



Pandemic Operations Guidelines For Business Aviation Ground Handling Service Providers

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<i>Module</i>
General and Business Aviation GHSP – Toward COVID Secure
<i>Target audience:</i> Business and General Aviation Ground Handling Service Providers, authorities, governments, GHSP staff.

<i>Element</i>
GHSP Facilities

Brief description (Objective)

Guidance for the operation of Fixed Based Operations (FBO) and General Aviation Terminal (GAT) buildings needs to consider all aspects of operations, including who has access to the building, the upkeep of cleanliness, and disinfection procedures in place within the FBO and GAT building, as well as health measures, provision for first-aid/medical attention guidance, and protocols for passengers and staff.

Considerations

Cleaning and disinfection

A written plan for enhanced cleaning and disinfection should be agreed between local public health authorities, airport operators, and service providers, according to the standard operating procedures outlined in the WHO Guide to Hygiene and Sanitation in Aviation. Keep updating the plan in terms of process, schedule and products, when new information becomes available.

Keep hands, face and surroundings as clean as possible - Use prominently displayed signs and posters to build awareness of good handwashing technique and the needs to increase handwashing frequency, to avoid touching your face, and to cough or to sneeze into a tissue, which is binned safely, or into your arm, if a tissue is not available. Supply soap and water or appropriate hand sanitizer at convenient places and advise workers to wash their hands frequently.

- Provide regular reminders and signage to maintain personal hygiene standards.
- Clean your premises frequently, especially counters, door handles, tools and other surfaces that people touch often and provide good ventilation if possible.
- Advise drivers on good hygiene in vehicles and provide them with appropriate sanitizing gel and wipes. Put in place measures to ensure cleanliness of high common-use touch points on GSE.
- Wash clothes regularly - There is some evidence that the virus can stay on fabrics for a few days, although usually it is shorter, so wash your clothes regularly. If you need to change your clothes, avoid crowding into a changing room.
- Keep indoor places well ventilated - Evidence suggests that the virus is less likely to be passed on in well-ventilated buildings and outdoors. Use external extractor fans to keep spaces well ventilated and make sure that ventilation systems are set to maximize the fresh air flow rate. Heating and cooling systems can be used at their normal temperature settings.

Frequent cleaning is therefore particularly important for communal surfaces like door handles and lift buttons and communal areas like bathrooms and kitchens. However, avoid excessive workload on cleaning staff by taking appropriate measures, such as assigning additional staff to the tasks and

asking workers to leave their workspace tidy. Provide staff with tissues and waste bins lined with a plastic bag so that they can be emptied without contacting the contents.

Cleaning and disinfection of the facility infrastructure and all equipment should be done on a regular basis, and its frequency should be increased as required due to traffic and use based on the aforementioned plan. Increase the availability of cleaning and disinfecting products approved by the appropriate authorities. Ensure all cleaning and disinfection staff are aware of the cleaning and disinfection plan. This information needs to ensure staff are utilizing products effectively and addressing areas that are frequently touched and most likely to be contaminated, such as:

- Reception desks, passenger lounge areas, crew rest areas, driver waiting areas, Border Control areas, Security screening area, etc.
- Escalators and lifts, handrails
- Showers, washrooms and baby-changing areas
- Luggage trolleys and collection points: cleaned with dispensable wet wipes or disinfectants, ensuring that waste disposal bins are made readily available.
- Crew and passenger airside vehicles
- Concentration, method and contact time of disinfectants
- Increase the use of air conditioning and effective filtration systems to keep air clean, reduce re-circulation and increase the fresh-air ratio. Horizontal airflows should be limited.

Physical distancing

Physical distancing is an effective measure to limit transmission of COVID-19 and should be part of a comprehensive package of measures to limit the spread of COVID-19.

Where the social distancing guidelines cannot be followed in full, in relation to a particular activity, organizations should consider whether that activity needs to continue for the business to operate, and, if so, take all the mitigating actions possible to reduce the risk of transmission.

The use of physical separators between selected staff and passengers is recommended in areas of repeat exchanges and transactions.

Physical-distancing measures in the airport environment should be:

- At least consistent with what is applied for other transport modes – in particular urban public transport used for access to/from airports,
- Applied to the maximum extent possible throughout the airport, and
- Re-evaluated as epidemiological conditions permit.

In addition,

- Physical distancing should target reaching at least one (1) meter between all individuals;
- Passengers should wear masks or other face coverings in accordance with applicable health guidelines and where their use does not create shortages for healthcare workers; and
- Mutual recognition of equivalent physical-distancing measures that mitigate the health risks at the point of departure and of arrival is encouraged.

Health monitoring

Staff members should monitor themselves for fever, cough, shortness of breath, or other symptoms of COVID-19. A measured temperature of 38C or higher is the WHO case definition.

Staff members should consider taking their temperature during duty periods and at any time they feel unwell. Staff members should stay at home, notify their employer's occupational health programme, and not report for work if they develop a fever, shortness of breath, or other symptoms of COVID-

19, and should not return to work until cleared to do so by the employer's occupational health program and public health officials.

Staff Protection

The level of adequate protection for staff members should be evaluated on a case-by-case basis. Such protection may include: Personal Protective Equipment (PPE), health screening program for staff, scheduling (keeping group of staff in steady teams and shifts), easy alcohol-based hand sanitizer access, specific staff process prior and after completing a shift, and physical-distancing plan for workstation.

Wash clothes regularly - There is some evidence that the virus can stay on fabrics for a few days, although usually it is shorter, so wash your clothes regularly. If you need to change your clothes, avoid crowding into a changing room.

Review layouts and processes to allow people to work further apart from each other. Avoid being face to face and limit physical interaction with and between customers and third parties. You are at higher risk of being directly exposed to respiratory droplets released by someone talking or coughing when you are within 2m of someone and have face-to-face contact with them. You can lower the risk of infection if you stay side-to-side rather than facing people. Use back-to-back or side-to-side interaction (rather than face-to-face) whenever possible.

- Employees should be equipped with PPE based on the risk of exposure (e.g. type of activity) and the transmission dynamics (e.g. droplet spread). PPE could include gloves, medical masks, goggles or a face shield, and gowns or aprons.
- For staff and teams working shifts, conduct contact-free handovers, i.e. via telephone, videoconference, electronic logs, or at a minimum through physical distancing
- Use floor tape or paint to mark areas to help workers maintain social distancing.
- Manage occupancy levels to enable social distancing.
- Avoid use of hot desks and spaces and, where not possible, clean workstations between different occupants, including shared equipment.
- Work collaboratively with landlords and other tenants in multi-tenant sites/facilities to ensure consistency across common areas, for example, reception areas and staircases.
- Prioritize and adjust scheduling of all maintenance and repair work in public areas, and possibly postpone non-essential work.
- Stagger break times to reduce pressure on break rooms or canteens.
- Use safe outside areas for breaks. Create additional space by using other parts of the workplace or building that have been freed up by remote working.
- Encourage workers to bring their own food.
- Reconfigure seating and tables to maintain spacing and reduce face-to-face Interactions.
- Encourage staff to remain on-site and, when not possible, maintaining social distancing while off-site.
- Regulate the use of locker rooms, changing areas, and other facility areas to reduce concurrent usage.
- Encourage storage of personal items and clothing in personal storage spaces, for example, lockers and during shifts.
- For staff training, maximize use of online training and virtual classrooms.

FBO and GAT access

According to each airport's specificities and the national legislation in place, FBO and GAT access may be restricted to workers, travelers, and accompanying persons as long as it does not create crowds and queues, which would then enhance risks of transmission as well as create a potential security vulnerability.

Means for uniform implementation

- Collaborate with relevant authorities to ensure viewpoints are aligned.
- Collaborate with stakeholders in the community to ensure the timely, accurate dissemination of information to the traveling public.
- Ensure alignment of measures with other local modes of transport and other infrastructures.
- Use the Airport COVID-19 Cleaning / Disinfection Control Sheet (PHC Form 3) or a similar one where appropriate

Element

Fixed Based Operation (FBO) and General Aviation Terminal (GAT) Area

Brief description (Objective)

The FBO and GAT areas usually see the highest throughput of third parties, including passengers, crew members, and other visitors. Lower the risks of transmission by reducing the number of people that your staff come in close contact with. Where possible, provide facility guidance on social distancing and hygiene protocol to visitors prior to or upon arrival.

Considerations

Take reasonable steps to avoid people gathering together, for example by allowing the use of more entrances and exits and staggering entry and exit, where possible.

FBOs should provide signage and floor markings to encourage physical distancing. Support communication of key prevention messages from health authorities through signage at key touchpoints of the passenger journey.

Limit visitor access times to a specific time window and restrict access to required visitors only. Encourage self-service options, where passengers have limited contact with food and beverage staff. Increase use of all other opportunities of self-scanning of documents when identification is required. As a temporary measure, lounge areas can open at limited capacity to accommodate the need for physical distancing. As the recovery phase progresses and health requirements evolve, a return to regular capacity can be contemplated.

Consider temporary closing or enhanced monitoring of certain service areas based on stages of mitigation measures, such as:

- Self-service food / beverages
- Multi-purpose seating
- Smoking areas
- Children’s play areas

Other mitigation measures should include:

- Multiple alcohol-based hand sanitizer stations available throughout the facility with adequate signage for passengers and
- Installation of touch-free equipment in toilet facilities, such as:
 - Automatic toilet flushing system
 - Taps and soap/hand sanitiser dispensers
 - Automated hand towel dispensers

Encourage drivers to stay in their vehicles where this does not compromise their safety and existing safe working practice.

Determine if schedules for essential services and outsourced services visits can be revised to reduce interaction and overlap between people.

Maintain a record of all visitors, in case contact tracing is needed.

Revise visitor arrangements to ensure social distancing and hygiene, for example, where someone physically signs in with the same pen or the use of common tablets in receptions.

Visitors must be allowed to use facilities such as bathrooms and lounges, albeit with the appropriate precautions (such as allowing only one user at a time and regular cleaning). Place a sign on the main door indicating when one of the bathrooms is in use to ensure that only one person at a time enters.

Organize shifts to take account of cleaning and sanitation tasks.

Avoid being face to face, limit, physical interaction with and between customers and third parties. You are at higher risk of being directly exposed to respiratory droplets released by someone talking or coughing when you are within 2m of someone and have face-to-face contact with them. You can lower the risk of infection if you stay side-to-side rather than facing people. Use back-to-back or side-to-side interaction (rather than face-to-face) whenever possible.

Various self-service tools, such as flight planning/weather stations, personal digital assistants (PDAs) etc. are of specific concern due to the high levels of physical contact that increase the probability of contamination. Usage of these devices should nonetheless be encouraged to reduce face-to-face interactions but with careful attention to the management of passenger flow and keeping such devices adequately and constantly disinfected.

At reception counters, use retractable stanchions and floor signage to encourage social distancing and consider installation of transparent barriers in front of staff at counters.

Whenever possible, airport and other stakeholders should use contactless processes and technology, including contactless biometrics such as facial or iris recognition. Such digital identification processes can be applied. This will eliminate or greatly reduce the need for contact with travel documents between staff and passengers. It may also accelerate various processes, resulting in enhanced health protection, reduced queuing, and other process efficiencies.

Means for uniform implementation

- Collaborate with relevant authorities, airlines, and other aviation stakeholders for cost-effective solutions that protect the public.
- Simplify formalities by enabling contactless processes.
- Increase use of standardized digital identity management solutions.
- Use the Airport COVID-19 Cleaning / Disinfection Control Sheet (PHC Form 3) or a similar one where appropriate.

Element

Fixed Based Operation (FBO) and General Aviation Terminal (GAT) Security Screening Area

Brief description (Objective)

During the various stages of the pandemic response, we can expect the need for physical-distancing measures to be maintained at security screening checkpoints, including during the screening process. Measures to control access to the security screening checkpoint may need to be considered, as well as possible modifications to standard screening in order to comply with new COVID-19 sanitary guidelines. Consideration should be given to exempting security screening staff from carrying out health and safety related screening to ensure they remain focused on security screening and related processes.

Considerations

Checkpoint access procedures

If health screening is required by applicable regulations prior to the checkpoint, non-contact thermometers should be used in a designated area, under conditions which minimize the impact on operations.

Appropriate procedures should be implemented in coordination with relevant government departments in order to respond to any passengers who show signs of illness.

Provide hand sanitizers and disinfection products prior to passengers and staff screening access points where possible.

Screeners and passengers should maintain physical distancing to the extent possible or wear the appropriate PPE to mitigate the risk of exposure.

Rearranging of security checkpoint access and layouts should be considered with the objective of reducing queues and crowding to the extent possible while maintaining desirable throughput. This should include both entry and exit points of screening areas.

Markings should be established on the ground within the queueing area to indicate the proper distancing recommended by the appropriate authorities. Physical distancing should remain in place until informed by relevant health authorities that it is safe to relax them.

Procedures involving passengers presenting travel documents to security personnel should be done, to the extent possible, while avoiding physical contact and in a way that minimizes face-to-face interaction. Should there be a need to identify a person wearing a mask against a government-issued photo identification, the mask could be removed if physical distancing measures are met. Appropriate signage should be deployed that clearly inform about subsequent steps of the process.

Possible solutions include:

- Passenger preparation officers should be deployed to ensure passengers are prepared for the screening requirements. Screeners should reinforce processes with passengers accessing screening areas, such that they are fully prepared and are less likely to cause a false alarm (to minimize the use of manual searches).
- Routine enhanced cleaning and disinfecting should be conducted, if required, of frequently touched/exposed surfaces and security screening equipment, including trays at the security checkpoint and baggage areas.

Crew / Passenger and Third-Party Screening

Alcohol-based hand sanitizer should be distributed to staff for the cleaning and disinfection of their hands, and screening staff should wear gloves.

Screeners should change gloves after each manual search.

Employees should be advised to wash their hands after removing gloves.

Appropriate signage and information to passengers should be clearly displayed regarding newly implemented health requirements, as well as modified screening processes. Signage should highlight the need for passenger cooperation throughout the screening process.

Whenever screening checkpoints are processing a high number of passengers, staff and crew screening should be performed in dedicated checkpoints and separately from passengers (as an additional preventive health measure), where possible.

Where possible, alarm resolution should be conducted in a dedicated area separated from the flow of passengers. This methodology mitigates the risk of queue build up and maintains passenger throughput but may require the positioning of additional personnel.

For WTMD alarm resolution, prioritize the use of handheld metal detectors to identify the cause of alarm followed by a targeted manual search where the alarm is.

The use of explosive trace detection equipment (ETD) or explosive detection dogs (EDD) should not be limited to alarm resolution. Random use of such explosive detection should be encouraged and leveraged where possible.

In order to resolve any alarms or concerns identified by screeners, the use of ETD or EDD should be considered in lieu of manual searches, where appropriate and subject to the nature of the screener's concerns.

If the standard procedure allows for the reuse of ETD swabs, consideration should be given to discontinuing this practice to limit the possibility of spreading COVID-19.

NOTE: research is being conducted to determine whether or not the high temperature used by ETD may be sufficient to kill a virus, enabling swabs to be used multiple times. The appropriate authority for Security should confirm with the relevant health authority.

If there is a need to conduct a manual search, screeners should adapt their methodology to avoid being face-to-face with passengers or other persons being screened.

The use of a face mask is recommended for staff required to interact with passengers in close proximity.

Larger quantities of health-related liquids, aerosols, and gels (LAGs) than prescribed by applicable regulations, such as alcohol-based hand disinfectants, could be accepted if the appropriate authority for aviation security permits.

Means for uniform implementation

- Work with the regulator to consider alternatives to manual searches when conducting random searches. Such alternatives should only be implemented with the approval of the appropriate authority and based on a risk assessment.
- Work with relevant health authorities to ensure cleanliness and disinfection protocols are developed and implemented for items with a high likelihood of cross contamination (e.g. trays and divestment area).
- Use the Airport COVID-19 Cleaning / Disinfection Control Sheet (PHC Form 3) or a similar one where appropriate.

Element

Fixed Based Operation (FBO) and General Aviation Terminal (GAT) – Aircraft Handling

Brief description (Objective)

To protect ground handling staff during the loading and unloading of the aircraft performed by multiple crews of 3-4 depending on the operation, ensuring enhanced bio safety when the number of close contact personnel rises during turnaround.

Considerations

- Access on board the aircraft by authorized personnel such as ground/technical personnel must only be allowed if physical distancing measures are adopted. Physical distance to be kept at all times when operational safety is not compromised or wear the appropriate PPE to reduce the risk of potential exposure to the crew.
- Aircraft operators may have reviewed their operating procedures to minimize the number of personnel who need to contact high-touch surfaces such as access panels, door handles, switches, etc. Assume a no-touch policy unless advised otherwise.
- Alcohol-based hand sanitizer on entry into common areas.
- Regular cleaning and disinfection of surfaces (handles, mobile devices, kiosks, etc)
- Alcohol-based hand sanitizer available for users of kiosks, shared mobile devices, etc.
- Consider crew rotations for 14-day periods to avoid cross team infection.

Passenger and baggage handling

- Physical distance kept when operational safety is not compromised (encourage single person operations)
- Close contact of personnel to be limited, wearing appropriate PPE where necessary
- For “human chain” loading in cabin, PPE should be used (masks and gloves) and hygiene principles applied between operations.

Material Handling Equipment (MHE)/Ground Support Equipment (GSE) usage

To avoid cross contamination, MHE/GSE should be cleaned and disinfected between users
All employees should be educated on and practice personal hygiene principles and should wear appropriate PPE where necessary

Note: Airframe manufacturers recommend the use of a 70% aqueous solution of Isopropyl Alcohol (IPA) as a disinfectant for the touch surfaces. Refer to appropriate health organizations for instruction on application to be effective against viruses. Refer to the manufacturer’s instructions to ensure that the proper application, ventilation, and personal protection equipment is used.

For more detailed recommendations or additional disinfecting chemicals, please reach out to the specific Airframe Manufacturer.

Clean surfaces of dirt and debris before disinfecting to maximize effectiveness.

Apply with pre-moistened wipes or single use wetted cloth and use limited bottle sizes on board to minimize the risk of spilling the IPA solution. Do not spray IPA where it may contact critical equipment (e.g. smoke detector, electronic door operation equipment, and fire extinguishing discharge nozzle).

IPA is flammable, so precautions should be taken around potential sources of ignition. Pay particular attention to hidden ignition sources in GSE.

Because the frequency of disinfection has significantly increased due to COVID-19, and there is no data on the long-term effects associated with this frequent application, the GHSP should periodically

inspect the equipment to ensure that there are no long-term effects or damage over time. If damage is observed, contact the OEM for guidance on alternate disinfectants.

Means for uniform implementation

- Posters displayed through facility and staff rest areas.

XYZ- AIRPORT COVID-19 CLEANING / DISINFECTION CONTROL SHEET

Airport Area: _____

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

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

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Public health corridor (PHC) Form 3