hours. • When there is a suspected case on board, the customs procedures for the sick passenger are different.	
Exit the terminal	• Do not allow accompanying passengers from the terminals. • Don not allow re-entry of those who left the terminal. • Place guidance stickers indicating each traveler standing place in front of car rental/taxi counters. • Encourage the use of electronic payment methods, reduce the use of paper money, and rely on electronic payment systems. • Disinfect all Baggage carts that travellers leave, in the designated area for disinfecting. • Place bins in different places for the disposal of travellers masks and gloves without any environmental or visual pollution.	

Information Technology Procedures

The long-term technologies mentioned in this section are guiding solutions which are optional, not compulsory, and are subject to the following conditions:
- Availability of the necessary budget.
- Conformity of the devices with the approved specifications and standards in the Kingdom of Saudi Arabia

Departure Phase

Phase	Quick solution	Long-term procedure	Alternative procedure	Participating Entities
Before travelling	• Buy e-tickets only. • Add a passenger pledge to wear face mask and gloves at the air carrier website. • Medical disclosure.	• Make sure that the traveller has no symptoms of the disease electronically.		Air carries / SDAIA / Airport operator
In the terminal	• encourage all stores and restaurants to use electronic payment technologies and reduce cash transactions. • Provide sanitizing products vending machines near all airport gates. • Provide electronic thermometers at the airport gates. • Chang the HoN devices to work through the traveller's phone (QR Code)	• Convert all Vending Machines to become touchless machines. • Provide an electronic reservation/ purchase of products/food and pickup from the store only system.	• Close all vending machines	وزارة التجارة / Airport operator
check-in and baggage drop	• Online check-in only.	• Provide an Ultraviolet food sterilizer (UV). • Apply Virtual queuing solution. • Provide electronic devices for checking baggage	• Procedural solution	Air carries / Airport operator

Departure Phase

Phase	Quick solution	Long-term procedure	Alternative procedure	Participating Entities
Passport Control		• **Provide Facial Biometric.** • **Apply Virtual queuing solution.**	• **Procedural solution.**	SDAIA الهيئة السعودية للبيانات والذكاء الاصطناعي Saudi Data & AI Authority **Airport operator**
Security Checkpoint		• **Provide an Ultraviolet baggage sterilizer (UV).** • **Provide an Ultraviolet box sterilizer (UV).** • **Apply Virtual queuing solution.** • **Provide thermometers to measure the travellers temperature.**	• **Provide single-use boxes.** • **Procedural solution.**	**Airport operator**
Waiting areas and Business class lounge	• **Encourage all stores and restaurants to provide electronic payment technologies and reduce cash transactions.** • **Chang the HoN devices to work through the traveller's phone (QR Code).**	• **Provide UV-C light robots.** • **Convert all Vending Machines to become touchless machines.** • **Provide Passenger Density Management solution.** • **Provide an electronic reservation/ purchase of products/food and pickup from the store only system.**	• **Close all vending machines.** • **Procedural solution.**	وزارة التجارة **Airport operator**
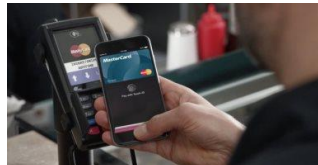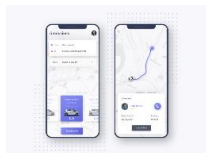
Departure Phase

Phase	Quick solution	Long-term procedure	Alternative procedure	Participating Entitie
Boarding		• Apply virtual queuing solution.	• Procedural solution	Air carries Airport operator

Arrival Phase

Phase	Quick solution	Long-term procedure	Alternative procedure	Participating Entities
Enter the Terminal		• Provide Passenger Density Management solution, thermal/ sensory cameras.		Airport operator
Baggage Claim		• Provide UV-C light robots.		Airport operator
Customs		• Provide automatic luggage detectors		Airport operator

Arrival Phase

Phase	Quick solution	Long-term procedure	Alternative procedure	Participating Entities
Exit the Terminal	• Provide electronic car reservation systems.			**Airport operator**

Devices	Advantages	Images
Sanitizing products vending machines	• Sell masks and gloves. • Sell sterilizers. • Touchless. • Operated by motion sensor.	
E-payment systems	• Enable payment without contact. • Mobile payment. • Contactless card payment. • QR Code payment.	
Thermal cameras	• Integrated contactless temperature measurement system. • Centralized management of all cameras at airports via the network • Sound alert when detecting high temperature. • Detect temperatures of more than 15 people at the same time. • Provide Reports and statistics of passers-by.	
Remote feedback systems	• Enable GACA to receive travellers feedback remotely. • Evaluate airport areas via mobile phone. • QR for each question so the traveller can scan via his phone.	
Electronic car reservation systems	• Enable travellers to book taxis through available applications. • Reduce overcrowding when waiting for services. • Online payment.	

Air Carriers procedures

Air Carriers Instructions

Phase	Procedures	Participating Entities
Air Carriers	**On aboard:** • Maintain the recommended social distancing (1.5 to 2 meters) between passengers at all times, and consider allocating some seats (such as: the last three rows) as an Isolation area to deal with potential emergencies during the flight. • Allow families to sit together and book seats in advance. • Reduce the serving of meals during flights so that they are limited to long flights only, ensure that the food is packed in sterilized containers. • Reduce inflight sales. • Apply standard disinfection and sterilization procedures [passengers cabin after each flight] • Disinfect the toilets after each use and provide disposable sanitary seat covers. • Remove all printed copies, magazines except the vomiting bags, and replace it after each flight. **Passengers:** • Provide personal hygiene items (such as: wet wipes, hygienic sheets, cloth or other face masks, and sterilizers) for each passenger. • All passengers are required to wear face masks before boarding and at all times during the flight. • Establish appropriate procedures to deal with passengers who have high temperature or respiratory symptoms to prevent them from leaving the airport or plane, to get their personal info, and report them immediately to the epidemiological control center or by calling 937 to get the required directives to transfer the case to the hospital. **Crew members:** • The crew must sterilize their hands before providing services to the passengers. • All crew members are required to wear gloves and face masks at all times during work and avoid touching the mouth, nose and eyes while wearing gloves. • Staff and crew who have high temperature or respiratory symptoms (coughing or shortness of breath) and suspected to have Covid-19 must be reported according to the criteria approved in the Covid-19 Guideline, record their data and contact numbers and immediately contact the epidemiological monitoring center at the airport Or call 937 to get the required directives to transfer the case to the hospital.	**Air Carriers** **Ground Services** وزارة الصحة Ministry of Health

Air Carriers Instructions

Phase	procedures	Participating entities

Air Carriers	**Tracking and reporting:**
	• Prepare a detailed daily record of the employees 'previous travel trips and health status, including a list of the employees in quarantine.
	• Prepare a list of employees working together, their working hours and dates - it is best to not change the crew and reduce the switch between them as much as possible.
	• Classify health risks by conducting Health Risk Assessments [you can find them on the Ministry of Health official website]
	• Follow the instructions of the Ministry of Health and related entities about Covid-19 before allowing any employee to return to work (including staff returning from travel).
	• Make sure that temperatures are measured and inform the concerned entities of any suspected cases of staff or passengers or crew members who have a temperature exceeding (38 degrees), and isolate the case until it is transferred to the health care facility.
	• Require all employees to apply self-isolation if they have any symptoms of Covid-19.
	• Notify the Ministry of Health immediately In the event of an infection with COVID-19, and follow their directives regarding how to track, test, and isolate suspected cases.
	• If a suspected case is on board one of the arriving international or domestic flights, the case must be isolated if possible and make sure that the case, passengers, and crew members are wearing masks. coordinate in advance with airport staff and epidemiological monitoring center staff in order to complete the arrival procedures and to take the necessary precautions by the employees. the case must be dealt with according to the Covid-19 guidelines. 1.
	• Criminal acts by rioters at airports and on board aircraft:
	  1. Non-compliance with the public health preventive measures at airports and on board aircraft, including but not limited to the following:
	    • Non-compliance with social distancing measures at airports.
	    • Not wearing face masks.
	  2. Intentional misreport or provoking panic at airports or on board aircraft, including but not limited to the following:
	    • Alleged infection with Coronavirus.
	    • Deliberate transmission of COVID-19 to others (passengers, employees, crew members).
	    • Deliberate contamination of facilities, devices and all equipment.
	    • Misreporting of a COVID-19 case, or a suspected case.
	Communication and implementation:
	• Show the best practices of disinfecting in the plane and terminals screens (e.g. disinfection of passenger seats, the toilets before and after usage).
	• Ban paper magazines and newspapers in the plane
	• Use digital channels (such as: social media, phone applications, and text messages), and other channels (such as: posters inside the plane and terminals) to raise awareness among employees, passengers, and crew members about Covid-19 in line with the directives of the Ministry of Health.
	• Assign protocol managers to ensure compliance with protocols issued by the competent entities.
	• Give directives to passengers and employees personally on sterilizing their hands before and after using shared facilities.
	• Conduct mandatory health and safety training on Covid-19 for all staff and crew members.
		Air Carriers
		
		Ground Services وزارة الصحة Ministry of Health

Air Carriers Instructions

Phase	procedures	Participating entities
Air Carriers **(The General Department of Quality and Customer Protection instructions)**	1- All airlines shall follow and apply the procedures and recommendations of the Ministry of Health in relation to passengers on board their flights. Airlines must notify and clarify these procedures to the passengers, whether procedures related to the phase before, during or after the flight, by all communication channels with passengers, and during flight booking process as well. 2- In the events that a passenger is suspected of being infected with Covid-19 due to obvious symptoms that have been verified by the medical tests conducted by the competent authorities, the airline has the right to deny the passenger from boarding for the interest of public health, provided that such denial shall be upon an official report signed by the airline and airport representatives and other relevant authorities assigned by GACA authorities. 3- Airlines shall announce the terms and conditions of the tickets with respect to the refund-ability as cash back or voucher, and how to request a refund. Such terms and conditions shall be clearly mentioned during the booking process. The aforementioned is with regard to flights cancellation and denied boarding particularly due to COVID-19. 4- Airlines shall notify the passengers with all the above-mentioned procedures at all points of sale (call center, website, travel agency). In the event the airline fails to do so, the passenger entitles the right of compensation in accordance to paragraph (3-c) of Article (8) of customer protection regulation.	GACA General Authority of Civil Aviation

Air Carriers Instructions

Phase	procedure	Participating entities
Air Carriers **(Economic Policies and Air Transport Sector)**	For health safety, air carriers should also amend their flight services as follows: To reduce the risk of virus spreading by contact or the distance on board, the following should be observed: • All navigators and passengers must wear face masks and gloves throughout the flight. • Vacant seats must be allocated between individual passengers or families to maintain social distancing. • Reduce the serving of meals during flights so that they are limited to long flights only, ensure that the food is packed in sterilized containers. • Remove magazines and printed materials during the flight. • One piece of carry-on baggage is permitted per passenger excluding children products and computers which is allowed inside the cabin.	Ground Services Air Carriers

Gradual Resumption of Domestic Flights Plan

Operation plan

Action	First Week	Second Week	Third Week	Fourth Week

Plane payload ✈

Full load of first and business class is allowed.
A vacant seat must be placed between each traveler in the guest class excluding families.

According to MOH requirements

Destinations 🌐

First Week:
- RUH Riyadh
- AHB Abha
- MED Madinah
- JED Jeddah
- TUU Tubok
- EAM Najran
- DM Dammam
- GIZ Jazan
- ABT Baha
- ELQ Qassim
- HAS Hail
- RAE Arar
- AJF Jouf

Second Week:
- RUH Riyadh
- AHB Abha
- MED Madinah
- JED Jeddah
- TUU Tubok
- EAM Najran
- DMM Dammam
- GIZ Jazan
- ABT Baha
- ELQ Qassim
- HAS Hail
- RAE Arar
- AJF Jouf
- TIF Taif
- YNB Yanbu
- RAE Sharurah
- AQI Hafr Al-Batin

Third Week: All cities of the Kingdom

Fourth Week: All cities of the Kingdom

Airport capacity 📡

First Week: %30 Airport capacity
Second Week: %40 Airport capacity
Third Week: %50 Airport capacity
Fourth Week: %60 Airport capacity

Boarding 🧗

Emplaning and deplaning of passengers through bridges, only at the airports where the passenger bridges are available

Scheduling 📅

Coordination will be made with ACA to distribute the ratio according to airline's operating volume

Appendix

Saudi MoH Protocols

Protocols of domestic and international flights

Protocols of domestic and international flights

وزارة الصحة
Ministry of Health

Yellow Level

Terminals	**General points:** • Use e-tickets only to issue a boarding pass. • Encourage the use of electronic payment methods (such as: online, card and smartphone payment options). • Close the prayer halls (Musalla). • Use guidance stickers to guide individuals social distancing and Maintain it (1.5 to 2 meters), prevent congestion (such as: in the areas of boarding, disembarking, terminals entrances and exits, queues at counters, passport offices, elevators, and security checkpoints). • Measure the temperature of passengers at the terminal entrance. • Provide hand sanitizers and hygiene papers at entrances and counters. • Use a mechanisms to check tickets without contact (such as: infrared or QR code scanners). • An isolation room in the epidemiological monitoring center must be equipped for suspected cases of employees or passengers, and it is necessary to contact the epidemiological monitoring center at the airport and the competent authorities to apply the necessary procedures. **At the entrances and exits:** • Use different gates to enter and exit the terminal, if possible. • Entry to the terminal is limited to passengers only (i.e. ticket holders) and authorized employees. • Staff and crew members who show symptoms [temperature exceeds 38 degrees] should be isolated and prevented from attending work • Encourage employees who are at risk of infection (as defined by the Ministry of Health) to work from home. **In the terminal:** • Close unnecessary public places (such as smoking areas). • Dispose of or disable materials that are shared in use (such as: pens, water drinkers, and touch screens) • Use one-way stair at all times. • Consider limiting the use of elevators to people with special needs and for special purposes.

Protocols of domestic and international flights

	Yellow Level
Terminals	• Reduce the number of people allowed to use shared areas and facilities to maintain the recommended social distancing [one and a half to two meters] (such as the free zone, waiting/boarding areas, and toilets). • Disinfect the materials that are shared in use between the different shifts in the terminal (such as staff work desks, boarding counter, etc). • Use touchless bins. • Ban the holding of meetings and gatherings [following social sector protocols] • Allocate isolation rooms in the terminals [in compliance with the directives of the competent authorities] for cases that show symptoms while in the terminal (such as sneezing and coughing, or whose temperature exceeds 38 degrees). • Ensure that the hand soap is available in the toilets, the disinfectant contains 80-60% of alcohol, and meets the requirements of the Saudi Food and Drug Authority. • Place guidance stickers in waiting areas, check-in and passport counters, baggage claim, and restaurants to ensure a distance of at least [one and a half to two meters] between people to maintain social distancing. • Place Chairs in the waiting areas and dining tables in a manner that guarantees social distancing by a distance of no less than [one and a half to two meters]. • Maintain the same distance between passengers while transferring them to and from planes when using lanes or buses. • Staff and crew must reduce personal contact with passengers, wear masks and gloves when contacting them, and maintain social distancing. • Urge passengers to use electronic payment methods and avoid paper and metal currencies in restaurants and the ticket-buying area as much as possible.

Protocols of domestic and international flights

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	Yellow Level
Terminals	• All staff are required to wear masks, when dealing with passengers, sterilize their hands after dealing with passengers' passports and documents, and the fingerprint device must be sterilized after each passenger. • Urge passengers to disinfect their hands with sterilizers after using fingerprint devices. • Sterilize and disinfect environmental surfaces such as check-in counters, waiting areas, fingerprint devices every two hours with disinfectants approved by the Saudi Food and Drug Authority (sodium hypochlorite) and follow the instructions shown on the disinfecting bottles, focus on places potentially are more touched such as door handles, dining tables, seats, elevator keys, etc. The dirt should be removed with soap and water before the disinfection of surfaces. complete and continuous disinfection should be done for the used aircraft after its arrival, including passenger seats, safety belts, dining tables, restrooms, and luggage lockers. • Disinfect buses and lanes designated for the transportation of passengers to and from aircraft regularly. • Disinfect the toilets every two hours with disinfectants approved by the Saudi Food and Drug Authority, and it is preferable to clean and disinfect the toilets in the aircraft after each use. • Keep a record of disinfection times of surfaces and toilets. • It is preferable to have self-operated doors, especially at terminals entrances, as well as self-working taps in toilets to reduce the possibility of contact and disease transmission. • Use disposable utensils when serving food on planes and at terminals.

Protocols of domestic and international flights

Ministry of Health

Yellow Level

Terminals

- Ensure good ventilation in all places, especially gathering places, and reduce the temperature at airport terminals and aircraft, and it is best to provide them with the necessary equipment to monitor and measure air quality if possible.
- Change or clean the air filters of ventilation devices, especially air conditioners periodically.
- Prevent gatherings in the terminals and restaurants, and close prayer halls.
- Open the free markets and ensure sterilizing the products periodically and provide sterilizers in the main places of the market if possible.
- Dispose of the items that employees may share in use, such as pens, papers, tea and coffee makers, etc.
- Reduce the interactive screens, boarding pass screen or touch screens for passengers, and stop using the fingerprint device for employees.
- It is preferable to use untouchable bins and waste should be disposed of continuously.
- Reduce the number of passengers inside buses and maintain sufficient distances between them while transferring passengers to and from planes.
- Supervisors must organize the waiting areas, check-in and passport control counters, baggage claim, and restaurants by placing floor guidance stickers to ensure a distance of at least [one and a half to two meters] between passengers.
- Limit the number of people using elevators by maintaining the recommended safe distance (one and a half to two meters).
- Use guidance stickers to ensure a distance of [one and a half to two meters] between individuals on stairs.

In the terminal - staff

- All staff members must wear cloth masks at all times during work and avoid touching the mouth, nose and eyes while wearing gloves.
- Employees are required to adhere to preventive hygiene practices (such as the use of sterilizers, frequent hand-washing).
- Customer service personnel must work from cabins or offices so that they are maintaining an appropriate distance from the passengers (for example using protective glass barriers).
- Prevent moving between different work areas without disinfecting.

In the terminal - passengers

- All passengers must wear cloth masks at all times while they in the terminal.
- Consider requiring passengers to carry their personal baggage and belongings at all times
- Passengers who have a high temperature or respiratory symptoms should be prevented from leaving the airport or plane, their data must be taken and reported immediately to the epidemiological observation center or by calling 937 to find out the required directives to transfer the case to the hospital.

Protocols of domestic and international flights

وزارة الصحة
Ministry of Health

	Yellow Level
The Aircraft	**On aboard:** • Maintain the recommended social distancing (1.5 to 2 meters) between passengers at all times and consider allocating some seats (such as: the last three rows) as an Isolation area to deal with potential emergencies during the flight. • Allow families to sit together and book seats in advance. • Reduce serving of meals during flights so that they are limited to long flight only, while ensuring that the food is packed in sterilized containers. • Reduce inflight sales. • Apply standard disinfection and sterilization procedures [passengers cabin after each flight] • Disinfect the toilets after each use and provide disposable sanitary seat covers. • Remove all printed copies, magazines except the vomiting bags, and replace it after each flight. **Passengers:** • Provide personal hygiene items (such as: wet wipes, hygienic sheets, cloth or other face masks, and sterilizers) for each passenger. • All passengers are required to wear face masks before boarding and at all times during the flight. • Establish appropriate procedures to deal with passengers who have high temperature or respiratory symptoms to prevent them from leaving the airport or plane, to get their personal info, and report them immediately to the epidemiological control center or by calling 937 to get the required directives to transfer the case to the hospital. **Crew members:** • The crew must sterilize their hands before providing services to the passengers. • All crew members are required to wear gloves and face masks at all times during work and avoid touching the mouth, nose and eyes while wearing gloves. • Staff and crew who have high temperature or respiratory symptoms (coughing or shortness of breath) and suspected to have Covid-19 must be reported according to the criteria approved in the Covid-19 Guideline, record their data and contact numbers and immediately contact the epidemiological monitoring center at the airport Or call 937 to get the required directives to transfer the case to the hospital.

Protocols of domestic and international flights

وزارة الصحة
Ministry of Health

	Yellow Level
Tracking and Reporting	• Prepare a detailed daily record of the employees 'previous travel trips and health status, including a list of the employees in quarantine. • Prepare a list of employees working together, their working hours and dates - it is best to not change the crew and reduce the switch between them as much as possible. • Classify health risks by conducting Health Risk Assessments [you can find them on the Ministry of Health official website] • Follow the instructions of the Ministry of Health and related entities about Covid-19 before allowing any employee to return to work (including staff returning from travel). • Make sure that temperatures are measured and inform the concerned entities of any suspected cases of staff or passengers or crew members who have a temperature exceeding (38 degrees Celsius), and isolate the case until it is transferred to the health care facility. • Require all employees to apply self-isolation if they have any symptoms of Covid-19. • Notify the Ministry of Health immediately In the event of an infection with COVID-19, and follow their directives regarding how to track, test, and isolate suspected cases. • If a suspected case is on board one of the arriving international or domestic flights, the case must be isolated if possible and make sure that the case, passengers, and crew members are wearing masks. coordinate in advance with airport staff and epidemiological monitoring center staff in order to complete the arrival procedures and to take the necessary precautions by the employees. the case must be dealt with according to the Covid-19 guidelines. 1.
Communication and implementation	• Showing the best practices for disinfecting in the plane and terminals screens (e.g. disinfection of passenger seats, the toilet before and after use). • Banning paper magazines and newspapers in the plane • Using digital channels (such as: social media, phone applications, and text messages), and other channels (such as: posters inside the plane and terminals) to raise awareness among employees, passengers, and crew members about Covid-19 disease in line with the directives of the Ministry of Health. • Assigning protocol managers to ensure compliance with developed protocols issued by the competent entities. • Giving directions to passengers and employees personally about sterilizing their hands before and after using shared facilities. • Conducting mandatory health and safety training on Covid-19 disease for all staff and crew members.

Aviation Standards Sector instructions

GACA Recommendation of operational considerations for managing COVID-19

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GACA Recommendations for Operational Considerations in Managing COVID-19 Risks (Version 1.0)

Introduction:

Since December 2019, an outbreak of a new type of corona virus was identified in the province of Hubei, China. Since that time, the evolution of the outbreak was very rapid reaching out to most countries worldwide. Consequently, the outbreak was declared by the World Health Organization (WHO) as a public health emergency of international concern (PHEIC) on the 30th of January, and further characterized as a pandemic on the 11th of March.

Within the context of dealing with the COVID-19 pandemic, this document contains operational recommendations issued by GACA to all air operators, air agencies, and aerodromes for the purpose managing the COVID-19 imposed risks. GACA recommendations are primarily based on standards and guidelines established by the WHO, IATA, ICAO and the Saudi Ministry of Health (MOH).

GACA certified air operators, air agencies, and aerodromes are, accordingly, expected to develop their suitable procedures and guidance materials for their aviation workers (e.g. Circulars, or Safety Bulletins) while continuously informing their GACA contact points with these measures.

I-   Recommendations for Air Operators

1.   Guidelines at All Times:

1.1 Air operators are responsible to ensure disinfection of aircraft at a frequency based on the usage of the aircraft and recommended by the MOH, using materials known to be effective against COVID-19 and safe for use in the aircraft in accordance with the established guidance and recommendations of the MOH and the WHO .

1.2 In instances where additional disinfection is required e.g. cockpit disinfection during crew changes, air operators are required to provide the crew with the necessary disinfection materials and personal protective equipment (PPE).

1.3 Crew identified as having had close contact with a suspected COVID-19 case should self-isolate pending the result of testing of the suspected case, or for 14 days after the last potential exposure, should the testing result of the suspected case not be available. During this period, such crew should be relieved from the flight duty roster.

1.4 Crew identified as having had close contact with a positive COVID-19 case should be relieved from the flight duty roster for 14 days from the date of exposure and follow MOH or the local public health authorities'instructions.

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1.5 Crew displaying any symptoms suggestive of respiratory tract infection or who have a fever, a new persistent cough, difficulty breathing, or feeling unwell in any way, should be relieved from flight duties, self-isolate and seek medical advice as soon as practicable.

1.6 Crew are to observe physical distancing practices, including both when on, and off duty, in accordance with MOH or local health requirements when off-duty.

1.7 Given the current situation and as far as Flight Time Limitation (FTL) permits, air operators should operate turnaround flights and avoid long layovers and transits for their crew as far as reasonably practical. For turnarounds, crew are advised to stay in the aircraft (except for aircraft walk-around checks). Consideration should be given for unforeseen delays (e.g. due to unplanned testing procedures).

1.8 Access on-board the aircraft by authorized personnel such as ground/technical personnel should only be allowed if physical distancing measures are adopted. If it is not practically possible to achieve this, such personnel should use face coverings to reduce the risk of potential exposure to the crew.

1.9 Oxygen masks should be disinfected using available means, after each use.

1.10   In-flight rest shall have bedding for each crew member for their individual use. The bedding should be packaged and stored individually.

1.11   Crew planning should consider using crews as teams – this would restrict the potential infection only to the team members.

2   Guidelines at Aerodromes:

2.1 Crew are encouraged to collaborate with airport authorities and adhere to measures implemented by airport operators such as general hygiene, distancing measures, when conducting entry or exit screening at airports, etc.

2.2 Screening performed by States could include observing crew for symptoms and signs of COVID-19, mandatory temperature screening, conducting a focused interview with crew members or directing symptomatic crew for further medical assessment.

2.3 If crew members are suspected or confirmed positive for COVID-19 based on the medical evaluation, isolation may be required by the State. Alternatively, the air operator may medically repatriate such crew member to home base by appropriate modes .

3   Pre-Flight Guidelines :

3.1 Air operators should render any Crew or personnel that have symptoms of COVID-19, including fever, as well as the Crew and or personnel themselves must inform the Air Operator immediately about the said symptoms and so, they should not be working.

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3.2 Air operators are to implement disinfection procedure of the cockpit controls and surfaces before the flight if there are crew changes, using material that is effective against COVID-19 and safe for aviation use.

3.3 Crew should, as far as practicable, avoid contact with the public and ground/technical personnel and should observe good hand hygiene and physical distancing measures when conducting pre-flight checks and briefings.

3.4 Aircraft operators should provide suitable face masks for each crew member.

3.5 Aircraft operators should inform crew members of the caveats of face mask management, based on the WHO guidance and recommendations.

4   In-Flight Guidelines:

4.1 Any positioning of engineering, technical or other crew members are to be assigned seats in designated sections of the aircraft, segregated from the crew member, for the duration of the flight to achieve the recommended physical distancing, if seats are available.

4.2 In the event that a crew member experiences fever or any symptoms suggestive of COVID-19 while in-flight, the crew member should follow the procedures outlined in the WHO guidance, donning a face mask and isolating him/herself from fellow crew members, provided that it doesn't affect aviation safety. Should there be space limitations, the aircraft operator should consider risks and safety principles when considering alternative measures to prevent the transmission of COVID-19. The ill crew member should report to the Public Health Authorities upon arrival for further assessment.

4.3 If routine use of OXY mask is required (such as for operations above a given Flight Level), use disinfection towels before and after the use of mask.

5   Post-Flight Guidelines:

5.1 While completing all post-flight formalities and pre-flight formalities for turnaround flights, crew, including any positioning crew, should observe physical distancing measures, good hand hygiene and minimize all non-essential interaction and contact with fellow crew members and any ground/technical personnel, and their belongings, if present, as far as practicable.

5.2 Any positioning crew should be the first to disembark the aircraft.

6   Layover/Transit:

If the crew are required to layover or transit at an outstation, the air operator is to coordinate with the concerned health authorities at airports and implement the determined process and procedures including the commuting arrangements (between airport and hotel, if required) where the air operator should arrange for the commute between the aircraft and the crew's individual hotel rooms ensuring hygiene

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measures are applied and the recommended physical distancing adopted, including within the vehicle, to the extent possible.

7   At Accommodation:

7.1 At all times, crew must comply with local public health regulations and policies.

7.2 One crew member to one room, which is sanitized prior to occupancy.

7.3 Crew, taking account of the above, and insofar as is practicable, should:

7.3.1   Avoid contact with the public and fellow crew members, and remain in the hotel room except to seek medical attention, or for essential activities including exercise, while respecting physical distancing requirements;

7.3.2   Not use the common facilities in the hotel;

7.3.3   Dine in-room, get take-outs or dine seated alone in a restaurant within the hotel, only if room service is not available;

7.3.4   Regularly monitor for symptoms including fever; and,

7.3.5   Observe good hand hygiene, respiratory hygiene and physical distancing measures when required to leave the hotel room only for the reasons specified in (i), (iii) or emergency situations.

8   Crew Members Experiencing Symptoms Suggestive of COVID-19 During Layover or Transit Should:

8.1 Report it to the aircraft operator and seek assistance from a medical doctor for assessment of possible COVID-19;

8.2 Cooperate with the assessment and possible further monitoring for COVID-19 in accordance with the evaluation procedure implemented by the State (e.g. assessment in the hotel room, or an isolation room within the hotel, or alternative location);

8.3 If a crew member has been evaluated and COVID-19 is not suspected in accordance with the above procedures implemented by the State, the air operator may arrange for the crew member to repatriate to base; and

8.4 If a crew member is suspected or confirmed as a COVID-19 case by the State and isolation is not required by the State, such crew member could be medically repatriated by appropriate modes; if there is agreement to repatriate the crew member to home base.

9   Management of COVID-19 Suspected Cases: Case definition: Please refer to the Global Surveillance for human infection with coronavirus disease (COVID-19) for the latest WHO case definitions for suspected case of COVID-19.

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9.1 **Suspected cases on board an aircraft**

9.1.1   Activation of the on-board procedures for cabin crew to manage ill traveler (s). Universal precaution kits should be carried on aircraft that are required to operate with at least one cabin crew member.

9.1.2   If a traveler develops symptoms of acute respiratory infection or shows signs or symptoms compatible with a communicable disease, including COVID-19, as documented in the Aircraft General Declaration (the IHR Annex 8, ICAO Annex 9, Appendix 1), efforts should be made to minimize contact of passengers and cabin crew with the ill person. Crew should follow the proper process and procedures that are developed by the Air Operator with the following recommendations:

9.1.2.1.1   Separate the ill person from the other passengers.

9.1.2.1.2   Ask the ill person to wear a medical mask and practice respiratory hygiene when coughing or sneezing

9.1.2.1.3   Designate one crew member to serve the ill person, preferably a crew member trained in infection prevention and control measures.

9.1.2.1.4   If possible, designate one toilet for use only by the ill person.

9.1.2.1.5   If possible, designate one toilet for use only by the ill person.

9.1.2.1.6   When attending to an ill traveler coming from an area with local or community COVID-19 virus transmission who displays fever, persistent cough, or difficulty breathing, always use personal protective equipment (PPE) (provided in the Universal Precaution Kit), including mask, eye protection, gloves, and a gown.

9.1.2.1.7   Wear disposable gloves when tending to an ill traveler or touching body fluids or potentially contaminated objects and surfaces.

9.1.2.1.8   Crew should make sure not to touch other service utensils or cutlery after tending to an ill traveler.

9.1.2.1.9   Crew members should be provided with instructions for communicating with an ill person suspected of COVID-19 .

9.2 **Disembarkation of Suspected Cases** : Symptomatic travelers should disembark the aircraft according to instructions from the airport health authority to minimize the risk of contaminating other passengers, crew members, and ground personnel. Personnel involved in the transportation of the suspected case should apply IPC measures according to WHO guidance and follow the proper process and procedures that are set by the Airports operators and other concerned authorities.

10   Guidelines for Dealing with the COVID-19 Pandemic :

Guidelines for dealing with the COVID-19 pandemic are available at :

10.1   The Saudi Ministry of Health at: https://www.moh.gov.sa/en/Ministry/MediaCenter/Publications/Pages/covid19.aspx

10.2   The World Health Organization at : https://www.who.int/emergencies/diseases/novel-coronavirus-2019

11   Food Hygiene: Guidance materials for proper food hygiene practices are available at :

11.1   The World Health Organization (WHO) "Recommendations to reduce the risk of transmission of emerging pathogens from animals to human in live markets" at : https://www.who.int/health-topics/coronavirus/who-recommendations-to-reduce-risk-of-transmission-of-emerging-pathogens-from-animals-to-humans-in-live-animal-markets

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11.2   The World Health Organization (WHO) " Five keys to safer foods" at : https://www.who.int/foodsafety/publications/consumer/en/5keys_en.pdf?ua=1&ua=1

11.3   The Saudi Ministry of Health "COVID-19 Guidelines" at : https://www.moh.gov.sa/en/Ministry/MediaCenter/Publications/Pages/covid19.aspx

12   Aircraft Airworthiness Issues:

12.1   **Availability of Universal Precaution Kits (UPKs) :**

12.1.1   GACARs §121.513(o)(8) , and §125.221(f)(4) stipulate the requirements for the universal precaution kits.

12.1.2   Appendix B to GACAR Part-91 (b)(2) stipulates the contents of the universal precaution kits

12.2   **Utilization of recirculation fans in air conditioning system based on information provided by the aircraft manufacturer:**

12.2.1.1 High Efficiency Particulate Air (HEPA) filters have demonstrated good performance with particles of the SARS-Cov-2 virus size (approximately 70-120 nm).

12.2.1.2 Whenever performing commercial air transport of passengers during the COVID-19 outbreak, aircraft operators employing recirculation of cabin air, are recommended either to install and employ HEPA filters, according to the manufacturer specifications, or to avoid the use of cabin air recirculation completely provided it is confirmed they do not contribute to any safety critical functions (e.g. avionics cooling, etc.).

12.2.1.3 In this regard, aircraft operators should consider reviewing their procedures addressing utilization of recirculation fans in air conditioning system based on information provided by the aircraft manufacturer or, if not available, to seek advice from them.

12.2.1.4 Furthermore, when HEPA filters are installed, recirculation fans should not be stopped, but increased fresh air flow should be promoted by selecting high PACK FLOW, whenever possible.

12.2.1.5 Operators should confirm with the aircraft manufacturers the practice of selecting the configuration high PACK FLOW and follow their instructions for continuous use.

12.3   **Crew members usage of self-provided disinfection products on aircraft surfaces leading to negative effects (corrosive materials):**

12.3.1   Aircraft operators, irrespective of the area of aircraft operation, should advise their crew members to avoid the use of their own disinfectants in the aircraft environment.

12.3.2   Disinfection of aircraft surfaces with self-provided products performed by the crew members may lead to chemical reactions with the residues of the chemicals used for general aircraft disinfection which can have negative effects (corrosive) on the aircraft or for the health of the passengers and crew (fumes).

12.3.3   In this context and in order to discourage the crew members from making use of their own disinfectants, aircraft operators should, to the practicable extent, provide appropriate and sufficient disinfectants (e.g. disinfectant-wipes) for all crew members, and establish appropriate procedures/guidance on their use, making sure that all, possible touch points and transmission-capable surfaces are appropriately treated.

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12.3.4 This should occur before flight crew compartment and cabin preparation, with emphasis on ensuring all aircraft systems are correctly set before use.

12.4 Protection of aircraft maintenance personnel:

12.4.1 Aircraft maintenance providers should provide hand-sanitizing stations and/or hand wash facility at entry gates, substation, and workplaces for airside staff. The work areas should be frequently cleaned and sanitized.

12.4.2 All maintenance staff should use masks at all the times and maintain social distancing (1.5-2.0 m) among staff members. Suitable signage, markings and floor mounted stickers should be provided at appropriate places for guidance of airport staff.

12.4.3 All staff should remove and dispose of masks and gloves following established health & safety guidelines. Avoid crowded areas to the extent possible while on duty or off duty.

12.4.4 Maintenance Personnel should reduce their entry/exit of the cockpit and use headset for communication with cockpit crew whenever they can to avoid close contact.

12.4.5 Maintenance Personnel should avoid being present during passengers boarding /disembarking to avoid close contact with the passengers.

12.4.6 During ground operation and maintenance, aircraft auxiliary power unit (APU) should be used for ventilation, the use of bridge load air supply should be avoided. After arrival, doors of cabin and cargo hold should be opened for ventilation before maintenance work is performed, and natural ventilation time should be extended.

12.4.7 High Efficiency Particulate Air (HEPA) filters should be replaced in accordance with standards specified in the manufacturer's manual, in strict compliance with the prevention and protection requirements of the Aircraft Maintenance Manual, and based on the personal prevention and protection program for aircraft maintenance personnel. Used HEPA should be placed in a special plastic bag, disinfected with chlorine disinfectant, and sealed.

12.4.8 After the task is completed, the maintenance staff should disinfect their hands and remove their protective equipment in the specified order before disinfecting their hands again thoroughly.

12.4.9 If there is no aircraft malfunction after landing, the maintenance personnel may sign the flight release without entering the cockpit. If there are malfunctions in the aircraft after landing and a release cannot be issued based on the Minimum Equipment List (MEL), Maintenance Personnel must addressee the malfunctions with minimum contact with cockpit / cabin crew, wearing protective clothing.

II- Recommendations for Aerodrome Operations

1.0 Introduction:

These recommendations provide general guidelines to all aerodrome operators certificated under GACAR Part-139 for taking all necessary measures and actions to conduct safe, regular and efficient airside operations and avoid the spread of COVID 19, while safely and efficiently serving passengers and customer airlines on airside and working personnel. The guidelines are based on the established local requirements in addition to various inputs from international agencies i.e. ACI, IATA, ICAO etc.

1.1 Aerodrome Operators should establish an airside committee from all agencies that are working on airside to coordinate and ensure the recommendations and guidelines related to dealing with COVID-19 are implemented by all agencies.

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1.2 Aerodrome operators should develop and implement all necessary measures and protocols as per MOH and other government agencies' instructions and requirements for screening of all airport staff before their entry point to the airside and make arrangements for required gadgets for thermal screening, sensitization, disinfection and safe social distancing at all points.

1.3 Airport Operator should develop an alternative plan to deal with the following:

1.3.1 COVID-19 confirmed or quarantined cases of one or more of the airside personnel.
1.3.2 Operation centers and workplace infection.

2.0 Health, Safety, and Personnel Protection:

2.1 Aerodrome Operators should provide hand-sanitizing stations and/or hand wash facility at entry gates, substation and workplaces for airside staff. The work areas should be frequently cleaned and sanitized.

2.2 Airport staff should use masks at all the times and maintain social distancing (1.5-2.0 m) among staff members. Suitable signage, markings and floor mounted stickers should be provided at appropriate places for guidance of airport staff.

2.3 All staff should remove and dispose of masks and gloves following established health & safety guidelines. Avoid crowded areas to the extent possible while on duty or off duty.

3.0 Cleaning and disinfection of equipment:

3.1 Aerodrome operators should coordinate and make the required arrangements to implement proper cleaning and disinfection of all operational equipment and toolkits used by staff on regular basis.

3.2 Ambulances, operation vehicles, and other equipment must be properly maintained and disinfected at the beginning of each shift or as required.

4.0 Airside Personnel:

4.1 Aerodrome Operators should provide refresher COVID-19 awareness training to all airside working personnel especially for aerodrome maintenance personnel involved in critical maintenance and management of airside of the airport and about any new regulations or changes in existing regulation or standard operating procedures as applicable.

4.2 RFF training must be conducted in accordance with GACAR § 139.77 to enhance and keep up the skills and knowledge for RFF personnel. The mitigation measures regarding COVID-19 must be implemented when training is conducted.

5.0 Serviceability of Visual aids and airside infrastructure:

5.1 Airport Operator shall carryout special mandatory airside infrastructure serviceability checks prior to commencement of the schedule aircraft operation to ensure that all required facilities are available and serviceable for safe aircraft operation as per standard operating procedures given in aerodrome manual.

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6.0 Rescue and Fire Fighting Services:

6.1 Availability of fire services is important for the operations of aerodromes. Aerodrome operators must have an established proper protocol for maintaining the required fire category at airport during operational hours as stipulated in GACAR Part-139 and reflected in the GACA certificate holder's aerodrome manuals. In addition, aerodrome operators should ensure the following:

(a) COVID 19 Awareness and Refresher Training of the fire crew.
(b) Social distancing as per the established local requirements must be maintained in the Crew Rooms.
(c) All crew members on duty must wear face masks.
(d) Sitting arrangement must be made in open areas if crew rooms do not offer sufficient space for social distancing.
(e) Ambulances, fire vehicles, and other equipment must be properly maintained and disinfected at the beginning of each shift or as required.
(f) Full adherence to guidelines to monitor temperature, sanitation, disinfection etc. at the workplace issued from time to time by MOH.

III- Recommendations for Ground Services Providers

These recommendations provide guidelines for all ground services providers certificated under GACAR Part-151.

1. Training of Ground Services Personnel

1.1 General:
(a) Where it is feasible, it is expected that planned training (recurrent and/or refresher), should take place on-time.
(b) Under no circumstances should untrained or un-assessed staff be allowed to work in any of the functions defined under GACAR Part 68.

1.2 Minimize disruption of training activities. Certificated ground services providers should :
(a) Fully document all training extensions/deferments (if any).
(b) Ensure sufficient trainers' availability for the ground station's needs by reviewing trainer resources vs. manpower resources and requirements.
(c) Recall trainers from possible leave in a timely fashion to assess their own competencies, and refresh/re-certify the training team if required, prior to them training anyone else.
(d) Use alternative training methods, where possible, in accordance with the guidance of IATA "Quick Reference for Ground Handling during COVID-19, Section 5.7," including recurrent training in accordance with GACAR Part 68.7 requirements.

1.3 Dangerous Goods training: Full compliance with GACAR Part-109 is expected in addition to the specific relief offered by GACA Regulatory Exemption COVID–19 Extension of the Validity Period for Dangerous Goods Recurrent Training dated 10/5/2020.

1.4 Safety critical services: Ground service providers should find alternative ways to maintain the familiarity of staff involved in safety critical functions, such as load control, where recency is expected to be maintained through the systematic completion of such critical functions on a systematic basis.

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FULL DOCUMENT

GACA Recommendation of operational considerations for managing COVID-19 (IV/V)

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1.5 **Practical assessments:** Where on-site practical assessments, e.g. for GSE operators, cannot be substituted by any other means, additional health & safety measures in full compliance with MOH requirements, must be observed by all personnel participating in such on-site assessments.

1.6 **Job currency:** For employees who have been on leave, or not present at work, ground service providers should adhere to the currency training guidance, in line with IATA AHM 1110, Par. 6 and GACAR Part 151.77 requirements.

2. Infection Control & Personal Protection – General

2.1 **Infection control:**
(a) Ground services providers should conduct temperature screening on a daily basis; during all shifts, and for staff reporting for duty with possible infection symptoms using established guidelines and procedures.
(b) Ground service providers with staff residing in multi-person living arrangements (compounds, labor camps) should inspect daily, the hygiene conditions of these facilities, and check for any health issues or infection symptoms using established government guidelines.
(c) Ground service providers should ensure full and ongoing awareness of staff with regard to the pandemic and relevant protection measures.

2.2 **Personal protection:** Staff should adhere to the following:
(a) Maintain physical distancing of (1.5-2 meters) at all times and with all persons, e.g. passengers or colleagues, to the extent possible.
(b) Use facemasks, covering mouth and nose, when circulating within the airport terminal area, within confined spaces, e.g. offices, and when serving passengers.
(c) Use gloves during the passenger check-in process, when handling passenger belongings, baggage, or travel documents.
(d) Avoid crowded areas to the extent possible.

3. Ground Station Restart - General

3.1 **Conduct a full pre-operational assessment:** In doing so, prior to return to operations, the following aspects should be covered:
(a) Conduct a risk assessment and identify and document all risks and mitigation actions associated with the ramp-up of operations.
(b) Develop an operational re-start plan that addresses the identified risks.
(c) Plan for staff availability to handle the anticipated business volume (flight schedule) in consideration of:
(1) The duration of absence of staff from their job functions and any recurrent training requirements.
(2) Previous staff records and competence.
(3) GACAR 151, Subpart G, duty period time limitations (fatigue management).
(d) Develop a training plan for staff that needs to complete mandatory or recurrent training.
(e) Ensure the serviceability of ground support equipment (GSE) prior to the ramp-up of operations and confirm there is sufficient number of GSE to handle the anticipated business volume (flight schedule).
(f) During the first weeks of operations, enhance the station's operational oversight by the presence of quality assurance and safety teams.
(g) Revisit with each customer airline, the signed ground handling agreement, and in particular the terms regarding turnaround time or performance/service level requirements, to ensure mutual understanding under the circumstances.
(h) Consider required timing of advance notice to staff involved prior to the ramp-up of operations to ensure the safe commencement of operations.
(i) Managers and supervisors should be aware of signs of stress on staff.

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(j) In the event of a flight arriving with a suspected COVID-19 case, the ground service provider must:
(1) Notify and coordinate with the airport operator.
(2) Ensure all ground services staff involved in the handling of the flight is made aware and strictly adheres to established health & safety measures.
(3) Inform the pertinent government authorities at the airport, and follow the instructions provided by them.

4. Check-in, Boarding, Transfer & Aircraft Turnaround

4.1 **General:** Ground service providers should consult and discuss with their customer airlines and the airport operators, the guidelines of the IATA "Passenger Process Restart."

4.2 **Access to aircraft during turnaround:** Staff should avoid entering the aircraft, if not absolutely necessary, for the completion of their task.

4.3 **Passengers with reduced mobility (PRM):** Staff handling or escorting PRMs, should:
(a) Take all relevant personal protection measures and ensure the use of a face mask and gloves at all times.
(b) Avoid close face-to-face contact with the PRM.
(c) Ensure physical distancing of 1.5-2 meters between other PRMs or persons.
(d) Ensure wheelchairs are cleaned and sanitized after each service, and clearly segregated from non-sanitized wheelchairs or other equipment.

5. Hold Baggage and Cargo Handling

5.1 **General:**
(a) Wearing face masks when handling hold baggage or cargo is not mandatory.
(b) The use of regular personal protective equipment (PPE) is required in the course of routine health & safety measures.

5.2 **Handling of human remains:** Follow the guidelines of IATA "Guidance Information on the Transport of COVID-19 Human Remains by Air."

5.3 **Handling and caring for animals:** Basic hygiene measures must always be observed. This includes meticulous hand washing with soap before and after being around or handling animals, their food, or supplies, as well as avoiding contact with animals and their supplies.

5.4 **ULD Handling:** Consult the guidelines of IATA "Guidance for Ground Handling during COVID-19," Ch. 3.4.

6. Ramp Services

6.1 **General:**
(a) The use of personal protective equipment (PPE), relevant to each job function, is required in the course of routine health & safety measures.
(b) Special attention should be given to potable water and waste water servicing, whereby staff must strictly adhere to the hygiene and safety guidelines described in the IATA AHM 440 & 441, and IGOM Ch.3.5 & 3.6.

7. Ground Service Equipment (GSE) Serviceability

7.1 **Maintain GSE in operational condition:**
(a) Avoid leaving inactive GSE to degrade to a condition that will require major technical intervention.
(b) Identify in the GSE manufacturer's manuals any related requirements for long term storage.

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7.2 **GSE taken out of service:** If a GSE is required to be taken out of service for a prolonged period of time, it should be done following a plan and taking into account IATA "Quick Reference for Ground Handling during COVID-19," Section 4.3.

7.3 **GSE return to service:**
(a) The ground service provider should refer to the guidance provided in the IATA "Quick Reference for Ground Handling during COVID-19," Section 4.3.
(b) Prior to commencing the return of GSE to service, produce a safety functional checklist.
(c) Coordinate with the airport operator for the re-issuance, as appropriate, of technical inspection endorsements or/and airside access permits.

8. Into-plane Fueling

8.1 **Return of fueling equipment to operation:** Fueling equipment out of service for over one (1) month must adhere to JIG1 4.1 and JIG4 8.10 standards.

8.2 **Into-plane fuel companies must adhere to the "JIG Operations Bulletin No 128," for:**
(a) General considerations for operation under pandemic response.
(b) Temporary decommissioning and recommissioning of equipment and facilities.
(c) Use of equipment at reduced level/frequency.

9. In-Flight Catering

9.1 In-flight catering organizations should ensure the following:
(a) **For dishwashing staff:**
(1) Staff wears disposable gloves and face mask at all times while working.
(2) The frequency of the scheduled cleaning and sanitizing of all areas is doubled.
(b) **Protection of equipment:**
(1) Staff wears disposable gloves and face mask at all times while working.
(2) Offloaded equipment and meal carts are washed and disinfected as soon as possible but no later than 12 hours from the inbound flight's ATA.
(3) Meal carts from offloaded flights are treated with suitable disinfectant before thorough sanitization.
(4) Prevent post-washing contamination of equipment by ensuring complete drying and subsequent covering.
(c) **Salvaging of items:**
(1) Salvaging activities take place in isolated areas.
(2) Staff wears disposable gloves and face mask at all times while working.
(3) All disposable non-food items (cutlery, napkins etc.) from arrival flights are promptly discarded, not salvaged.
(4) With regard to food items, only unopened soft drink cans can be salvaged, while rest of the food items are discarded, not salvaged.

10. Aircraft Cleaning

10.1 Ground service providers involved in the interior cleaning of aircraft should ensure that:
(a) Cleaning staff is trained to follow the guidelines issued by the:
(1) IATA "Suspected Communicable Disease, Guidelines for Cleaning Crew"
(2) EASA "Interim guidance on Aircraft Cleaning and Disinfection in relation to the SARS-CoV-2 Pandemics."
(b) Staff strictly adheres to airline procedures and instructions in terms of the method and cleaning agents to be used.

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(c) Staff uses medical-grade disposable gloves, N95 or particulate masks, safety glasses or goggles, and a "hazmat-type suit."

(d) Once the aircraft has been cleaned, both materials and PPE equipment are disposed together in a biohazard bag.

For any further inquiries, please do not hesitate to contact any of the GACA Inspectors in the following related areas :

1- Flight Operations Inspectors.
2- Airworthiness Inspection.
3- Aerodrome Inspection
4- Ground Services Inspection

Aviation Standards Sector instructions

The expected changes in the technical and operational aspects of the safety of air navigation services when resuming flights

The expected changes in the technical and operational aspects of the safety of air navigation services when resuming flights

Air Navigation services:

- Air traffic management services of airspace and airports (air traffic control, air traffic information during flight, emergency warning, exchange flight plans of air operators between towers and air control centers;

- Air Navigation Systems Services (navigational communications, navigational aids, reconnaissance, and air traffic management systems);

- Navigational information management services (Saudi Aviation Guide, periodic navigational flyers, navigational advertisements for pilots);

- Air Navigation Search and Rescue Services;

- Meteorological services for air navigation (at airports and airspace)

The expected changes in the technical and operational aspects of the safety of air navigation services when resuming flights

Air Navigation services provide the following:

- Air Navigation Services with high technical capabilities, continuous supervision, and control on technical and operational performance to achieve the safety standards, will definitely lead to speeding the flow of air traffic and reduce any undesirable confusion to service providers due to occurrences of unexpected scenarios, which indirectly affects the satisfaction of passengers travelling to and from the Kingdom's airports.

- When resuming the flights partially or completely during the COVID-19 pandemic, it is expected that there will not be sudden changes in the technical standards and best practices of the International Civil Aviation Organization (ICAO-SARPs) in the field of air navigation services or technical legislation of aviation safety standards, which will require GACA to imposes additional procedures that may negatively affect air traffic indirectly from air navigation service providers at the international or national level.

The expected changes in the technical and operational aspects of the safety of air navigation services when resuming flights

The extraordinary scope of changes while suspending flights:

- Rescheduling and reducing the number of air traffic controllers in the air control towers and centers to protect them, while supervising the continuity of providing air traffic services at an acceptable level of safety.

- Consolidating some work sites after studying safety risks according to air traffic statistics.

- Extending the licenses of air traffic controllers, medical clearance, and English language proficiency (90 days).

- Extending the validity of the annual proficiency test for qualified engineers and technicians of air navigation systems and air traffic controllers.

- Suspending the implementation of ongoing and programmed air navigation systems projects to reduce contact.

- Postponing and reviewing the development projects of air navigation and air traffic systems related to the requirements of the executive regulations and the global air navigation plan.

- Postponing the publication of any major amendments in airport automation procedures that require training, and updating databases with the air operators / air navigation service providers.

The expected changes in the technical and operational aspects of the safety of air navigation services when resuming flights

Return to normal after resuming the flights:

- Transiting gradually to normal operational status within the resumption of activities plan that has been completed at the service provider level.

- Identifying potential risks to prevent it, or developing solutions within the ongoing safety risk monitoring program.

- Carrying out inspection visits to determine the availability and safety of air navigation services.

- Continuous monitoring of the operational and technical conditions, and following up any obstacles in the air control centers and towers.

- Ensuring that there is an appropriate level of coordination between the various entities for the continued provision of air navigation services as necessary.

- Issuing the necessary navigational ads.

The proposal, according to an expert opinion:

- Avoiding abrupt activity resumption (without pre-initialization), and abrupt resumption of flights to ensure availability of proven uptime for industry sectors and give them the appropriate space for gradual recovery to reduce mistakes and unwanted confusion.

- Resuming flights should be gradual and within pre-determined scheduling between specific airports to assess readiness (for example determining flights between specific domestic stations, giving a period of 72 hours for evaluation and then opening additional stations, and so on)

- Activating the media role to promote the recovery plan.

- Coordinating with the internal sectors of GACA to ensure the centralization of the information source.

Guidance material to deal with epidemics in airports and security checkpoints - Aviation Security Sector

Guidance material to deal with epidemics in airports and security checkpoints

GACA الهيئة العامة للطيران المدني
General Authority of Civil Aviation — **Aviation Security Sector**

Emergency procedures

The guidance material

To deal with epidemics in

airports and security points

COVID-19 virus outbreak

April 2020

١٫٠٠ first edition

المملكة العربية السعودية ، ص.ب ٤٧٣٦٠ الرياض ١١٥٥٢ هاتف: ٩٦٦١١٥٢٥٣٣٣٣+ فاكس ٩٦٦١١٥٢٥٣٢٢٢+
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GACA — **Aviation Security Sector**

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VISION 2030 — KINGDOM OF SAUDI ARABIA

Guidance material to deal with epidemics in airports and security checkpoints

Panel 1 — GACA Aviation Security Sector

introduction

In late 2019, the outbreak of Corona Virus, emerging from the Chinese province of Wuhan, began to spread unprecedentedly and in a short period of time with a high rate of infection that caused confusion in all countries of the world. Civil aviation and the transport of airplanes and passengers between different countries and international airports were the most prominent role in the transportation of this virus spread.

The Saudi Arabian government, interacted with this epidemic early and took several strict measures at the national level in order to stop the spread of it and protect the kingdom and its citizens and residents from the spread of this virus .

And given that the virus remains active for a long time on various surfaces, airports and airplanes are vulnerable to being a hotbed for spreading the virus among travelers, employees and airport visitors, which requires a rapid response.

Therefore, this guide was issued to confront this medical pandemic and protect the users of those facilities, especially security officers and employees working in Airports, and to be constantly updated to accommodate all similar cases.

The Aviation Security Sector at the General Authority of Civil Aviation wishes the citizens, residents and civil aviation sector employees permanent health and safety from all harm.

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The guidance material

Announcement of the start and end of the case

1. The announcement of the case and the scope of the response are issued by the highest authorities, and all measures are taken immediately upon the issuance of the directive.

2. You must get detailed information about the extent of the epidemic, its severity, effects, symptoms and extent of its spread in the vicinity of the airport or neighboring cities.

3. It is not permissible to take measures to end the case unless instructions to do so are issued by the higher authorities. In this case, all activities related to the case must be stopped.

Create a network (focal points):

1. the airport Public health officials determine how to contact internal and external network directly 24 hours a day, and include them in emergency plans. they will be concerned with determining the quarantine requirements, the health survey of employees, determining the mechanism for returning to work, and determining whether facilities should be closed, or the possibility of reopening them if they are closed due to the outbreak of infection.

2. communicates with the airport administration and all concerned authorities in the event that a staff member suffers a health infection

3. The contact list is regularly reviewed and trained.

contacts and communication plans

- Airport operators should create:

- 1) A clear point of contact for policy formulation, operational organization and preparedness

- 2) Assign an official to implement the airport's preparedness plan, giving him some independence / reasonable flexibility to make a decision quickly.

- A list of liaison officers should be established with the following entities:

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External

- Administrative governor and local security committees
- Ministry of Health
- Passengers (before arrival at the airport / in the terminal)
- Other airports are in the same region or province
- Other airports outside the province
- Travel agents and hotels
- Tourist organizations
- International organizations
- The media

Internal

- Air carriers
- Preparatory Security Committee
- Ground handling agents
- Air Traffic Management
- Airport medical service providers
- Emergency medical services
- Investors
- Information services / customer relations
- All other stakeholders as needed

1. The competent authorities must be informed immediately if confirmed or suspected cases are discovered among the security inspection personnel. Be sure to give correct and accurate information about the infected or suspected person .

2. Airport operators must cooperate, coordinate, and exchange information with the Civil Aviation Authority and all relevant authorities, to reduce the risk of any disease spreading. To achieve this, the airport preparedness plan must address the following aspects:

3. Communication (especially with the public)

4. Screening

5. Logistical matters (transportation of passengers to health facilities)

6. Equipment's ;

7. Entry / Exit Controls

8. Coordination with the Ministry of Health and all concerned medical authorities.

Guidance material to deal with epidemics in airports and security checkpoints

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The guidance material

Communication with departing travelers in case of outbreaks of infectious diseases

1. Travelers and medical staff should have access to travel delay information and medical examination procedures at the airport, and information should be taken for patients registered with the Ministry of Health. If the potential traveler suffers from a disease before the reservation is made, it can be tracked and prevented from traveling

2. Before arriving at the airport terminal, information can be provided to travelers through a website on the airport (and airlines) (or via an electronic link to the Ministry of Health), by registered phone message, or by printed media.

3. The media can play a useful role in notifying travelers about the situation at the airport and must communicate with the media so that journalists can obtain information in a short period of time. So they can set up notifications on radio and TV stations and all media such as the Internet

4. The airport should provide information by banners, posters, electronic and sound displays, on self-service devices and service counters.

5. This text can be used:

> "Passengers who may suffer from (name of illness) will not be allowed to complete the travel and boarding procedures on any flight, and the traveling passengers will be checked for their safety before completing their procedures.
> Kindly, Refer to the medical examination point if you suffer from the main symptoms of (name of the disease):
> ....
> ....
> ....

Public announcements and other forms of communication must be provided in the languages that travelers frequently use at the airport, including the English language, and the text of this advertisement is broadcast regularly through the sound system of the airport lounges

Panel 2 (٨)

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B - Preparing an emergency plan:

- Define the necessary procedures for field staff in the event of exposure and outbreaks of infection to individuals or to the checkpoint

- assign clear roles to each employee at the checkpoint.

- Implement the necessary measures to support crisis communication internally and externally and with all stakeholders.

1-1 Measures to reduce transmission:

- All personnel at the checkpoint must wear protective masks and gloves. In addition, all employees should wash their hands regularly after removing gloves.

- Perform routine cleaning at the start of each shift, disinfection of exposed surfaces, security inspection and inspection equipment and equipment at all security checkpoints and passenger paths at checkpoints

- Reducing the number of employees to a minimum in the event of a decrease in operating traffic

- Increase the distance between the passengers as much as possible

- Allocate and assign security personnel at each checkpoint to reduce direct contact with travelers

- Close checkpoints or part of them to maintain a clean space to move to if it becomes necessary to temporarily shutdown one of the points as a result of confirmed infection.

1-2 If the infection is confirmed, the following procedures should be followed:

- Identify all areas of the airport / facilities where the infection may be spread (including but not limited to, passenger and luggage checkpoints, training facilities, meeting areas, etc.)

- Identify all employees who may have been infected

- Research and investigation to determine if others have been infected

- Direct contact and consult the airport's medical team.

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1.3 Once the initial evaluation is given

- Follow-up with the airport administration to define and discuss the operating mechanism of the airport or isolated areas and also communicate with all concerned authorities such as carriers, ground service providers, airport police, health officials etc.

- Based on the results of the discussions with the concerned authorities, the following will be determined:

- Close the airport / or checkpoints

- Grant administrative leave to employees as directed by airport health officials.

- Take all necessary measures, generalize preventive measures, and implement countermeasures

- Clean and disinfect all equipment

- Develop an operational plan to schedule shifts and to operate checkpoints and the airport in the event that it is not completely closed

- Suspend all non-operating activities

- Establishment of an accident and emergency center

Guidance material to deal epidemics in airports and security checkpoints

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1.4 Coordination, monitoring and follow-up:
- After conducting an assessment of employee exposure to infection, a report should be prepared as the following:
- Name of infected employee and case.
- Determine the employees who have been in contact with the infected employee or have been working in the area where the infection was spread
- Identify potential areas at the airport and evacuate them immediately to perform the necessary sterilization operations.

1-5 Administrative organization of the accident:
Create a direct focal point to provide the required data
- Emergency plans must be prepared and complete details included, such as:
- Movement of passengers and luggage from non-sterile areas to sterile areas
- An appropriately distributed resource plan for all checks
- Develop alternative plans
- An introductory meeting beginning of each shift to discuss the operational situation and also includes a mechanism for reporting employees who may have symptoms of the disease
- Daily inspections of employees to ensure the presence of personal protective equipment, preferably the beginning of each shift
- Establish a mechanism to purchase all personal protective equipment / cleaning supplies to include the following:
- Types of PPE / Cleaning Supplies to be purchased
- Purchase the required quantities and calculate the expected usage rate and resupply
- Determine the ways and means of financing
- Designate a place to store and distribute personal protective equipment such as masks and gloves
- And other materials as recommended / directed by the CDC or health officials
- Establish a mechanism to work remotely as appropriate.
- Develop plans for employee scheduling to receive necessary antivirals and / or vaccinations, if available

1.6 Create plans if additional checkpoints or areas are closed at the airport, which may affect the employees 'access to:
- Food, water, restrooms, rest areas, nursing areas, and other areas needed under normal conditions
- Develop alternative plans in case the checkpoints or airport areas are not safe
- Show employees how to clear these areas
- Continue to use personal protective equipment until further notice.

The guidance material

- Maintain communication with employees and ensure that all necessary procedures are followed.
- Make plans to use resources or to request additional resources.
- Coordination with disease control centers and health officials, and develop plans to deal with
- Passengers / staff who exhibit possible symptoms of coronavirus infection, such as:
- Excessive cough
- Shortness of breath or difficulty breathing
- fever.

1-7 Joint Health threats Response Plans:
- Review all plans
- Conduct employee training operations and conduct training exercises in a timely manner
- Comply with the directives of the Ministry of Health on infectious diseases
- Providing risk training for public awareness of employees
- Increased hygiene procedures
- Apply administrative controls (for example, remote work options)
- Archive employee data

C - Guidelines for cleaning and disinfection of work areas and security equipment
One of the best practices for preventing new COVID-19 and other viral respiratory diseases is cleaning up dirty surfaces followed by disinfection and sterilization.
1-1 Personnel performing cleaning procedures should:
- Follow the manufacturer's instructions for safe and effective use of the cleaning product
- Ensure adequate ventilation when cleaning
- Wear nitrile gloves
- Wash your hands after cleaning and after removing gloves
1-2 Recommended cleaning and disinfection instructions for eCAT or any other similar system.
Due to the frequent use of the document and identification examination, it is necessary to follow the instructions to reduce the spread of germs when using it
It should be noted that the eCAT system consists of technologies that each need to be treated differently. For example, the cart and its general components are made of painted metal surfaces, their ability to withstand strong detergents much more than other devices such as the touch screen. All the properties of the touch screen must be preserved by using sterilization materials that are more sensitive to harsh chemical reactions not the same as those used with the coated metal of the trolley surfaces. Sterilization should only be done for this device when the system is disconnected from the power source. Do not spray any fluids directly on the system during operation.

The guidance material

Areas that need clearance: include the checkpoint, checked baggage areas, rest rooms, offices, administrative spaces, and security equipment	Routine cleaning of frequently touched surfaces is recommended with 70% isopropyl alcohol, or wipes containing sterilizers such as Clorox, Dettol and the like, contract with a licensed and approved environmental protection company
Security equipment	Routine cleaning according to standard operating procedures. Please contact the authority responsible for cleaning, sterilizing, and disinfecting security equipment

System components cleaning instructions
Cleaning materials and solution
Use only the substances and cleaning solution recommended below:
A microfiber cloth to clean electronics
Use a mild soapy water and solution with a microfiber cloth or one
The following alternatives:
Green soap
Sodium hypochlorite solution (1:10 dilution of home chlorine in water)
Phenolic Germicidal Cleaner (1% aqueous solution)
2.4% Cidex
Isopropyl 50% is mixed in 50% aqueous solution
Streeplex
Novus 1

The cleaning process
Before starting to clean the screen, turn off the power cable and disconnect it from the system
1. Use the recommended fiber cleaning cloth to wipe the unit.
2. If necessary, use one of the recommended cleaning solutions directly on the cleaning cloth, then
Use the cloth and cleaning solution together to clean the unit.
3. Avoid entering liquids inside the unit, as this may damage the unit
4. Do not spray cleaning solutions directly on the unit.

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Never use the following solutions or cleaning agents to clean screens:
• Alcohol / solvents with a higher concentration> 50%
Methyl or Ethyl
• petrol
• Strong alkalis or lotions
• Strong solvents
• Acid
• Fluoride cleaners
• Detergents containing ammonia at a higher concentration> 1.6%

D- Various questions and answers

1-1 What are the measures to be taken with the suspected or infected person with the emerging virus, Coronavirus?

All persons who may have contact with patients suspected of being infected of the virus must undergo a 14-day health monitoring period. The observation period starts from the last day of contact with the patient, and any symptoms - especially: fever and symptoms of the respiratory system, such as coughing, shortness of breath or diarrhea - must be treated immediately.

1-2 What steps should be taken to prevent contact with suspected person of having the emerging coronavirus?

-1 -, inform the hospital quickly, then go to it for protection.
-2 On the way to the hospital, patients must wear medical protective face masks.
-3 Avoid public transportation, call an ambulance or use a private car to transport patients. On the way, open the window if possible.
4 - the respiratory system must be healthy and the hands clean at all times. Stay away from others as much as possible (at least 1 meter) when standing or sitting, on the road and in the hospital.
5- Any surface contaminated with respiratory secretions or body fluids (coughing and sneezing) must be cleaned and disinfected with a disinfectant containing a diluted bleaching.

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1.3 How do we implement personal prevention instructions?
Take good care of yourself during your daily business hours
Wash your hands frequently. You must wear a medical mask or a protective mask to prevent pathogens from spreading, through external contact and exposure to splashes.
Make sure to stick to daily hygiene and sterilization. Because this coronavirus is very sensitive to heat. Therefore, use a hot water container at 56 ° C for 30 minutes, add 75% of medicinal alcohol, chlorine disinfectant, chloroform liquid, and other fatty solvents that can reduce the severity of the virus. effective.

1-4 When should I wash hands?
Before and after moving documents by hand.
After coughing or sneezing.
before eating.
After going to the toilet.
When the hands are dirty.
After communicating with others by touching and shaking hands.
After touching the animals.
Before going out and after returning.

1-5 Choosing the protective mask to use?
Medical disposable masks and masks should be used that can be disposed of, and masks made of paper, cotton, or sponge are never recommended. Also, it is advised to do the following:
Replacing a medical muzzle immediately after pollution or moisture.
For masks and medical masks, it is recommended to wear them in crowded places, and replace them after wearing them for 8 hours, or after they are exposed directly to pollution or moisture.

Masks   Gloves   sterilization   washing

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1-6 How do I use the protective mask correctly?

First: We must distinguish between the front side of the protective mask and the back side. The dark side of the mask should be facing the front,

Second: Place the other side of the mask (the light-colored side) on the face. Be careful in this part of the mask to use the metallic tape, which should be at the top of the mask, and do not bounce it back.

Third: After making sure that the mask is properly positioned on the face, wash your hands and hold it firmly on your ears well.

finally: After wearing the mask, press the two metal bars on both sides of the nose with both hands to bring the top end of the mask close to the nose, then extend the mask down to make the mask appear without wrinkles, and it is best to cover the nose and mouth.

1-7 How do we ensure the safety of inspectors?

A registration system and inspection system must be prepared for the start of each shift, in addition to preparing a health record for each inspector and a record of the days that he missed work

When inspectors develop a fever, cough, stress, diarrhea and other symptoms, they must inform their employer immediately, and go to the hospital as soon as possible.

Mask shape and how to use it

Guidance material to deal epidemics in airports and security checkpoints

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1-8 Other questions and answers regarding handling COVID-19:

How are workers treated when a suspected case is discovered among themselves?

Is it necessary to clean and disinfect ground services tools and equipment? If yes, how many times?

Will the cleaning operations of catering vehicles, trucks and passenger transport equipment to and from the aircraft be changed?

Should sterilizers be used for travelers, crew and buses? How many times? What is the procedure? Are the same cleaning procedures used for toilets and drinking water if the plane arrives with a suspected passenger?

How will water supplies be handled from the area where the virus was discovered?

What personal protective equipment is required?

Are there additional safety measures and precautions to be taken for aircraft on the ground?

Is there any action taken with regard to aircraft positions?

Answers to questions 1-6:
Reducing contact between passengers and cabin crew with the sick person, separating the sick person from others if possible, and appointing a crew member; For the sick person, the ideal distance is 2 meters. Providing the patient with a face mask if available and the patient must be able to tolerate it, but in the event that it is not available, the patient must cover the mouth and nose with a tissue when coughing or sneezing to prevent the spread of infection.

Equipment should be cleaned routinely. As for dealing with water, cleaning water and waste toilets, it will be the usual way. Disinfectants such as 60% alcohol, hypochlorite or peroxide should be added when cleaning passenger buses, crew, and all areas where contact is frequent.

Answers to questions 7-8:
Aircraft parking changes due to the approved emergency plan for each airport, in which the planes and safety procedures are directed at the disembarkation of passengers to avoid contact as much as possible.

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R- Preventive measures:
Preventive measures must be taken for all security personnel and security inspection personnel in civil aviation. To reduce the spread of the covid-19 epidemic infection. Self-protection and disease prevention measures should be standardized due to the work required by business to improve self-protection methods, disease prevention and control measures, standard hygiene and disinfection of the working and living environment, in accordance with guidelines on disease prevention and control measures for institutions and resumption of work following joint prevention instructions, and in accordance with the disinfection requirements of the general airport areas contained in the prevention of the spread of the Coronavirus (COVID-19) epidemic.

1.1 Checkpoints:
• Hand sanitizers, disinfectants, disinfection tools and body temperature detectors must be provided before reaching checkpoints.
• False alarms may increase in explosive detectors because of some hand sanitizers are frequently used.
• Preventive measures should be put in place in coordination with the competent authorities to deal with a suspected infection of the covid-19.
• A sufficient distance of 1.5 meters between passengers and passenger routes should be maintained for security checks in case of congestion.
• Do not allow anyone to wait before and after checkpoints.
• All security inspectors must wear protective masks and gloves, in addition to the need to provide alcohol-containing hand sanitizers or hydrogen peroxide.
• Routine cleaning at the beginning of each shift by disinfecting exposed surfaces, equipment for security inspection, baggage handlers and passenger routes.
• All staff and security personnel should wash their hands immediately after removing the gloves.

1.2 Screening of cabin baggage or other items carried:
• Screening of cabin baggage or other items carried
• For screening with ETD, the same methodology for screening passenger applies – One swab to be used per tray.
• When using explosive detection system equipment, screeners should limit the use of hand search to the strict minimum.
• Where the identity of an article is unclear the baggage should be screened again by one or more of the following methods where possible:
• X-ray equipment, whereby the same screener examines the baggage from a different angle than that used during the original screening • explosive detection dogs • explosive trace detection.
• In the case where hand search is still necessary, screeners should change gloves after each hand search.
• For conducting screening of liquids, aerosols and gels (LAGS), alcohol-based hand disinfectants could be exempted from screening if the airport's regulatory body permits.
• This exemption should be granted after a visual check to determine such item is indeed a hand disinfectant.

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1.3 Protection for screening agents
When security inspection personnel are on duty, disposable gloves should be provided to the staff. If able, surgical masks, uniform caps or disposable medical caps, goggles, and protective suits, should be provided as needed.
• hands should be disinfected before wearing personal protective equipment
• protective masks should be changed every 4 hours
• caps should fully cover all hair, including shock hair on the hairline
• long hair should be fastened tightly on top of the head and put into the cap, and the edges of caps should fit close to the sides of ears
• protective equipment needs to be replaced immediately when exposed to passenger's blood, vomit and other potentially contagious body fluids
• reusable goggles should be promptly sterilized and dried after each use
• hands should not touch faces when taking off protective equipment, and
• the removed disposable protective equipment should be put into medical waste bags.
1.4 Screening of passengers and staff
• If agreed by local screening authorities, screeners can allow passengers or staff to keep their gloves and/or masks on during screening.
• When conducting screening using walk through metal detectors, screeners should minimize the use of hand searches. To facilitate this, screeners should reinforce communication with passengers in front of the walk-through metal detector or body scanner, so they have properly divested and are less likely to cause an alarm.
• For a WTMD, this includes removal of all metallic objects, for a body scanner, removal of all items from pockets or items on the body that would usually cause an alarm.
• For alarm(s) resolution, airports should opt for resolution by explosive trace detection equipment (ETD) or explosive detection dogs instead of hand search.
• If other methods of resolution are unavailable, passengers/staff should be requested to go back and further divest objects that could be the cause of the alarms until no alarm is triggered.
• This will depend on volume of passengers – a risk assessment should be made to determine risk of creating a queue with people in close proximity versus deployment of targeted hand search.
• In the case where the people being screened still trigger alarms after further divestments, airports should opt for targeted hand search instead of a full hand search.
• When using ETD, screeners should limit their contact with the hands of people being screened. If the concept of operations allows for the reuse of the swabs, if possible, this should be discontinued, and one swab used per person. There is some opinion that the high temperature used by ETD may be sufficient to kill a virus enabling swabs to be used multiple times. Airports should confirm with their local health authority.
• If there is a need to conduct a hand search, screeners should adapt their methodology to avoid being face-to-face with passengers or other persons being screened.
• One method is to perform the hand search while remaining behind the persons being screened. Screeners should also change gloves after each hand search.

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To promote best practice in slowing down the spread of COVID-19, States may ask airport operators to provide displays informing the public of measures that should be undertaken. The displays should be in view of all passengers approaching the checkpoint. Here is an example of a display

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Strengthening health monitoring and monitoring procedures:

1. Employee Health Management:

• Checkpoint security supervisors should be fully aware of the movements of their staff.

• Provide a health management area equipped in accordance with local health requirements including insulation rooms or intensive medical care to deal with suspected cases.

• Monitoring staff from severely affected areas.

• The temperature of staff examined should be measured twice a day.

2. Health Condition Report:

• Telephone lines should be set up for accepting report on suspicions symptoms to be dealt with immediately with the competent authorities.

• Daily updates on staff health conditions shall be collected and reported to airport management authorities, timely report shall be made and corresponding prevention and control measures shall be taken if abnormal situation occurs.

1.3 Pre-duty Body Temperature Monitoring:

• Remote temperature gauges (without touch) should be used to measure the body temperature of security personnel before they serve on duty, and detect, report and address the problems in case of suspicious occurrence (symptoms such as fever, fatigue and dry cough) in a timely way, then cooperate with local health authorities in the handover of suspected staff.

Report   sterilization   Notify   check up

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5- Implementing Tired Prevention and Control Measures at the Posts
1. Tired Prevention and Control Measures at the Posts
As the workplaces of civil aviation security inspection are densely populated areas, security inspection personnel shall follow the instructions in the Technical Guidelines on Choice and Use of Facial Masks for Different Groups of People to Prevent COVID-19 Infection, to wear facial masks and other protections in correct manner, and to wear other protective gears and equipment as required by the three levels of prevention and protection methods based on risks of their posts. The following concrete standards shall be followed:
1.1 Order-keeping and inspection posts:
apply level II prevention and protection measures, wear work uniforms, and wear protections including disposable medical masks, disposable rubber gloves, protective face-pieces, and caps (shower caps, disposable mop caps or uniform caps) etc.
1.2 Document verification posts:
apply level II prevention and protection measures, wear work uniforms, and wear protections including N95 masks or disposable medical masks, disposable rubber gloves, protective face-pieces, and caps (shower caps, disposable mop caps or uniform caps) etc., in addition to protective suits (such as safety aprons) when necessary; isolation shields installations are encouraged for document verification counters.
1.3 Guidance posts:
apply level III prevention and protection measures, wear work uniforms, and wear protections including disposable medical masks, disposable rubber gloves, protective goggles, and caps (shower caps, disposable mop caps or uniform caps) etc.
1.4 Body searching posts:
apply level I prevention and protection measures, wear work uniforms, and wear protections in priority including N95 masks, disposable rubber gloves, protective face-pieces, and caps (shower caps, disposable mop caps or uniform caps) etc., in addition to protective suits (such as safety aprons) when necessary.
1.5 X-ray machine operating posts:
apply level III prevention and protection measures, wear work uniforms, and wear protections including disposable medical masks, disposable rubber gloves, and caps (shower caps, disposable mop caps or uniform caps) etc.
1.6 Unpacking and inspection posts:
apply level II prevention and protection measures, wear work uniforms, and wear protections including disposable medical masks, disposable rubber gloves, protective face-pieces, and caps (shower caps, disposable mop caps or uniform caps) etc.

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1.7 Comprehensive management posts: apply level II prevention and protection measures, wear work uniforms, and wear protections including disposable medical masks, disposable rubber gloves, protective face-pieces, and caps (shower caps, disposable mop caps or uniform caps) etc.

1.8 Screening-site management posts: apply level III prevention and protection measures, wear work uniforms, and wear protections including disposable medical masks, disposable rubber gloves, protective goggles, and caps (shower caps, disposable mop caps or uniform caps) etc.

1.9 Other security screening posts: wear protections to the standards as applied by corresponding passenger inspection posts on the basis of their posts' risks and needs of the work.

All airport staff and employees must wear basic protective tools in addition to the requirements for risk protection and work needs, in particular the staff of explosive detectors and the measurement of the body temperature of passengers in the terminals and

H- Correct Use of Protections:

The use of protection tools and disposal must be in accordance with the requirements for the protection and protection of civil aviation security inspection officers as defined in preventing the spread of the Coronavirus epidemic.

1.1 Enhancing Disinfection of Work Uniforms and Protections:

Work uniforms shall be subject to centralized high-temperature steam disinfection for 20 to 40 minutes or ultraviolet lighting for 1 to 2 hours. In addition, insulating glasses should be sterilized and disinfected by washing them with pure water and then exposed to close-range direct ultraviolet lighting for over 30 minutes in a room without anyone in it.

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1.2 Environment Protection and Disinfection, Protection and Disinfection of Working Environment:

Improving Workplace Ventilation:

• The management of air-conditioning system and natural wind in security inspection sites shall be improved. Natural wind or fans should be used as much as possible to ensure safe and adequate air supply and to keep the air clean.

• Passengers should be guided to queue in lines with longer inter-person space than usual in the waiting areas and security screening areas, and necessary tissues, hand sanitizers and other protective materials shall be provided in the waiting areas and workplace.

Intensifying Workplace Disinfection:

• Security screening facilities must be sterilized and disinfected in accordance with the disinfection requirements of the general airport areas contained in the COVID-19 epidemic.

• The continuous disinfection and disinfection of facilities with disinfectants and sterilizers should be periodically sterilized (frequently used surfaces such as fingerprint devices, document verification offices), and facilities and equipment for security equipment (e.g. X-ray boxes, metal detectors and hand detectors).

• Hand sanitizers must be provided in prominent locations.

• Areas and facilities for all security screening sites and containers of medical protection equipment residues should be cleaned by conducting comprehensive disinfection after each end of daily operations to keep the environment clean.

1.3 Protection and Disinfection of Living Environment

Improving the ventilation of the living environment:

• Natural ventilation is preferred where conditions permit.

• Ensured that air supply is safe and adequate, and all exhaust air is directly

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discharged outdoor.

• The return air ducts should be closed when air conditioners are not in use.

1.4 Sterilization and disinfection of the internal housing of staff:

• Daily cleaning and cleaning on surfaces by wiping or spray using chlorine 250 mg to 500 mg can be used rinsing with pure water after disinfection for at least 30 minutes.

• Sterilization should be applied at least once a day.

• Ensure that the areas are sterilized and intensively cleaned and that the surfaces that are frequently touched (e.g. offices, printing machines, phones, computer keyboard, door handles, and seats) are cleared.

• The arrangement should be taken into account in the steps of the sterilization process, namely cleaning, disinfection and rinsing.

• Care should be taken to ensure intensive disinfection if a suspected case is found at the site.

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1.5 Cleaning and Disinfection of Personal Belongings of Staff

• Staff's bed sheets, bedding, towels can be disinfected with boiling water, or by soaking in 250 to 500mg/L chlorine-based disinfectant for 30 minutes, which shall be freshly prepared rightly before use. Personal belongings shall be taken out of the disinfectant afterwards and be rinsed with clean water.

K- Prevention Measures

1.1 Identifying Responsibility Mechanisms of Disease Prevention, Control and Protection in Security Inspection

Entities shall identify their own responsibility system of disease prevention, control and protection in civil aviation security inspection, based on which responsibilities can be assigned to entities, departments and individuals. Entities also need to establish and improve their own organization systems, emergency response measures and disposal procedures for disease prevention, control and protection.

1.2 Setting up Places for Quarantine and Observation

Providing places for temporary quarantine without delay once they have suspicious symptoms. Local disease prevention and control departments should be notified and the personnel be sent to nearby medical institutions for treatment in accordance with relevant specifications.

1.3 Tightening safety management measures:

• Staff should be reduced as much as possible.

• Assembly must be banned.

• Employees should be instructed to wear medical face masks and wash hands on an ongoing basis.

• There is sufficient space between people when using corridors, elevators, stairs and smoking areas.

• Meeting times should be reduced and shortened and the number of participants reduced while ensuring room ventilation.

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1-4 dining halls and medical services:

• Some measures should be taken to prevent infection and reduce contact with

locked food boxes and seat spacing to avoid sitting face-to-face while eating.

• Application of safety measures by disinfection and sterilization of food supplies.

• Intensify the cleaning and disinfection of reusable cutlery and it is recommended

to use plastic cutlery to quickly dispose of them.

• Make sure that contacts with nearby medical centres are activated to ensure

timely access to medical services.

Containers should be provided in public places such as workplaces and living areas

to dispose of masks and medical waste and to clean them and disinfect them from

microbes regularly and carefully.

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1-5 Closing of sites related to the injured:

When an injured person is detected at the workplace, all those with suspicious symptoms and contacts in the workplace or dwelling should be quarantined immediately, all the places he visited as well as the items he has used should be removed and the staff's premises are closed for medical monitoring and actual needs.

1.7 Response to an infected case:

Prevention measures should be taken, anti-epidemic control, cooperation with the relevant authorities and local authorities to track and manage contacts, disinfect the site, and take measures provided by the competent health authorities to prevent further internal spread and external transmission.

1.8 Providing adequate supplies

A particularly important requirement is to provide adequate supplies of appropriate personal protective equipment (including hand washing facilities and sterilization materials) to airport staff.

L- Early examination and investigation

According to the World Health Organization, detection of infectious diseases can reduce the chances of transmission and hinder or delay spread. Arriving and departing passengers should be checked at international airports.

A "toolkit" is available for screening methods, including visual examination, questionnaire and temperature measurement (using thermal scanners or other appropriate methods).

If the competent authorities decide that the examination will be used with the passengers, then this should be discussed with the operators of the terminals in order to develop acceptable plans. Determining the costs associated with the provision of inspection equipment

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Passengers identified in the test for an infectious disease that poses a potential public health risk should undergo a secondary examination by specialists. If the assessment is positive, i.e. the passenger is believed to be suffering from an infectious disease that poses a public health risk, it should be taken into account to prevent his departure. Taking into account the legal matters adequately in planning a state of alert.

In the case of positive secondary examination, measures should be taken to refer the individual for appropriate diagnosis, in accordance with regulations, with a view to protecting the public from potential infections, i.e. through isolation or quarantine. Appropriate insulation or quarantine facilities must be determined by the competent health authorities and the isolation area is usually located far from the airport site. In the case of a secondary negative examination, the passenger must be allowed to travel after providing appropriate health advice.

The special assessment area should be specified in advance, where passengers at risk of temporary infectious disease can be accommodated without putting others at risk.

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M- The mechanism of dealing with an aircraft with a suspected case
• Consider the arrival of a plane with a suspected infectious condition.
• The pilot must be notified of the whereabouts of the aircraft - this information is usually communicated to the pilot by air traffic controllers. The decision is usually made by health officials in consultation with airlines and airport operators. And stop the plane in an isolation zone where all necessary to deal with this situation
• Measures should be taken to disembark passengers as soon as possible after the situation has been assessed
• The flight crew should be advised regarding the opening and disembarkation of the aircraft doors and what information should be provided to passengers prior to the arrival of the medical team.
• Public health officials must quickly and effectively access the aircraft.
• Appropriate personal protective equipment should be worn for suspected infectious diseases. For many infectious diseases, disposable gloves and good hand hygiene (sometimes with protective masks) are sufficient.
• A traveler with infectious respiratory disease must wear a protective mask unless the passenger is unable to bear it.
• All surfaces that may be in contact with the sick traveler should be properly treated.
• The sick passenger should be properly transported from the aircraft to the isolation area for further assessment/treatment. Appropriate infection control measures must also be applied. Ambulances are assigned to transport infectious diseases from a flight.

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• Before disembarking, passengers and cabin crew must be separated on the same plane as sick passengers until passenger seat details, contact details and destination are obtained
• Procedures must be put in place to obtain luggage, customs procedures and so on for the sick passenger.
• The comfort of all passengers must be taken into account, especially if they are isolated or detained on board. Food, water and other basics must be provided
• Passengers must be kept informed, and staff must be ready to answer questions.
• There must be procedures to take a sick passenger to the hospital.
• To develop plans to deal with these situations, airport operators must make plans to test their readiness through exercises/exercises involving all stakeholders.
How to prevent COVID-19:
• Wash hands with soap and water frequently for at least 20 seconds if it is not available it is recommended to use at least 60% alcohol-containing hand sanitizer.
• Avoid touching eyes, nose, or mouth with unwashed hands
• Avoid close contact with people infected with the virus.

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E. Preventive measures for ground services:
1.1 Passenger registration procedures and ground operations:
Immediate notification of early symptoms of fever, chills, muscle pain, diarrhea or one of the following symptoms should be reported immediately:
• Body temperature rise 38°C or higher.
• Dry cough.
• Shortness of breath.
Transmission to others can be reduced if you suffer from flu-like symptoms by following the following instructions: stay at home for the duration of the illness. Avoid close contact with others. Cover your mouth and nose with a paper napkin when coughing or squatting, taking care to get rid of it immediately in the neglected basket, and wash your hands thoroughly. Clean surfaces and objects, and disinfect them thoroughly.
Cargo shipments:
Shipments from infected countries:
Personal protective tools should be used when handling and receiving shipments to and from infected countries to prevent the spread ofCOVID-19 by following the following recommendations:
It is recommended to wear medical masks when dealing with shipments from affected countries and used for a specified period and are disposed of by waste containers to dispose of medical masks and wastes and to clean them and disinfect them from microbes regularly and carefully.
Rubber gloves are recommended, especially when used to protect against wooden surfaces. They are used for a specific period and disposed of with waste containers to dispose of medical masks and wastes and to clean them and disinfect them from microbes regularly and carefully.
Hands should be washed frequently to keep your hands clean.
Additional personal items such as masks and gloves are recommended when cleaning shipping equipment and supplies.
When a plane loaded with potential PASSENGERs with COVID-19 arrives, the aircraft should be treated as follows to avoid contact:
• Provide dedicated, equipped and designated buses for service.
• Reduce the number of passengers on the bus as much as possible.
• The presence of direct and effective communication between the crew and ground services to be advised and agreed on disembarkation procedures for example:
1. Install stairs for the plane door.
2. Inform the crew that the stairs are safe to take off.
3. Guide the aircraft with hand signals to get to the right position.
4. Agreement to clear buses and boarding equipment before using them for the next operation.
5. Agree on the number of passengers who will be disembarked for buses.

J- Cleaning and disinfecting the aircraft:
• The cleaning crew should not board the aircraft until all the passengers have disembarked.
• Aircraft ventilation systems should be maintained while the cleaning crew is working.
• Routine cleaning procedures should be followed in case of visible contamination,
such as blood or body fluids.
• Airlines should ensure that workers are trained in the risks of chemical cleaning materials used.
• Cleaning crews should be trained, making sure the cabin crew understands where
personal protective equipment should be used, how to wear them properly, and removed. Hands should be cleaned with soap and water for at least 20 seconds after taking off personal protective equipment, and if there is no water and soap and
no heavy hand dirty, the hand sterilizer, which contains at least 60% alcohol, can be
used, but if the hands are dirty, they should be washed with water and soap. An alcohol-containing hand cleaner should be provided for the personal use of the employees.
• Cleaning agents should report immediately any disruption in personal protective
equipment, possible contact with blood, or body fluids without wearing appropriate
personal protective equipment.
• Cleaning agents must dispose of personal protective equipment and other items
that are used once in cleaning, following the airline's routines.
• Employers should educate workers about identifying symptoms of COVID-19,and
provide guidance on what to do if they develop symptoms.
•Cleaning staff should inform the supervisor immediately if they have COVID-19 symptoms.

F- Control of intentional pollution offences:
In anticipation of possible contamination of airport facilities by some passengers, staff or workers to contribute the spread of the disease, such as the spread of saliva in elevators, escalators, food, water sources and facilities used by airport visitors, the security authorities must:
• Use of television surveillance networks to observe and monitor these cases.
• To generalize to operators the need to report immediately by telephone or directly on the monitoring of any such situation.
• Take the necessary control measures against the perpetrator, evacuate the contaminated site and begin to sterilize it.

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