OPERATING GUIDE DURING CORONAVIRUS (COVID-19) PANDEMIC

27 May 2020
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

Source: Quality Analysis and Customer Protection
### 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.

#### 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.

#### 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.
# Departure Phase

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| 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. |

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### Departure Phase

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| 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. | ![GACA](Image) ![Air Carriers](Image) ![Ground Services](Image) |
## Departure Phase

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<td>In the terminal</td>
<td>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).</td>
<td><img src="image" alt="Ground Services" />, <img src="image" alt="Air Carriers" /></td>
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<td>• 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.</td>
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<td>• Place waste bins at all airport areas to throw the waste of passengers, such as, masks, gloves, mugs, etc.</td>
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<td>• Maintain social distancing measures, and all of the above, in commercial and service facilities and VIP lounges at the airport.</td>
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<td>• Issue awareness guidelines about the precautions that must be taken by passengers and staff in each area.</td>
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<td>• 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.</td>
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<td>• No sharing and disposing of personal use items (such as pens used to fill paper, water drinking machines)</td>
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<td>• Deactivate touch screen feedback devices and replace them with other technical means such as QR Code scanning.</td>
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| **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.                                                                                     | GACA  

**General Authority of Civil Aviation**
### Departure Phase

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| **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

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| 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

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</table>
| 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. | Ground Services  
                                                                                                                                     | Air Carriers |
| 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. | Ground Services |

### Participating Entities

- Air Carriers
- Ground Services
## Arrival Phase

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</table>
| 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 over-crowding and to fulfill 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. |
| 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 over-crowding.  
• 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. |

**Participating Entities**

- **Ground Services**
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</table>
| **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. |
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

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<tr>
<td><strong>Before travelling</strong></td>
<td>• Buy e-tickets only.</td>
<td>• Make sure that the traveller has no symptoms of the disease electronically.</td>
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<td>Air carries, SDAIA</td>
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<tr>
<td></td>
<td>• Add a passenger pledge to wear face mask and gloves at the air carrier website.</td>
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<td>Airport operator</td>
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<tr>
<td></td>
<td>• Medical disclosure.</td>
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<tr>
<td><strong>In the terminal</strong></td>
<td>• encourage all stores and restaurants to use electronic payment technologies and reduce cash transactions.</td>
<td>• Convert all Vending Machines to become touchless machines.</td>
<td>• Close all vending machines</td>
<td>Airports Authority</td>
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<tr>
<td></td>
<td>• Provide sanitizing products vending machines near all airport gates.</td>
<td>• Provide an electronic reservation/purchase of products/food and pickup from the store only system.</td>
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<tr>
<td></td>
<td>• Provide electronic thermometers at the airport gates.</td>
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<td>Airports Authority</td>
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<tr>
<td></td>
<td>• Chang the HoN devices to work through the traveller’s phone (QR Code)</td>
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<td></td>
<td>Airport operator</td>
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<tr>
<td><strong>check-in and baggage drop</strong></td>
<td>• Online check-in only.</td>
<td>• Provide an Ultraviolet food sterilizer (UV).</td>
<td>• Procedural solution</td>
<td>Air carries, Airport operator</td>
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<td></td>
<td></td>
<td>• Apply Virtual queuing solution.</td>
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</table>
| Passport Control | • Provide Facial Biometric.  
• Apply Virtual queuing solution. | • Provide an Ultraviolet baggage sterilizer (UV).  
• Provide an Ultraviolet box sterilizer (UV).  
• Apply Virtual queuing solution.  
• Provide thermometers to measure the travellers temperature. | • Procedural solution. | Airport operator |
| Security Checkpoint | • 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. | Airport operator |
| Waiting areas and Business class lounge | • 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 |
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<td>Boarding</td>
<td>• Apply virtual queuing solution.</td>
<td>• Procedural solution</td>
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<td>Air carries</td>
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<tr>
<td>Enter the Terminal</td>
<td>• Provide Passenger Density Management solution, thermal/sensory cameras.</td>
<td>• Provide UV-C light robots.</td>
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<td>Airport operator</td>
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<tr>
<td>Baggage Claim</td>
<td></td>
<td>• Provide automatic luggage detectors</td>
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<td>Airport operator</td>
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<tr>
<td>Customs</td>
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<td>Airport operator</td>
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<tr>
<td>Exit the Terminal</td>
<td>• Provide electronic car reservation systems.</td>
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<td>Airport operator</td>
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</table>
| Sanitizing products vending machines   | • Sell masks and gloves.  
• Sell sterilizers.  
• Touchless.  
• Operated by motion sensor. | ![Image](Image) |
| E-payment systems                      | • Enable payment without contact.  
• Mobile payment.  
• Contactless card payment.  
• QR Code payment. | ![Image](Image) |
| 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. | ![Image](Image) |
| 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. | ![Image](Image) |
| Electronic car reservation systems     | • Enable travellers to book taxis through available applications.  
• Reduce overcrowding when waiting for services.  
• Online payment. | ![Image](Image) |
Air Carriers procedures
## Air Carriers Instructions

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| **On board:** | • 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:** | Air Carriers |
| | • 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:** | Ground Services |
| | • 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. | Ministry of Health |
## Air Carriers Instructions

### Phase | procedures | Participating entities
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### 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.
<table>
<thead>
<tr>
<th>Phase</th>
<th>procedures</th>
<th>Participating entities</th>
</tr>
</thead>
</table>

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.
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.
Gradual Resumption of Domestic Flights Plan
Operation plan

**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.

**Destinations**

**Airport capacity**

- %30 - Action
- %40 - First Week
- %50 - Second Week
- %60 - Third Week

**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

**According to MOH requirements**

- All cities of the Kingdom

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**Action**

- First Week: RUH, JED, DMM, ELQ, AIF, RAH, MED, MAD, NAI, JAZ, BAY, HAI, KAA
- Second Week: RUH, JED, DMM, ELQ, AIF, RAH, MED, MAD, NAI, JAZ, BAY, HAI, KAA
- Third Week: RUH, JED, DMM, ELQ, AIF, RAH, MED, MAD, NAI, JAZ, BAY, HAI, KAA
- Fourth Week: RUH, JED, DMM, ELQ, AIF, RAH, MED, MAD, NAI, JAZ, BAY, HAI, KAA

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**All cities of the Kingdom**
Appendix
Saudi MoH Protocols

Protocols of domestic and international flights
## Protocols of domestic and international flights

### Yellow Level

#### 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

- 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.
<table>
<thead>
<tr>
<th>Protocols of domestic and international flights</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Yellow Level</strong></td>
</tr>
<tr>
<td>• 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.</td>
</tr>
<tr>
<td>• Urge passengers to disinfect their hands with sterilizers after using fingerprint devices.</td>
</tr>
<tr>
<td>• 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 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.</td>
</tr>
<tr>
<td>• Disinfect buses and lanes designated for the transportation of passengers to and from aircraft regularly.</td>
</tr>
<tr>
<td>• 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.</td>
</tr>
<tr>
<td>• Keep a record of disinfection times of surfaces and toilets.</td>
</tr>
<tr>
<td>• 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.</td>
</tr>
<tr>
<td>• Use disposable utensils when serving food on planes and at terminals.</td>
</tr>
</tbody>
</table>

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**Terminals**
### Protocols of domestic and international flights

#### Yellow Level

- 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.

### Terminals

#### 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

<table>
<thead>
<tr>
<th>The Aircraft</th>
<th>Yellow Level</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>On board:</strong></td>
<td>Maintenance of 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.</td>
</tr>
<tr>
<td></td>
<td>Allow families to sit together and book seats in advance.</td>
</tr>
<tr>
<td></td>
<td>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.</td>
</tr>
<tr>
<td></td>
<td>Reduce inflight sales.</td>
</tr>
<tr>
<td></td>
<td>Apply standard disinfection and sterilization procedures [passengers cabin after each flight]</td>
</tr>
<tr>
<td></td>
<td>Disinfect the toilets after each use and provide disposable sanitary seat covers.</td>
</tr>
<tr>
<td></td>
<td>Remove all printed copies, magazines except the vomiting bags, and replace it after each flight.</td>
</tr>
</tbody>
</table>

| **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

## 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.

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

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

Introduction:
Since December 2019, an outbreak of a new type of coronavirus was identified in the province of Hubei, China. Time-lapse, 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 aeronautical for the prompt managing the COVID-19 imposed risks. GACA’s recommendations are primarily based on standards and guidelines established by ICAO, WSSA, IATA, IACO, and the Ministry of Health (MOH).

GACA certified air operators, air agencies, and service providers are, accordingly, expected to develop their suitability procedures and guidance materials for their aviation workers (e.g., Circulators, or Security Officers) while continuously informing their GACA contact points with these resources.

1. Recommendations for Air Operators

1.1. Guidelines at All Times:

1.1.1. Air operators are responsible for an accurate distribution of aircraft at a frequency based on the usage of the aircraft and the marking by the MOH using materials needed to be effective against COVID-19 and safe the use in the aircraft in accordance with the established guidance and recommendations of the WHO and ICAO.

1.1.2. In instances where additional distribution is required e.g. aircraft distribution during overflights, all operators are required to prepare the said vehicle with necessary distribution materials and personal protective equipment (PPE).

1.1.3. Crew, identified as having had close contact with a suspected COVID-19 case, should isolate and initiate the report of the suspected case. For 14 days after the last potential exposure to the infectious case and should be restricted from travel on airlines.

1.1.4. Crew identified as having had close contact with a suspected COVID-19 case should be isolated from the flight duty roster for 14 days from the date of exposure. The usual MOH or local public health authority guidelines are to be followed.

1.2. Ground Activities:

1.2.1. Air operators are encouraged to collaborate with airport authorities and adhere to measures implemented by airport operators such as personal hygiene, disinfecting mechanisms, in-flight catering, and exit servicing of airplanes.

1.2.2. Security protocols should include observing cases for symptoms and signs of COVID-19, mandatory temperature screening; conducting a focused interview with crew members or directing symptomatic crew to further medical assessment.

1.2.3. If crew members are suspected or confirmed positive for COVID-19 based on the medical evaluation, isolation may be required by the state. Airliners, where necessary, will ensure proper isolation under competent authorities to limit the exposure by appropriate measures.

1.3. Pre-Flight Considerations:

1.3.1. Air operators should ensure the crew (on board) take measures and observe the COVID-19 considerations and instructions.

1.3.2. Air operators should implement distribution procedures of cockpit controls and surfaces before the flight. If there are no changes, making sure that they do not end up in COVID-19 risks for visibility use.

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

1.3.4. Aircraft operators should provide available face masks for each crew member.

1.3.5. Aircraft operators should inform crew members of theARAMS of face mask management, based on the WHO’s guidance and recommendations.

4. In-Flight Guidelines:

4.1. Any positioning, 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-flight mask that a crew member experiences force or any symptoms suggestive of COVID-19 while in-flight, the crew member shall follow the procedures outlined in the WHO guidelines, a face mask, and isolating him/her from fellow crew members, provided that it cannot affect operations safety. Should these be sparse limitations, the aircraft operator shall consider rules and safety principles when considering alternative measures to prevent transmissions of COVID-19. The ISM crew member shall report to the Public Health Authority upon arrival for further clinical evaluation.

4.3. If movement of CVC mask is required (such as for operations above a given flight level), their distribution takes priority over other mask use.

5. Post-Flight Guidelines:

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

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

6. Layover/Transfer:

6.1. If the crew are required to layover or transfer at an international airport, the air operator is to coordinate with the concerned health authority at airports and implement the sanitation process and procedures including the corresponding arrangements (between airport and hotel). It is required that the air operator should arrange for the transfer between the aircraft and the crew’s individual hotel rooms, ensuring hygiene.

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

7. AT Accommodation:
7.1 At all times, crew shall comply with local public health regulations and policies.
7.2 One crew member to one room, which is permitted prior to occupancy.
7.3 Crew, taking account of the above, and in particular, shall:
7.3.1 Avoid contact with the public and fellow crew members, and refrain from the hotel room except to such mutually agreed actions for essential activities including exercising, while respecting physical distancing requirements;
7.3.2 Not use the common facilities of the hotel;
7.3.3 Dine in common, get take-out or dine seated alone in a restaurant within the hotel, only if no restaurant 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 7.1 (e.g. 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 Proceed 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 in isolation room within the hotel, or alternative location).
8.3 If a crew member has been identified and COVID-19 is not excluded in accordance with the above procedure implemented by the State, the operator may arrange for the new crew member to isolate and be tested; and
8.4 If the crew member is suspected or confirmed in a COVID-19 case by the State and isolation is not required by the State, such crew member could be medically supervised by appropriate modes, if it is agreed to supervise the crew member to home base.


10. Guidelines for Dealing with the COVID-19 Pandemic:
10.1 The Public Health OAH Community-based policies and guidelines on Public Health OAH Community-based policies and guidelines on public health guidelines in the event of confirmed COVID-19 case(s) or exposure.
10.2 The local Ministry of Health Guidelines - COVID-19 Guidelines.

11. Food Hygiene - Guidance materials for proper food hygiene practices are available on the following link:
11.1 The World Health Organization (WHO) - Food Hygiene.

12. Aircraft Airworthiness Issues:
12.1 Availability of Universal Protection Kits (UPKs):
12.1.1 UPKs (UPKs 1, 2, 3, 4, 5, and 6) will be updated for the requirements for Universal Protection kits.
12.1.2 Applicable in case (UPK 1, 2, 3, 4, 5, and 6) replaces the contents of the universal protection kit.

12.2 Utilization of recirculation fans in the conditioning system based on information provided by the aircraft manufacturer:
12.2.1 High efficiency particulate air (HEPA) filter to be used for high performance filtering and for decontamination purposes.
12.2.2 Air filters, where HEPA filters or respirator filters are not available, are available for decontamination purposes.

12.3 Crew members usage of self-provided disinfectant products and aircraft surfaces cleaning to reduce microbial contamination:
12.3.1 Aircraft operators, notwithstanding the area of aircraft operation, should advise their crew members to avoid use of their own disinfectant for the aircraft environment.
12.3.2 Cleaning of aircraft surfaces may be conducted by the aircraft operator or by the aircraft manufacturer if it is available.
12.3.3 Hygiene measures may be obtained from the aircraft manufacturer or from the aircraft operator or aircraft manufacturer.
GACA Recommendation of operational considerations for managing COVID-19 (III/V)

1.2 Aerodrome operators should develop and implement full hygiene procedures and protocols as per MSHF and other government agencies’ guidelines and requirements for screening of all airport staff before their entry point to the aerodrome and make arrangements for required guidelines for thermal screening, sanitization, disinfection and safe social distancing at all points.

1.3 Airport Operators should develop an alternate plan to deal with the following:

1.3.1 COVID-19 confined or quarantined cases of one or more of the airport personnel.

1.3.2 Operations during and post the period of lockdown.

2. Health, Safety, and Personnel Protection

2.1 Aerodrome Operators should follow local and national protocols and the health, safety, and work environment for training and the work environment.

2.2 All airport staff should wear masks at all times and maintain social distancing (1.5 m) among staff members. Stringent sanitation and frequent hand sanitization should be enforced.

2.3 All staff should remove and dispose of masks and gloves following established health & safety guidelines. Proper cleaning to the extent practicable should be done as required.

2.4 Cleaning and distribution of equipment:

2.5 Adequate cleaning, sanitization, and distribution of equipment should be provided to all airport staff.

2.6 Ambulance, operation vehicles, and other equipment must be properly maintained and distributed at the beginning of each shift and as required.

4. Aircraft Personal:

4.1 Aerodrome Operators should provide refreshments (COVID-19 awareness training to all airport personnel as soon as the situation is possible for aerodrome maintenance personnel involved in critical maintenance and management of aircraft of all airport and other non-airport regulations or changes applicable to the current situation.)

4.2 The RFP training must be conducted in accordance with GACA’s (JSS) handbook and update the new protocol and training requirements regarding COVID-19 is mandatory for all personnel.

6.6 Rescue and Fire Fighting Services:

6.6.1 Availability of fire services is important for the operations of aerodrome. Aerodrome operators must have an established proper protocol for maintaining the required fire safety at the airport during operations as stipulated in GACA Part 196 and National Health Safety & Security Guidelines. Adequate cover should be provided to meet fire service requirements while the airport remains open.

7.3.4.1 In the event of a fire, the fire services should be activated immediately.

8.1.1 All fire services must be available and accessible at all times and remain ready for immediate response.

9.3.1 All fire services must be available and accessible at all times and remain ready for immediate response.

10.4.4 All fire services must be available and accessible at all times and remain ready for immediate response.

11.3.4.1 In the event of a fire, the fire services should be activated immediately.

11.3.5 All fire services must be available and accessible at all times and remain ready for immediate response.
GACA Recommendation of operational considerations for managing COVID-19 (IV/V)

1. General

1.1. Objective

The objective of this document is to provide guidance and recommendations for managing the COVID-19 pandemic in the aviation sector, focusing on operational considerations to minimize the spread of the virus and ensure the safety of passengers and crew.

1.2. Scope

This document applies to all airlines and airport operators within the Kingdom of Saudi Arabia and is intended for use by air traffic controllers, pilots, and other personnel involved in the aviation industry.

2. General Considerations

2.1. Operational Considerations

2.1.1. Route Planning

- Airports should consider alternative routes to avoid high-risk areas.
- Flight crews should be informed of any updates in route planning.

2.1.2. Aircraft Health Monitoring

- Aircraft should undergo regular health monitoring to detect any signs of the virus.
- Crew members should be trained in health monitoring practices.

2.1.3. Passengers' Health Monitoring

- Passengers should undergo health monitoring upon boarding.
- Passengers should be provided with information on health monitoring procedures.

3. Ground Operations

3.1. Pre-departure Operations

- Ensure that all pre-departure checks are conducted in accordance with the guidelines.
- Crew members should undergo health monitoring before departure.

3.2. In-Flight Operations

- Implement strict health monitoring procedures during in-flight operations.
- Passengers should be provided with information on health monitoring procedures.

3.3. Post-arrival Operations

- Ensure that all post-arrival procedures are conducted in accordance with the guidelines.
- Crew members should undergo health monitoring after arrival.

4. Ground Handling

4.1. General

- Ensure that all ground handling procedures are conducted in accordance with the guidelines.
- Crew members should undergo health monitoring before performing any ground handling operations.

5. Aircraft Operations

5.1. General

- Ensure that all aircraft operations are conducted in accordance with the guidelines.
- Crew members should undergo health monitoring before performing any aircraft operations.

6. Communication

6.1. General

- Ensure that all communication procedures are conducted in accordance with the guidelines.
- Crew members should undergo health monitoring before communicating with other personnel.

7. Ground Support Equipment (GSE) Operations

7.1. General

- Ensure that all ground support equipment (GSE) operations are conducted in accordance with the guidelines.
- Crew members should undergo health monitoring before operating any GSE equipment.

8. GSE Operators' Health Monitoring

- GSE operators should undergo regular health monitoring to detect any signs of the virus.
- GSE operators should be provided with information on health monitoring procedures.

9. Conclusion

- This document provides guidance and recommendations for managing the COVID-19 pandemic in the aviation sector.
- All personnel involved in the aviation industry should ensure that their operations comply with the guidelines to minimize the spread of the virus.

10. References

- All references should be included in the final document.
- This section should be updated with the latest references as they become available.
GACA Recommendation of operational considerations for managing COVID-19 (V/V)

(c) Staff use medical-grade disposable gloves, N95 or particulate masks, safety glasses or goggles, and a "N95-type mask".
(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:
3. Aeronautical Inspection
4. Ground Services Inspector
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 impose 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

The guidance material
To deal with epidemics in airports and security points
COVID-19 virus outbreak
April 2020

Introduction
- Announcing the starting and ending of the crisis.
- Create a network (Vaccine officers).
- Communication plans.
- 1. Communicate with departing drivers in case of outbreaks of infectious diseases.

Emergency plan
- 1. Measures to reduce transmission.
- 2. If the infection is confirmed, the following procedures should be followed:
- 3. Disinfect the isolated isolation areas.
- 4. Coordination, monitoring, and follow-up.
- 5. Administrative organization of the incident.
- 6. Developing plans (checkpoints or additional areas) are closed at the airport, which may affect the employees in the affected areas.

Guidelines for cleaning and disinfection of work areas and security equipment
- 1. The personnel who perform the cleaning procedures.
- 2. Recommended cleaning and disinfection instructions for a hand or other similar systems.

Various operations and answers
- 1. What are the measures to be taken with the suspected or infected persons with the emergent virus, Coronavirus?
- 2. What steps should be taken to prevent contact with suspected persons of having the ongoing pandemic?
- 3. How do we implement personal prevention instructions?
- 4. What should wash hands?
- 5. Choosing which protective mask to use?
- 6. How do we use the protective mask correctly?
- 7. How do we ensure the safety of passengers?
- 8. Other questions and answers regarding handling COVID-19.

Preventive measurements
- 1. Checkpoints.
- 2. Baggage inspection.
- 3. Preventive measures for security personnel and passengers.
- 4. Inspecting passengers and staff.
- 5. Educational signs.

Strengthening health monitoring and control procedures
- 1. Staff health management.

Implementation extensive prevention and control measures
- 1. Monitoring and inspection functions.
- 4. Key operators jobs.
- 5. Discharge and inspection functions.
- 6. Comprehensive management functions.
- 7. Inspection site management functions.
- 8. Other security screening functions.

References
Guidance material to deal with epidemics in airports and security checkpoints

**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, effective symptoms, and extent of its spread in the vicinity of the airport or neighboring states.

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 (local 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, health screening 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:

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

- 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.

- 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:
  1. Communication (especially with the public)
  2. Screening
  3. Medical services (treatment, transport, and services to health facilities)
  4. Equipment
  5. Entry / Exit Controls
  6. Coordination with the Ministry of Health and all concerned medical authorities
Guidance material to deal with epidemics in airports and security checkpoints

Communication with departing travelers in case of outbreaks of infectious diseases:

1. Travellers and medical staff should have access to travel delay information and medical examination procedures at the airport, and information should be taken for passengers 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) via an electronic link to the Ministry of Health, by registered e-mail, 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 notification 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.

Preparing an emergency plan:

1. Define the necessary procedures for field staff in the event of exposure and outbreak of infection to individuals or the checkpoint.

2. Assign clear roles to each employee at the checkpoint.

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

4. Measures to reduce transmission:

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

   b. 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 points at check-points.

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

   d. Increase the distance between the passengers as much as possible.

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

   f. 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.

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

1. 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.)

2. Identify all employees who may have been infected.

3. Research and investigation to determine if others have been infected.

4. Direct contact and consult the airport’s medical team.
Guidance material to deal epidemics in airports and security checkpoints

**The guidance material**

**1.1 Coordination, monitoring and follow-up:**
- After conducting an assessment of employee exposure to infection, a report should be prepared as follows:
  - Name of infected employee and date.
  - 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 of the airport and evacuate them immediately to perform the necessary sterilization operations.

**1.2 Administrative organization of the epidemic:**
- 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 alternating 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.
- Only inspection of employees to ensure the presence of 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 resp.asarray.
  - 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 employees scheduling to receive necessary antibodies and / or vaccinations, if available.
  - Include plans / additional display areas or areas 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 clean these areas.
  - Continue to use personal protective equipment until further notice.

**1.3 Joint Health Council Response Plans:**
- Review all plans.
- Conduct employee training operations and conduct training exercises in a timely manner.
- Communicate with the directorates of the Ministry on health infectious diseases.
- Provide risk training for public awareness of employees.
- Increased hygiene procedures.
- Apply administrative controls (for example, remote work options).
- Archive employee data.

**1.4 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.
- It is recommended performing cleaning procedures provided:
  - 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.

**2.1 Hand hygiene:**
- Routine cleaning of frequently touched surfaces is recommended with 70% isopropyl alcohol, or wipes containing sterilizers such as Clorox, Dettol and the like, contrast with a licensed and approved environmental protection company.

**2.2 Disinfection:**
- Security equipment.
- Routine cleaning according to standard operating procedures. Please contact the authority responsible for cleaning, sterilizing, and disinfecting security equipment.

**3.2 The cleaning process:**
- Before starting to clean the screen, turn off the power cable and disconnect it from the system.
- Use the recommended floor cleaning cloth to wipe the unit.
- 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.
  - Avoid entering liquids inside the unit, as this may damage the unit.
  - Do not spray cleaning solutions directly on the unit.
Guidance material to deal epidemics in airports and security checkpoints

1. How do we implement personal prevention instructions?

Take good care of yourself during your daily business hours.

1.1 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 sunlight.

Make sure to stick to daily hygiene and sterilization. Because this coronavirus is very sensitive to heat. Therefore, use a hot water container at 66 °C for 30 minutes, with 78% of medicinal alcohol, chloroform, glutaraldehyde, and water that can reduce the severity of the virus effectively.

1.2 When should I wash hands?

Before and after moving objects 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.

1.3 Choosing the protective mask to use?

Medical disposable masks and masks should be used. Masks made of paper, cotton, or sponge are never recommended. Also, it is advised to do the following:

Replacing a medical mask immediately after pollution or moisture.

For masks and medical mask, 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.

Mask shape and how to use it

Masks
Gloves
Sterilization
Washing

1.4 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 face well.

finally: After wearing the mask, press the two metal bars on both sides of the mask to bring the tip of the mask 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.

1.5 How do we ensure the safety of inspections?

An inspection 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, sore throat, diarrhea, and other symptoms, they must inform their employer immediately, and go to the hospital as soon as possible.
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3-8 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 sanitizers 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 airplane 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 3-6:

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, drinking water and waste toilets, it will be the usual way. Disinfectants such as 50% alcohol, hypochlorite or peroxide should be added when cleaning passenger buses, crews, and all areas where contact is frequent.

Answers to Questions 7-8:

Airport parking changes due to theaggioed 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.

Aviation Security Sector

3-15 Other questions and answers regarding handling COVID-19:

6. Preventive measures:

Protective measures must be taken for all security personnel and security inspection personnel in civil aviation.

To reduce the spread of the virus, individuals should be advised to wash their hands frequently with soap and water or use an alcohol-based hand sanitizer when available.

In addition, the following recommendations are provided:

- Disinfecting of common areas and surfaces
- Regular temperature checks for all staff
- Use of personal protective equipment (PPE) such as masks, gloves, and goggles
- Social distancing guidelines

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- Regular temperature checks for all staff
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- Social distancing guidelines

In the case where hand sanitizing is still necessary, passengers should change gloves after each hand search.

For conducting screening of liquids, aerosols and gels (LASs), alcohol-based hand sanitizers could be used to screen if the airport's regulatory body permits.

This exposition should be planned after a visual check to determine such item is indeed a hand sanitizer.

AVIATION SECURITY SECTOR

GACA

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General Authority of Civil Aviation
Guidance material to deal epidemics in airports and security checkpoints

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 isolation rooms or triage medical care to deal with suspected cases.
   - Monitoring staff from severely affected areas.
   - The temperature of staff members should be measured twice a day.
2. Health Condition Report:
   - Telephone lines should be set up for reporting on suspected 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.
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 the report and address the problems in case of suspicious occurrences (symptoms such as fever, fatigue and dry cough) in a timely way, and cooperate with local health authorities in the handling of suspected staff.

5. Implementing health protection and control measures at the ports:
1. Personal prevention and control measures at the ports:
   - Prior to entry, personnel should wash their hands with soap and water or use hand sanitizer gel for at least 20 seconds to prevent COVID-19 infection, and wear face masks and other protective equipment in contact with the public, and to wear other protective gear and equipment as required by the three levels of prevention and control measures (based on risks of their posts).
   - The following concrete standards shall be followed:
     1.1.3. Personal and clothing protection:
     - Apply level I prevention and protection measures, wear work uniforms, and wear protective masks including disposable medical masks, disposable rubber gloves, protective face-plates, and caps (shower caps, disposable mop caps or uniform caps) etc., in addition to protective suits (such as safety aprons) when necessary, isolation sheds installations are encouraged for document verification counters.
     - Apply level II prevention and protection measures, wear work uniforms, and wear protective suits including disposable medical masks, disposable rubber gloves, protective face-plates, and caps (shower caps, disposable mop caps or uniform caps) etc., in addition to protective suits (such as safety aprons) when necessary.
     - Apply level III prevention and protection measures, wear work uniforms, and wear protective suits including disposable medical masks, disposable rubber gloves, protective face-plates, and caps (shower caps, disposable mop caps or uniform caps) etc., in addition to protective suits (such as safety aprons) when necessary.

4.2. Monitoring and inspection points:
   - Apply level I prevention and protection measures, wear work uniforms, and wear protection in priority including boots, masks, disposable rubber gloves, protective face-plates, and caps (shower caps, disposable mop caps or uniform caps) etc., in addition to protective suits (such as safety aprons) when necessary.
   - Apply level II prevention and protection measures, wear work uniforms, and wear protective suits including disposable medical masks, disposable rubber gloves, and caps (shower caps, disposable mop caps or uniform caps) etc., in addition to protective suits (such as safety aprons) when necessary.
   - Apply level III prevention and protection measures, wear work uniforms, and wear protective suits including disposable medical masks, disposable rubber gloves, protective face-plates, and caps (shower caps, disposable mop caps or uniform caps) etc., in addition to protective suits (such as safety aprons) when necessary.
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1. Comprehensive management posts: apply level III prevention and protection measures, wear work uniforms, and wear protections including disposable masks, disposable rubber gloves, protective face pieces, and caps (shower caps, disposable mop caps or uniform caps) etc.

2. 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.

3. Other security screening posts: wear protections to the standards as applied by the corresponding passenger inspection posts on the basis of their post 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.

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.

1.2 Environment protection and disinfection, inspection and disinfection of working environment:

Improving Workplace Ventilation:
- The management of air-conditioning systems and natural wind in security inspection sites shall be improved: natural wind or fans should be used as much as possible to ensure a safe and adequate air supply and to keep the area clean.
- Passengers should be guided to space in lines with longer interpersonal space than usual in the waiting areas and security screening areas, and necessary facilities, hand sanitizers, and other protective materials shall be provided in the waiting areas and workplace.

Sanitizing Workplace Disinfection:
- Sanitizing 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 decontaminants and sterilizers should be periodically sterilized and disinfected at the inspection environment with frequent 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 and of daily operations to keep the environment clean.

1.3 Rectification and disinfection of failing 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 discharged outdoor.

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.
- Sanitization 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, computers, keyboard, doorknobs, and seats) are cleaned.
- 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.
Guidance material to deal epidemics in airports and security checkpoints

1.1. Cleaning and Disinfection of Personal Belongings of Staff:
- Staff’s bedsheets, bedding, towels can be disinfected with boiling water, or by soaking in 2% to 3% sodium hypochlorite solution for 30 minutes, which should be thoroughly rinsed before reuse. Personal belongings shall be taken out of the disinfectant afterward and be rinsed with clean water.

1.2. Prevention Measures:
1.2.1. Identification of 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.

1.2.2. 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 centers for treatment in accordance with relevant specifications.

1.2.3. 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.

1.3. 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 centers 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.

1.5. Design 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 vehicles should be questioned 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.

- Mandatory with non-medical staff.
- 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 competent health authorities to prevent further internal spread and external transmission.

1.6. 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.

In 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.

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 airlines in order to develop acceptable plans. Determining the costs associated with the provision of inspection equipment.
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 the spread of the disease.

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 isolation 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 second 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 diseases can be accommodated without putting others at risk.

**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, the 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.**
- **Stop the plane in an isolation area 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.

**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 passengers.
- 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 exercise/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.
Guidance material to deal epidemics in airports and security checkpoints

**1. General measures for ground services:**

*2.1. Passenger registration procedures for boarding and operations:
   - Immediate notification of any symptoms of fever, chills, muscle pain, difficulty or one of the following symptoms should be reported immediately:
     - Body temperature ≥ 38°C
     - Dry cough
     - Shortness of breath
   - Transmission to others can be reduced if you suffer from flu-like symptoms by following the following recommendations:
     - Cover your mouth and nose with a paper napkin when coughing or sneezing, taking care to get rid of it immediately in the targeted basket, and wash your hands thoroughly, clean surfaces and objects, and disinfect them thoroughly.
*2.2. Cargo shipments:
   - Personal protective equipment should be used when handling and receiving shipments to and from infected countries to prevent the spread of COVID-19. By following the recommendations:
     - It is recommended to wear medical masks when dealing with shipments from affected countries and use a specific period and are disposed of by waste containers to disposers 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 disposers 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: cleaning 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 seats 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.

3. 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 use 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 personal protective equipment, and if there is no soap and water, and no heavy hand dirty, the hand sanitizer, 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 personal use in the cabinet.
     - Cleaning agents should report any immediately any disturbance 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.
     - Employees should educate workmates 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.

4. Control of intentional pollution offence:
   - In the event 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 those cases.
     - 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.
Guidance material to deal epidemics in airports and security checkpoints

References:
- Ministry of Health bulletins.
- Airports Council International Bulletin (ACI)
- International Air Transport Organization (IATA)
- U.S. Transportation Security Administration (TSA)
- China Aviation Authority