

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

**This GACA document
has been superseded by**

GACA Recommendations and Guidelines for Operational Considerations in Managing COVID-19 Risks (Version 2.0)

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

Introduction:

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

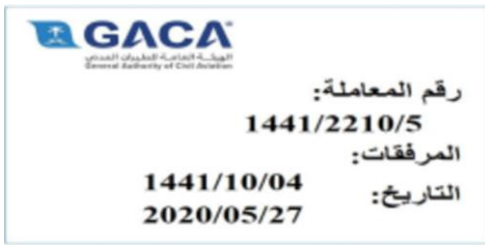
Within the context of dealing with the COVID-19 pandemic, this document contains operational recommendations issued by GACA to all air operators, air agencies, and aerodromes for the purpose managing the COVID-19 imposed risks. GACA recommendations are primarily based on standards and guidelines established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

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

I- Recommendations for Air Operators

1. Guidelines at All Times:

- 1.1 Air operators are responsible to ensure disinfection of aircraft at a frequency based on the usage of the aircraft and recommended by the MOH, using materials known to be effective against COVID-19 and safe for use in the aircraft in accordance with the established guidance and recommendations of the MOH and the WHO .
- 1.2 In instances where additional disinfection is required e.g. cockpit disinfection during crew changes, air operators are required to provide the crew with the necessary disinfection materials and personal protective equipment (PPE).
- 1.3 Crew identified as having had close contact with a suspected COVID-19 case should self-isolate pending the result of testing of the suspected case, or for 14 days after the last potential exposure, should the testing result of the suspected case not be available. During this period, such crew should be relieved from the flight duty roster.
- 1.4 Crew identified as having had close contact with a positive COVID-19 case should be relieved from the flight duty roster for 14 days from the date of exposure and follow MOH or the local public health authorities' instructions.



- 1.5 Crew displaying any symptoms suggestive of respiratory tract infection or who have a fever, a new persistent cough, difficulty breathing, or feeling unwell in any way, should be relieved from flight duties, self-isolate and seek medical advice as soon as practicable.
- 1.6 Crew are to observe physical distancing practices, including both when on, and off duty, in accordance with MOH or local health requirements when off-duty.
- 1.7 Given the current situation and as far as Flight Time Limitation (FTL) permits, air operators should operate turnaround flights and avoid long layovers and transits for their crew as far as reasonably practical. For turnarounds, crew are advised to stay in the aircraft (except for aircraft walk-around checks). Consideration should be given for unforeseen delays (e.g. due to unplanned testing procedures).
- 1.8 Access on-board the aircraft by authorized personnel such as ground/technical personnel should only be allowed if physical distancing measures are adopted. If it is not practically possible to achieve this, such personnel should use face coverings to reduce the risk of potential exposure to the crew.
- 1.9 Oxygen masks should be disinfected using available means, after each use.
- 1.10 In-flight rest shall have bedding for each crew member for their individual use. The bedding should be packaged and stored individually.
- 1.11 Crew planning should consider using crews as teams – this would restrict the potential infection only to the team members.

2 Guidelines at Aerodromes:

- 2.1 Crew are encouraged to collaborate with airport authorities and adhere to measures implemented by airport operators such as general hygiene, distancing measures, when conducting entry or exit screening at airports, etc.
- 2.2 Screening performed by States could include observing crew for symptoms and signs of COVID-19, mandatory temperature screening, conducting a focused interview with crew members or directing symptomatic crew for further medical assessment.
- 2.3 If crew members are suspected or confirmed positive for COVID-19 based on the medical evaluation, isolation may be required by the State. Alternatively, the air operator may medically repatriate such crew member to home base by appropriate modes.

3 Pre-Flight Guidelines:

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

- 3.2 Air operators are to implement disinfection procedure of the cockpit controls and surfaces before the flight if there are crew changes, using material that is effective against COVID-19 and safe for aviation use.
- 3.3 Crew should, as far as practicable, avoid contact with the public and ground/technical personnel and should observe good hand hygiene and physical distancing measures when conducting pre-flight checks and briefings.
- 3.4 Aircraft operators should provide suitable face masks for each crew member.
- 3.5 Aircraft operators should inform crew members of the caveats of face mask management, based on the WHO guidance and recommendations.

4 In-Flight Guidelines:

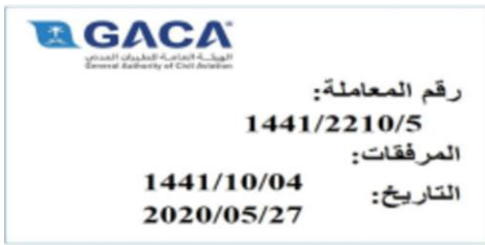
- 4.1 Any positioning of engineering, technical or other crew members are to be assigned seats in designated sections of the aircraft, segregated from the crew member, for the duration of the flight to achieve the recommended physical distancing, if seats are available.
- 4.2 In the event that a crew member experiences fever or any symptoms suggestive of COVID-19 while in-flight, the crew member should follow the procedures outlined in the WHO guidance, donning a face mask and isolating him/herself from fellow crew members, provided that it doesn't affect aviation safety. Should there be space limitations, the aircraft operator should consider risks and safety principles when considering alternative measures to prevent the transmission of COVID-19. The ill crew member should report to the Public Health Authorities upon arrival for further assessment.
- 4.3 If routine use of OXY mask is required (such as for operations above a given Flight Level), use disinfection towels before and after the use of mask.

5 Post-Flight Guidelines:

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

6 Layover/Transit:

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



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

7 At Accommodation:

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

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

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

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

7.3.2 Not use the common facilities in the hotel;

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

7.3.4 Regularly monitor for symptoms including fever; and,

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

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

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

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

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

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

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

9.1 Suspected cases on board an aircraft

- 9.1.1 Activation of the on-board procedures for cabin crew to manage ill traveler (s). Universal precaution kits should be carried on aircraft that are required to operate with at least one cabin crew member.
- 9.1.2 If a traveler develops symptoms of acute respiratory infection or shows signs or symptoms compatible with a communicable disease, including COVID-19, as documented in the Aircraft General Declaration (the IHR Annex 8, ICAO Annex 9, Appendix 1), efforts should be made to minimize contact of passengers and cabin crew with the ill person. Crew should follow the proper process and procedures that are developed by the Air Operator with the following recommendations:
- 9.1.2.1.1 Separate the ill person from the other passengers.
 - 9.1.2.1.2 Ask the ill person to wear a medical mask and practice respiratory hygiene when coughing or sneezing
 - 9.1.2.1.3 Designate one crew member to serve the ill person, preferably a crew member trained in infection prevention and control measures.
 - 9.1.2.1.4 If possible, designate one toilet for use only by the ill person.
 - 9.1.2.1.5 If possible, designate one toilet for use only by the ill person.
 - 9.1.2.1.6 When attending to an ill traveler coming from an area with local or community COVID-19 virus transmission who displays fever, persistent cough, or difficulty breathing, always use personal protective equipment (PPE) (provided in the Universal Precaution Kit), including mask, eye protection, gloves, and a gown.
 - 9.1.2.1.7 Wear disposable gloves when tending to an ill traveler or touching body fluids or potentially contaminated objects and surfaces.
 - 9.1.2.1.8 Crew should make sure not to touch other service utensils or cutlery after tending to an ill traveler.
 - 9.1.2.1.9 Crew members should be provided with instructions for communicating with an ill person suspected of COVID-19 .

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

10 Guidelines for Dealing with the COVID-19 Pandemic:

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

- 10.1 The Saudi Ministry of Health at:
<https://www.moh.gov.sa/en/Ministry/MediaCenter/Publications/Pages/covid19.aspx>
- 10.2 The World Health Organization at : <https://www.who.int/emergencies/diseases/novel-coronavirus-2019>

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

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

- 11.2 The World Health Organization (WHO) “ Five keys to safer foods” at :
https://www.who.int/foodsafety/publications/consumer/en/5keys_en.pdf?ua=1&ua=1
- 11.3 The Saudi Ministry of Health “COVID-19 Guidelines” at :
<https://www.moh.gov.sa/en/Ministry/MediaCenter/Publications/Pages/covid19.aspx>

12 Aircraft Airworthiness Issues:

- 12.1 **Availability of Universal Precaution Kits (UPKs) :**
- 12.1.1 GACARs §121.513(o)(8) , and §125.221(f)(4) stipulate the requirements for the universal precaution kits.
- 12.1.2 Appendix B to GACAR Part-91 (b)(2) stipulates the contents of the universal precaution kits
- 12.2 **Utilization of recirculation fans in air conditioning system based on information provided by the aircraft manufacturer:**
- 12.2.1.1 High Efficiency Particulate Air (HEPA) filters have demonstrated good performance with particles of the SARS-Cov-2 virus size (approximately 70-120 nm).
- 12.2.1.2 Whenever performing commercial air transport of passengers during the COVID-19 outbreak, aircraft operators employing recirculation of cabin air, are recommended either to install and employ HEPA filters, according to the manufacturer specifications, or to avoid the use of cabin air recirculation completely provided it is confirmed they do not contribute to any safety critical functions (e.g. avionics cooling, etc.).
- 12.2.1.3 In this regard, aircraft operators should consider reviewing their procedures addressing utilization of recirculation fans in air conditioning system based on information provided by the aircraft manufacturer or, if not available, to seek advice from them.
- 12.2.1.4 Furthermore, when HEPA filters are installed, recirculation fans should not be stopped, but increased fresh air flow should be promoted by selecting high PACK FLOW, whenever possible.
- 12.2.1.5 Operators should confirm with the aircraft manufacturers the practice of selecting the configuration high PACK FLOW and follow their instructions for continuous use.
- 12.3 **Crew members usage of self-provided disinfection products on aircraft surfaces leading to negative effects (corrosive materials):**
- 12.3.1 Aircraft operators, irrespective of the area of aircraft operation, should advise their crew members to avoid the use of their own disinfectants in the aircraft environment.
- 12.3.2 Disinfection of aircraft surfaces with self-provided products performed by the crew members may lead to chemical reactions with the residues of the chemicals used for general aircraft disinfection which can have negative effects (corrosive) on the aircraft or for the health of the passengers and crew (fumes).
- 12.3.3 In this context and in order to discourage the crew members from making use of their own disinfectants, aircraft operators should, to the practicable extent, provide appropriate and sufficient disinfectants (e.g. disinfectant-wipes) for all crew members, and establish appropriate procedures/guidance on their use, making sure that all, possible touch points and transmission-capable surfaces are appropriately treated.

- 12.3.4 This should occur before flight crew compartment and cabin preparation, with emphasis on ensuring all aircraft systems are correctly set before use.
- 12.4 **Protection of aircraft maintenance personnel:**
- 12.4.1 Aircraft maintenance providers should provide hand-sanitizing stations and/or hand wash facility at entry gates, substation, and workplaces for airside staff. The work areas should be frequently cleaned and sanitized.
- 12.4.2 All maintenance staff should use masks at all the times and maintain social distancing (1.5-2.0 m) among staff members. Suitable signage, markings and floor mounted stickers should be provided at appropriate places for guidance of airport staff.
- 12.4.3 All staff should remove and dispose of masks and gloves following established health & safety guidelines. Avoid crowded areas to the extent possible while on duty or off duty.
- 12.4.4 Maintenance Personnel should reduce their entry/exit of the cockpit and use headset for communication with cockpit crew whenever they can to avoid close contact.
- 12.4.5 Maintenance Personnel should avoid being present during passengers boarding /disembarking to avoid close contact with the passengers.
- 12.4.6 During ground operation and maintenance, aircraft auxiliary power unit (APU) should be used for ventilation, the use of bridge load air supply should be avoided. After arrival, doors of cabin and cargo hold should be opened for ventilation before maintenance work is performed, and natural ventilation time should be extended.
- 12.4.7 High Efficiency Particulate Air (HEPA) filters should be replaced in accordance with standards specified in the manufacturer's manual, in strict compliance with the prevention and protection requirements of the Aircraft Maintenance Manual, and based on the personal prevention and protection program for aircraft maintenance personnel. Used HEPA should be placed in a special plastic bag, disinfected with chlorine disinfectant, and sealed.
- 12.4.8 After the task is completed, the maintenance staff should disinfect their hands and remove their protective equipment in the specified order before disinfecting their hands again thoroughly.
- 12.4.9 If there is no aircraft malfunction after landing, the maintenance personnel may sign the flight release without entering the cockpit. If there are malfunctions in the aircraft after landing and a release cannot be issued based on the Minimum Equipment List (MEL), Maintenance Personnel must address the malfunctions with minimum contact with cockpit / cabin crew, wearing protective clothing.

II- Recommendations for Aerodrome Operations

1.0 Introduction:

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

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

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

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

1.3.1 COVID-19 confirmed or quarantined cases of one or more of the airside personnel.

1.3.2 Operation centers and workplace infection.

2.0 Health, Safety, and Personnel Protection:

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

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

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

3.0 Cleaning and disinfection of equipment:

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

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

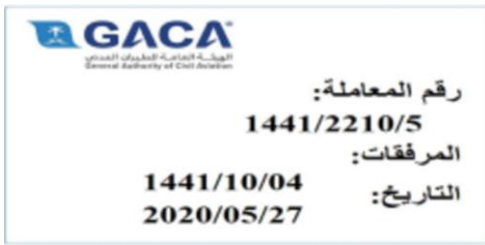
4.0 Airside Personnel:

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

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

5.0 Serviceability of Visual aids and airside infrastructure:

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



6.0 Rescue and Fire Fighting Services:

- 6.1 Availability of fire services is important for the operations of aerodromes. Aerodrome operators must have an established proper protocol for maintaining the required fire category at airport during operational hours as stipulated in GACAR Part-139 and reflected in the GACA certificate holder's aerodrome manuals. In addition, aerodrome operators should ensure the following:
- COVID 19 Awareness and Refresher Training of the fire crew.
 - Social distancing as per the established local requirements must be maintained in the Crew Rooms.
 - All crew members on duty must wear face masks.
 - Sitting arrangement must be made in open areas if crew rooms do not offer sufficient space for social distancing.
 - Ambulances, fire vehicles, and other equipment must be properly maintained and disinfected at the beginning of each shift or as required.
 - Full adherence to guidelines to monitor temperature, sanitation, disinfection etc. at the workplace issued from time to time by MOH.

III- Recommendations for Ground Services Providers

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

1. Training of Ground Services Personnel

1.1 General:

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

1.2 Minimize disruption of training activities. Certificated ground services providers should :

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

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

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

- 1.5 **Practical assessments:** Where on-site practical assessments, e.g. for GSE operators, cannot be substituted by any other means, additional health & safety measures in full compliance with MOH requirements, must be observed by all personnel participating in such on-site assessments.
- 1.6 **Job currency:** For employees who have been on leave, or not present at work, ground service providers should adhere to the currency training guidance, in line with IATA AHM 1110, Par. 6 and GACAR Part 151.77 requirements.

2. Infection Control & Personal Protection – General

2.1 Infection control:

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

2.2 Personal protection: Staff should adhere to the following:

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

3. Ground Station Restart - General

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

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

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

- 4.1 **General:** Ground service providers should consult and discuss with their customer airlines and the airport operators, the guidelines of the IATA “Passenger Process Restart.”
- 4.2 **Access to aircraft during turnaround:** Staff should avoid entering the aircraft, if not absolutely necessary, for the completion of their task.
- 4.3 **Passengers with reduced mobility (PRM):** Staff handling or escorting PRMs, should:
- (a) Take all relevant personal protection measures and ensure the use of a face mask and gloves at all times.
 - (b) Avoid close face-to-face contact with the PRM.
 - (c) Ensure physical distancing of 1.5-2 meters between other PRMs or persons.
 - (d) Ensure wheelchairs are cleaned and sanitized after each service, and clearly segregated from non-sanitized wheelchairs or other equipment.

5. Hold Baggage and Cargo Handling

- 5.1 **General:**
- (a) Wearing face masks when handling hold baggage or cargo is not mandatory.
 - (b) The use of regular personal protective equipment (PPE) is required in the course of routine health & safety measures.
- 5.2 **Handling of human remains:** Follow the guidelines of IATA “Guidance Information on the Transport of COVID-19 Human Remains by Air.”
- 5.3 **Handling and caring for animals:** Basic hygiene measures must always be observed. This includes meticulous hand washing with soap before and after being around or handling animals, their food, or supplies, as well as avoiding contact with animals and their supplies.
- 5.4 **ULD Handling:** Consult the guidelines of IATA “Guidance for Ground Handling during COVID-19,” Ch. 3.4.

6. Ramp Services

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

7. Ground Service Equipment (GSE) Serviceability

7.1 Maintain GSE in operational condition:

- (a) Avoid leaving inactive GSE to degrade to a condition that will require major technical intervention.
- (b) Identify in the GSE manufacturer’s manuals any related requirements for long term storage.

7.2 GSE taken out of service:

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

7.3 GSE return to service:

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

8. Into-plane Fueling

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

8.2 **Into-plane fuel companies must adhere to the “JIG Operations Bulletin No 128,” for:**

- General considerations for operation under pandemic response.
- Temporary decommissioning and recommissioning of equipment and facilities.
- Use of equipment at reduced level/frequency.

9. In-Flight Catering

9.1 In-flight catering organizations should ensure the following:

(a) For dishwashing staff:

- Staff wears disposable gloves and face mask at all times while working.
- The frequency of the scheduled cleaning and sanitizing of all areas is doubled.

(b) Protection of equipment:

- Staff wears disposable gloves and face mask at all times while working.
- Offloaded equipment and meal carts are washed and disinfected as soon as possible but no later than 12 hours from the inbound flight’s ATA.
- Meal carts from offloaded flights are treated with suitable disinfectant before thorough sanitization.
- Prevent post-washing contamination of equipment by ensuring complete drying and subsequent covering.

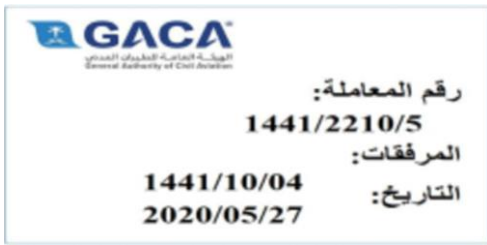
(c) Salvaging of items:

- Salvaging activities take place in isolated areas.
- Staff wears disposable gloves and face mask at all times while working.
- All disposable non-food items (cutlery, napkins etc.) from arrival flights are promptly discarded, not salvaged.
- With regard to food items, only unopened soft drink cans can be salvaged, while rest of the food items are discarded, not salvaged.

10. Aircraft Cleaning

10.1 **Ground service providers involved in the interior cleaning of aircraft should ensure that:**

- Cleaning staff is trained to follow the guidelines issued by the:
 - IATA “Suspected Communicable Disease, Guidelines for Cleaning Crew”
 - EASA “Interim guidance on Aircraft Cleaning and Disinfection in relation to the SARS-CoV-2 Pandemics.”
- Staff strictly adheres to airline procedures and instructions in terms of the method and cleaning agents to be used.



- (c) Staff uses medical-grade disposable gloves, N95 or particulate masks, safety glasses or goggles, and a “hazmat-type suit.”
- (d) Once the aircraft has been cleaned, both materials and PPE equipment are disposed together in a biohazard bag.



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

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