



IMPLEMENTATION CHECKLIST – AIR OPERATORS –  
FOR NATIONAL AUTHORITIES

Doc #:

Date: 07.07.2020

Version: 01



## IMPLEMENTATION CHECKLIST – AIR OPERATORS – FOR NATIONAL AUTHORITIES



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**IMPLEMENTATION CHECKLIST FOR NATIONAL AUTHORITIES - AIR OPERATORS**

<b>ORGANISATION:</b>	
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National Authority Staff:	
Department/Function:	
Date of assessment:	

**Instructions for use**

The document is intended to serve as a checklist that evaluates the effectiveness of health safety measures adopted by air operators conducting commercial and non-commercial passenger transport operations (hereafter: air operators) to mitigate the risk of SARS-CoV-2 transmission in the airport and on board aircraft as much as practicable. Its scope is to facilitate the assessment of air operator and address the adoption of the COVID-19 Aviation Health Safety Protocol ‘Operational Guidelines for management of air passengers and aviation personnel in relation to the COVID-19 pandemic’ (hereafter: Health Safety Protocol, Aviation Health Safety Protocol), Issue no: 02, Issue date: 26/06/2020, Issued by European Union Aviation Safety Agency (hereafter: EASA) and European Centre for Disease Prevention and Control (hereafter: ECDC).

The EASA and ECDC operational guidelines are aligned recommendations that serve as an Aviation Health Safety Protocol and provide a source of best practice for the airport operators, airplane operators conducting commercial and non-commercial passenger transport operations and national aviation authorities to ensure the health and safety of passengers, as well as the staff and crew who serve them, by maintaining safe and secure operations whilst minimising the risk of virus transmission.





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Aviation Health Safety Protocol should complement the advice of public health authorities and help employers in their duties under the relevant legislation on protection of workers’ health and safety<sup>1</sup>, the guidelines **do not** override national law and practice.

Air operators are encouraged to cooperate and coordinate with authorities, airport operators and other relevant stakeholders to ensure standardised implementation of Aviation Health Safety Protocol. The aim of this activity is to achieve the same high standard of health safety at all stages of aviation operations. This collective approach will ensure mutual recognition of adopted health safety measures amongst different operators and other relevant stakeholders. Adoption of standardised common practices will assist the industry in easement of operational burdens caused by COVID-19 and recover passenger’s confidence.

National Aviation Authorities (hereafter: NAAs) should monitor implementation of the recommended measures and provide assistance and advice where needed, especially in coordinating and harmonising implementation with other national organisations or agencies.

The outcome of this assessment will help to ensure harmonized implementation of Aviation Health Safety Protocol and mutual recognition of adopted measures amongst airport operators, air operators, as well as other relevant stakeholders.

The evaluation tool used in this checklist is based on Safety Management International Collaboration Group’s (SM ICG) SMS Evaluation Tool.<sup>2</sup> The base Evaluation tool was modified for the purpose of this activity.

An introductory paragraph is given for each element along with a cross reference to the Aviation Health Safety Protocol. For each of the elements there are a series of markers that are assessed for their **presence (P)**, **suitability (S)**, **operating (O)** and being **effective (E)** using the definitions below. The organisation should use the ‘how it is achieved’ box to describe how they have achieved the **PSO** or **E** level for the marker using multiple selection list, detailing any documentation references, evidence or examples to support their self-assessment. Once the individual markers are assessed by the organisation the NAA will then sample and verify each marker and assess the overall effectiveness of safety health measures adopted by the Operator.

<sup>1</sup> <https://oshwiki.eu/wiki/COVID-19: Back to the workplace - Adapting workplaces and protecting workers>

<sup>2</sup> Safety Management International Collaboration Group (SM ICG) - SMS Evaluation Tool Guidance





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Notes to some indicators were introduced in [Annex I](#) (e.g. ‘[Note 1](#)’) to provide better understanding of the health safety measure, implementation methods or reasons for adoption. Consequently, for the same objective [Annex II](#) provides essential definitions and [Annex III](#) provides a summary matrix of measures per aviation stakeholder.

The overall effectiveness for each element will be used by the NAA to determine the overall level of health safety and effectiveness of the measures.

**PSOE definitions for individual markers (assessed and completed initially by organisation and verified by National Authority)**

**Present:** There is evidence that the ‘marker’ is clearly visible and is documented within the organisation’s documentation.

**Suitable:** The marker is suitable based on the size, nature, complexity and the inherent risk in the activity.

**Operating:** There is evidence that the marker is in use and an output is being produced.

**Effective:** There is evidence that the marker is effectively achieving the desired outcome and has a positive safety impact.

**Completing the self-assessment:** Air operator should assess each marker to determine whether it is present, suitable, operating or effective by placing a tick in the appropriate PSOE column and then justifying that determination in the ‘how is it achieved’ column. The National Authority will complete the rest of the document.

**Evidence**

‘How is it achieved’ should include summary statements and any references to documentation and records.

**Observation**

The Observation Column should be for the regulator to record any observations, conversations, records and documents sampled.





### Summary comments

Once the regulator has assessed all indicators, a judgment can be made on whether the overall effectiveness of the safety health measures adopted has been achieved, this should be noted in the summary comments box.

### Modifying the Tool

A regulator may adapt the terminology and tool to meet its own national requirements, however aligning with the Aviation Health Safety Protocol may allow mutual recognition. Moreover, regulator may adapt the tool by inserting additional items to reflect good practices from the industry.





### IMPLEMENTATION CHECKLIST – AIR OPERATORS – FOR NATIONAL AUTHORITIES

#### AT ALL TIMES

INDICATORS OF COMPLIANCE + EFFECTIVNESS		P	S	O	E	How is it achieved	Observation	Comments
2	<b>Management, Leadership and Staff Buy-In:</b> Operator delivered appropriate training to educate staff and contractors about the health protection measures for COVID-19. (Note 1)					- e-learning - test/assessment - virtual classroom - classroom training - training manual update - info to crew on updates		
2	<b>Wellbeing for Airline Staff:</b> Operator implemented programs to support the wellbeing of airline staff.					- peer support - wellbeing promotion - counselling for staff - cooperative rostering		
2	<b>Management of Airline Staff:</b> Operator ensured management of staff in accordance with latest revision of EASA SIB 2020-02 <sup>3</sup> .					- operators manual update - crew management procedure		
2	<b>Airline Coordination:</b> Operator ensures airport activities are coordinated with National and Local Health Authorities.					- communication/ coordination plan - designated staff to communicate/ coordinate		

<sup>3</sup> <https://ad.easa.europa.eu/sib-docs/page-1>





2	<p><b>Airline Unruly Passenger Procedures:</b> Operator revised Airline Unruly Passenger procedures and identified new potential risk areas that might make such situation worse. (Note 2)</p>				<ul style="list-style-type: none"> <li>- operators manual update</li> <li>- info on website</li> <li>- info on social media</li> <li>- special procedure</li> <li>- additional crew training</li> </ul>		
3.4	<p><b>Passenger Awareness from the Airline:</b> Operator educates passengers about the COVID-19 virus transmission - prevention measures that are in place, at all stages in their journey.</p>				<ul style="list-style-type: none"> <li>- pictograms</li> <li>- posters</li> <li>- info on social media</li> <li>- info on website</li> <li>- info ticket/boarding pass</li> <li>- direct pax communication</li> <li>- info at the counter</li> </ul>		
3.1	<p><b>Passenger Non-Compliance with Airline:</b> Operator ensured that anyone not adhering to the preventative measures in place is refused boarding, disembarking or treated as Unruly Passenger.</p>				<ul style="list-style-type: none"> <li>- uncompliant pax handling procedure</li> <li>- unruly pax handling procedure update</li> <li>- security training update</li> <li>- operators manual update</li> </ul>		
3.1, 3.3, Annex 1	<p><b>Wearing of medical face masks (hereafter: face masks) on the Aircraft:</b> Operator developed procedure to recommend and monitor that medical face masks are worn by all passengers and persons within the aircraft from the moment they enter aircraft from the terminal building until they disembark. (Note 3)</p>				<ul style="list-style-type: none"> <li>- pax bring own face masks</li> <li>- pax checked for face masks</li> <li>- quality of face masks checked</li> <li>- staff trained on face masks</li> <li>- pax provided with face masks</li> </ul>		





3.4	<p><b>Face masks/PPE for Passengers on the Aircraft:</b> Operator developed and implemented procedure to ensure sufficient number of face masks on board for pax, especially for long-haul flights where the need to replace them may be advised by national public health authorities.</p>				<ul style="list-style-type: none"> <li>- pax provided with face masks</li> <li>- additional face masks and other PPE loaded on the flight</li> <li>- special procedure developed</li> </ul>		
3.1	<p><b>Face masks/PPE for Airline Staff:</b> Operator ensured provision of face masks and other PPE for airline staff.</p>				<ul style="list-style-type: none"> <li>- staff bring own face masks and other PPE</li> <li>- staff checked for face masks</li> <li>- quality of face masks checked</li> <li>- staff trained on face masks</li> <li>- staff provided with face masks</li> <li>- PPE loaded on the flight</li> </ul>		
3.1	<p><b>Airline Staff Training in PPE:</b> Operator ensured training in use/handling of face masks/PPE to all staff members.</p>				<ul style="list-style-type: none"> <li>- e-learning</li> <li>- virtual classroom</li> <li>- classroom training</li> </ul>		
3.1	<p><b>Replacing Masks on the Aircraft:</b> Operator developed means to promote replacement of face masks every 4 hours or earlier if deemed necessary, by passengers and airline staff.</p>				<ul style="list-style-type: none"> <li>- pamphlets/leaflets</li> <li>- posters</li> <li>- passenger announcement</li> <li>- crew training</li> <li>- mask replacement log book/signed sheet</li> </ul>		







3.3	<p><b>Disinfection of Common Use Equipment:</b> Operator ensured that equipment of common use used by aviation personnel such as computers, tablets, radio stations, headsets, etc. is disinfected before being used by another staff member.</p>				<ul style="list-style-type: none"> <li>- cleaning procedure</li> <li>- additional cleaning supplies</li> <li>- designated aviation personnel to coordinate cleaning</li> <li>- cleaning log book/signed sheet</li> </ul>		
3.3	<p><b>Handovers for Shift Workers:</b> Operator ensured that for staff working shifts, handovers are conducted in a contact-free manner, or as a minimum through physical distancing.</p>				<ul style="list-style-type: none"> <li>- special duty handover procedure</li> <li>- digital handover</li> <li>- digital communication</li> <li>- telephone</li> <li>- videoconference</li> <li>- electric logs</li> </ul>		
3.1	<p><b>Airline Staff Uniforms and Protection:</b> Operator ensured airline staff change their uniforms daily or are provided with over coverings.</p>				<ul style="list-style-type: none"> <li>- coverings for crew provided</li> <li>- uniform handling guidelines</li> <li>- provided laundry services</li> <li>- staff change uniform on arrival to/from work</li> </ul>		
3.1	<p><b>Disposal of waste, face mask and other PPE:</b> Air operator included in their health safety promotion material information regarding the proper use and removal of face masks and the appropriate way to dispose of waste, face masks and other PPE.</p>				<ul style="list-style-type: none"> <li>- info in promotional materials</li> <li>- touch less bins</li> <li>- biohazard bins</li> <li>- one time use waste bags</li> <li>- safe-disposal procedure</li> </ul>		





2, Annex 3	<b>Airline PRM/ Minor Process:</b> Operator has processes for the handling of Passengers of Reduced Mobility (PRMs) and Unaccompanied Minors (UMs) with regards to the COVID-19 virus transmission prevention measures. ( <a href="#">Note 4</a> )					<ul style="list-style-type: none"> <li>- updates to applicable procedures</li> <li>- exemptions for PRMs, UMs assistants</li> </ul>		
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**BEFORE THE FLIGHT**

INDICATORS OF COMPLIANCE + PERFORMANCE	P	S	O	E	How is it achieved	Observation	Comments
3.2	<b>Airline Promotion to Discourage Passengers:</b> Operator adopted procedure to discourage symptomatic passengers from coming to the airport through health promotion activities.				<ul style="list-style-type: none"> <li>- direct pax communication</li> <li>- info possible refusal of travel</li> <li>- info on possible travel restriction</li> <li>- social media health safety promotion;</li> <li>- special refund/ rebooking policy</li> </ul>		
3.2	<b>Airline Rebooking/Refunds:</b> Operator developed procedure for offering passengers incentives not to take the flight when they are sick.				<ul style="list-style-type: none"> <li>- cost free rebooking</li> <li>- special refund</li> <li>- other special refund/ rebooking policy</li> </ul>		





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3.2	<p><b>Airline Promotion to Encourage Crew:</b> Operator developed and implemented procedure to encourage symptomatic crew and staff to self-report and refrain from coming to work through health promotion activities.</p>				<ul style="list-style-type: none"> <li>- staff direct communication</li> <li>- no disciplinary measures for absence</li> <li>- info on corporate platform</li> <li>- promotional material at the counter</li> </ul>		
3.2	<p><b>Passenger Awareness of Access Limitations:</b> Operator developed and implemented procedure to ensure that only people travelling and those giving direct assistance will be allowed into the airport and checked compliance.</p>				<ul style="list-style-type: none"> <li>- training on pax acceptance</li> <li>- promotional materials</li> <li>- information on web</li> <li>- direct pax communication</li> </ul>		





**AT THE AIRPORT**

INDICATORS OF COMPLIANCE + PERFORMANCE		P	S	O	E	How is it achieved	Observation	Additional information
3.2	<b>Passenger Awareness of Screening:</b> Operator informed passengers of the possibility of thermal screening, the need for compliance and the possibility of denied boarding.					<ul style="list-style-type: none"> <li>- info on social media</li> <li>- info on website;</li> <li>- direct pax communication</li> </ul>		
3.2, Annex 2	<b>Passenger Acknowledgement of COVID-19 policy:</b> Air operator delivered information to passengers on COVID-19 symptoms and required passengers to acknowledge reading COVID-19 policy before being issued a boarding pass - ideally this is done as part of the check-in process.					<ul style="list-style-type: none"> <li>- statement template provided</li> <li>- used EASA provided template</li> <li>- instruction for use provided</li> <li>- pax complete 24h before</li> <li>- social media promotion</li> <li>- info on website</li> <li>- direct pax communication</li> </ul>		
3.2	<b>Airline Staff Statement:</b> Air operator provided information to aircrew and other staff, on COVID-19 Symptoms and received employee acknowledgment through electronically authenticated health statement - defined/implemented collection method (failure to provide or symptomatic employees should be immediately removed from active duties, without sanction/disciplinary measures).					<ul style="list-style-type: none"> <li>- direct staff communication applicable mean of contact;</li> <li>- e-statement template for staff</li> <li>- instruction of use for staff</li> <li>- no sanction for removal from duties</li> </ul>		





<p>2, 3.1, 3.3, Annex 1, Annex 3.</p>	<p><b>Airline Physical Distancing at Airports:</b> Air operator cooperates with airport operators to ensure physical distancing of at least 1.5m between individuals is respected wherever feasible, especially during check-in, security check, pre-boarding and boarding.</p>				<ul style="list-style-type: none"> <li>- floor markings;</li> <li>- opposite flow;</li> <li>- physical distancing safety promotion;</li> <li>- protective screens.</li> </ul>		
<p>3.1, 3.3</p>	<p><b>Airline Check-In Process:</b> Operator implemented contactless processes as far as possible for check-in, boarding and baggage services.</p>				<ul style="list-style-type: none"> <li>- floor markings</li> <li>- protective screens</li> <li>- online check in</li> <li>- self check in</li> <li>- self baggage drop-off</li> <li>- self boarding</li> </ul>		
<p>3.1, 3.3</p>	<p><b>Encouraging Less Baggage:</b> Operator promotes the carriage of luggage in the cargo compartments by implements incentive polices and checks baggage as easily as possible to minimise contact.</p>				<ul style="list-style-type: none"> <li>- baggage acceptance limitations</li> <li>- limitations for carry on</li> <li>- pax informed about new limitations</li> <li>- promotional materials available</li> <li>- direct pax communication</li> <li>- info on website</li> <li>- social media promotion</li> </ul>		





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2, 3.1, 3.3, 3.6	<p><b>Airline Modified</b>  <b>Boarding/Disembarking:</b> Air operator in coordination with airport operators and relevant service providers ensured efficient boarding processes are in place limiting boarding time and contact risk. (<a href="#">Note 5</a>)</p>				<ul style="list-style-type: none"> <li>- floor markings;</li> <li>- opposite flows;</li> <li>- boarding by zones;</li> <li>- walking in spaced manner;</li> <li>- use of self-boarding technology;</li> <li>- use of contactless processes and technology;</li> <li>- increased quantity of buses (when used) to accommodate physical distancing inside them;</li> <li>- special boarding procedure;</li> <li>- limited boarding time</li> <li>- limited time on the bus</li> <li>- joint special boarding procedure coordinated with airport operators;</li> </ul>		
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ON BOARD THE AIRCRAFT

INDICATORS OF COMPLIANCE + PERFORMANCE	P	S	O	E	How is it achieved	Observation	Comments
3.4 <b>Revise Safety Demonstrations:</b> Air operator revised safety demonstration to remind passengers to remove their face masks before using the aircraft oxygen masks.					- updated safety demonstration/safety video - crew trained on new safety demo - individual safety demo kit - special pax announcement - special safety cards for pax		
3.4 <b>Onboard Hygiene:</b> Air operator has a procedure in place to ensure that good cleanliness and hygiene is maintained on board at all times during flight.					- additional cleaning supplies - inflight cleaning procedure - designated crew to ensure cleaning - sanitation products available on board - cleaning log book/signed		
3.3 <b>Cleaning and Disinfection (preparation of cabin):</b> Operator adheres to EASA SD 2020-03 or 2020-04 (as applicable) and EASA guidance on cleaning and disinfecting. <sup>4</sup> (Note 6)					- pre-flight cleaning procedure - specialized clearing services; - preflight cleaning log book/signed sheet;		

<sup>4</sup> <https://www.easa.europa.eu/newsroom-and-events/news/easa-interim-guidance-aircraft-cleaning-and-disinfection-relation-sars-cov>





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3.3, 3.4	<b>Cleaning and Disinfection (in-flight maintenance of cabin):</b> Operator adheres to EASA guidance on cleaning and disinfecting (waivers as necessary).				<ul style="list-style-type: none"> <li>- inflight cleaning procedure</li> <li>- additional cleaning supplies</li> <li>- designated crew to coordinate cleaning</li> <li>- cleaning log book/signed sheet</li> </ul>		
3.4	<b>HEPA Filters:</b> Operator installed and uses HEPA filters (as in manufacturer’s specifications), or avoids the use of cabin air recirculation - provided does not compromise safety critical functions. <a href="#">(Note 7)</a>				<ul style="list-style-type: none"> <li>- HEPA filters installed and in use</li> </ul>		
3.4	<b>Aircraft Fans:</b> Operator revised procedures for the use of recirculation fans in air conditioning systems based on information provided by the aircraft manufacturer or, if not available, obtained advice from the manufacturer in order to achieve the objectives stated above. <a href="#">(Note 8)</a>				<ul style="list-style-type: none"> <li>- recirculation fans use revised</li> <li>- got advise from the manufacturer</li> <li>- high pack flow confirmed practice</li> </ul>		
3.4	<b>Individual air supply nozzles:</b> Operator revised technical possibilities and applied measures to reduce the use of individual air supply nozzles, to the maximum extent possible, unless otherwise recommended by the aircraft manufacturer.				<ul style="list-style-type: none"> <li>- revised individual air supply nozzles use;</li> <li>- sought advice from the manufacturer</li> <li>- limited use of nozzle air supply</li> <li>- advised pax not to use, or limit the use</li> </ul>		







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3.4	<b>Passengers held on-board:</b> Air operator has a procedure for collaboration with airport operators to ensure that passengers are not kept on board of an aircraft without proper ventilation for longer than 30 minutes.				<ul style="list-style-type: none"> <li>- special communication procedure</li> <li>- crew briefed on new procedure</li> <li>- APU serviceable</li> </ul>		
3.4	<b>Physical Distancing and Seating:</b> Operator implemented procedure to, where allowed by the passenger load, cabin configuration and mass and balance requirements, ensure physical distancing to the extent possible. (Note 9)				<ul style="list-style-type: none"> <li>- seat allocation process modified</li> <li>- designated zones onboard</li> <li>- one empty seat btw pax</li> <li>- one row per pax;</li> <li>- one empty seat btw, in front and behind a pax;</li> </ul>		
3.4	<b>Passenger Movement in Cabin:</b> Operator put measures in place to avoid passengers queuing in the aisle or the galleys to use the toilets.				<ul style="list-style-type: none"> <li>- passenger announcement;</li> <li>- designated zones onboard;</li> <li>- designated toilet per a/c zone;</li> <li>- crew instructed on pax monitoring</li> <li>- crew ensures pax sit in allocated seats</li> </ul>		
3.4	<b>Crew use only toilet:</b> Operator has a procedure in place for, where possible, subject to sufficient lavatories on board, reserving a separate toilet for crew use only - preferably close to the flight deck.				<ul style="list-style-type: none"> <li>- toilet blocked before flight</li> <li>- info on the toilet door</li> <li>- special pax announcement</li> <li>- crew use only control</li> </ul>		





3.4	<b>Reducing Service:</b> Operator reduced on-board service to the minimum necessary to ensure comfort and wellbeing standards for passengers and limit the contact between crew members and passengers considering the duration of the flight. (Note 10)				<ul style="list-style-type: none"> <li>- update in service manual</li> <li>- special service procedure</li> <li>- individually packed meals</li> <li>- only sealed beverages</li> <li>- no service at all</li> <li>- contactless payment</li> <li>- no alcoholic drinks</li> </ul>		
3.4	<b>Cabin Crew Training:</b> Operator ensured that cabin crew is trained on new onboard services.				<ul style="list-style-type: none"> <li>- internal service update;</li> <li>- e-mail;</li> <li>- e-learning;</li> <li>- virtual classroom;</li> <li>- classroom training.</li> </ul>		
3.1, 3.5	<b>UPKs:</b> Operator ensured that one or more Universal Precaution Kits (UPK) are available for crew use when handling potentially infectious cases.				<ul style="list-style-type: none"> <li>- one UPK available</li> <li>- more than one UPK</li> <li>- additional UPKs loaded</li> </ul>		
3.5	<b>Passenger Isolation:</b> Operator ensured that passengers with COVID-19 symptoms in flight could be isolated and managed.				<ul style="list-style-type: none"> <li>- procedure for handling</li> <li>- designated seats reserved</li> <li>- designated toilet.</li> </ul>		





3.5	<p><b>Handling suspected COVID-19 case on board:</b> Operator has a procedure in place for handling suspected COVID-19 cases onboard and ensured cabin crew is trained for such event. (Note 11)</p>				<ul style="list-style-type: none"> <li>- internal service update</li> <li>- e-mail</li> <li>- e-learning</li> <li>- virtual classroom</li> <li>- classroom training</li> <li>- communication procedure with ATC</li> <li>- communication procedures with Authorities</li> </ul>		
3.5	<p><b>Passenger Locator Cards - Completion:</b> Operator ensured that passenger locator cards (PLCs) are completed and collected.</p>				<ul style="list-style-type: none"> <li>- operators PLC template</li> <li>- procedure for distribution</li> <li>- procedure for collection</li> </ul>		
3.5	<p><b>Passenger Locator Cards - Provision of Information:</b> Operator ensured that passenger locator cards (PLCs) data is stored safely and information can be provided to health authorities easily.</p>				<ul style="list-style-type: none"> <li>- procedure for retention of info</li> <li>- considered data protection</li> </ul>		





## ANNEX I - NOTES

### NOTE 1

The general situation regarding the COVID-19 pandemic, including the implemented containment measures, the potential risk of being exposed to infected individual(s) and the need to deal with unfamiliar situations in the workplace are likely to have a negative impact on the mental well-being of staff members and passengers. In this context, airport operators and aeroplane operators, and, where applicable, other service providers should promote staff members' access to counselling and/or support programmers (where available), and make use of the WHO guidance and any other relevant guidance. In addition to these operational guidelines, aeroplane and airport operators should consider the recommended measures included in the latest revision of EASA SIB 2020-02. Aircraft operators involved in commercial charter and corporate aviation should implement these measures as far as is practicable.

### NOTE 2

Information provided in EASA posters and other guidelines could be made available on websites, entrances, information screens, gates, lounges and other areas with high passenger concentration.

### NOTE 3

This requirement can be exempt for children below 6 years old and people with a medical reason for not wearing a mask. Also exemption as needed during security and border control

### NOTE 4

Accompanying persons should be allowed to access the airport terminals only in special circumstances (e.g., when accompanying or picking up a passenger that requires assistance, such as persons with reduced mobility (PRM), unaccompanied minors, etc.).

### NOTE 5

Depending on the terminal facilities and apron layout, boarding the aircraft should be carried out by walking in a spaced manner from the gate to the parked aircraft on the apron, or via buses to the parked aircraft, and then via stairs or air bridges directly onto the aircraft. Where buses are used in the boarding process, an increased quantity should be considered in order to accommodate for physical distancing inside them. Where





boarding is performed using a boarding bridge, boarding by rows starting with the furthest row from the aircraft doors used in the embarkation process or, alternatively, all window seats, then middle seats, followed by aisle seats. **If the embarkation and disembarkation procedures are adapted, the operator should consider the possible adverse effect on the aircraft balance in order to avoid an increase of aircraft tail tipping risk.**

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#### NOTE 6

Regular cleaning and disinfection of surfaces should be performed using standard detergents with particular care paid to frequently touched surfaces (e.g. door handles, bannister rails, buttons, etc.).

Should oxygen-dispensing equipment (i.e. therapeutic oxygen, drop-down oxygen masks and quick donning masks) be used during the flight, this should be thoroughly disinfected afterwards.

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#### NOTE 7

High Efficiency Particulate Air (HEPA) filters have demonstrated good performance with particles of the size of the SARS-Cov-2 virus size (approximately 70-120 nm). Air operator using the recirculation of cabin air are recommended either to install and use HEPA filters, according to the manufacturer's specifications, or to avoid the use of cabin air recirculation entirely provided it is confirmed that this will not compromise any safety critical functions (e.g. avionics cooling, cabin pressurisation etc.). When HEPA filters are installed, recirculation fans should not be stopped but increased fresh airflow should be used by selecting high pack flow whenever possible.

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#### NOTE 8

Operator should confirm the practice of selecting the configuration high pack flow with the aircraft manufacturer and follow their instructions for continuous use. Given the importance of minimising virus transmission in order for aviation to remain a safe and trusted transport mode, operators are recommended to dispatch aircraft from main bases only with all packs serviceable, set on high flow and with recirculation fans serviceable. Procedures should be in place for a best-case configuration in the event of unserviceability after dispatch.sib

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#### NOTE 9

Family members and individuals traveling together can be seated next to each other.





**NOTE 10**

Among these measures, the following should be considered:

- No duty free or other non-essential product sales on board.
- Reduced food and drink service
- Alcoholic drinks should be avoided
- Preference for pre-packaged and sealed food and drink products, such as canned drinks
- Wherever possible, payment procedures involving touch or contact, such as cash payments, should be avoided to mitigate transmission between crew members and passengers

**NOTE 11**

Chapter 3.5 of Aviation Health Safety Protocol details measures that should be considered when managing of passengers on board the aircraft with COVID-19-compatible symptoms. COVID-19-compatible symptoms are fever, persistent cough, difficulty breathing, vomiting, diarrhea or other flu-like symptoms.

In coordination with the public health authorities, the respective crew members may be considered safe for the remainder of their duty period but no longer than 48 hours after the first contact with the symptomatic passenger and after thorough personal hygiene and change of uniform or of the single use protective suite, if such suite was used.

If a passenger or cabin crew member exhibit COVID-19-compatible symptoms, all waste materials including partially consumed meals, beverages and disposable items such as used paper towels, tissues and PPE produced while treating or supporting the symptomatic passenger or the cabin crew member(s) that has (have) been in close contact with them should be treated in accordance with the applicable international guidance (IATA &WHO) or, where available, national guidance, as specified in Section 3.1.

**ANNEX II – DEFINITIONS**

**MEDICAL FACE MASK**

A medical face mask (also known as a surgical or procedure mask) is a medical device covering the mouth, nose and chin ensuring a barrier that limits the transition of an infective agent between the hospital staff and the patient. They are used to prevent large respiratory droplets and splashes from reaching the mouth and the nose of the wearer and help reduce and/or control at the source the spread of large respiratory





droplets from the person wearing the face mask. Medical masks comply with requirements defined in European Standard EN 14683:2014. Non-medical face masks (or ‘community’ masks) include various forms of self-made or commercial masks or face covers made of cloth, other textiles or other materials such as paper. They are not standardised and are not intended for use in healthcare settings or by healthcare professionals. Non-medical face masks are in use and recommended in some EU/EEA countries and the UK. However, evidence about their efficacy in preventing transmission of COVID-19 is lacking.

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### ACKNOWLEDGMENT OF COVID-19 POLICY

Passengers should receive information about COVID-19 symptoms and the risk of possible contact with COVID-19 cases and be requested to acknowledge reading this information and sign or electronically authenticate an acknowledgement. This should be done in advance of the flight, preferably prior to the arrival at the airport, during the online check-in process or via a text message (SMS) link, or other means acceptable to the national authorities. Requirement for this to be no longer than 24 hours in advance of the flight has been removed.

In line with the applicable data protection requirements, passengers should read and understand the aircraft operator’s COVID-19 policy preferably before the arrival at the airport during the online check-in process or via an a text message (SMS) link, or other means acceptable to the national authorities. An example of such statement can be found in Annex 2 ‘Acknowledgment of COVID-19 policy’ in the Guidelines.

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### PASSENGER LOCATOR CARD (PLC)

Where electronic systems are available and accepted by the national public health authorities, aircraft operators should ensure that passengers are required to fill in their data for contact-tracing purposes before their boarding passes are issued.<sup>5</sup> Furthermore, national public health authorities and aircraft operators should ensure that passengers are not allowed to travel if the required data is not registered in the respective electronic system.

Where such systems for the collection of contact-tracing data are not available or temporarily fail, aircraft operators should provide, without undue delay and without prejudice to the applicable data protection requirements, the following data to the relevant national public health authorities upon request for contact-tracing purposes:

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<sup>5</sup> ECDC, Mobile applications in support of contact tracing for COVID-19 - A guidance for EU EEA Member States, <https://www.ecdc.europa.eu/en/publications-data/covid-19-mobile-applications-support-contact-tracing>





- full name,
- date of birth,
- allocated seat number,
- functional phone number and email address.

This data set represents a minimum recommended extract from the currently available WHO, IATA, and ICAO passenger locator card (PLC)<sup>6</sup>. Refer to Annex 1 and the ECDC document on Considerations relating to passenger locator data<sup>7</sup> for the use of the PLC data by the national public health authorities for contact-tracing purposes.

### PHYSICAL DISTANCING

Current scientific studies and articles confirm that, in general, the distance that large respiratory droplets can travel in the air is 1.5 metres for normal speech and up to 2 metres when coughing. Further evidence indicates that the physical distancing should be of at least 1.5 metres and ideally 2 metres. For this reason, aeroplane aircraft operators, airport operators and service providers/suppliers should ensure that 1.5-metre physical distancing of 1.5 metres is maintained wherever this is operationally feasible. In case physical distancing cannot be guaranteed because of operational constraints, the airport operator should implement risk mitigation-mitigating measures, such as providing face masks for the passengers.

## ANNEX III – SUMMARY

### MATRIX OF MEASURES PER AVIATION STAKEHOLDER

Type of measure	Airport operators	Aircraft operators	Airport staff	Service providers/ suppliers	Aircrew members	Passengers
Physical distancing	Wherever possible	Wherever possible	Wherever possible	Wherever possible	Wherever possible	Wherever possible

<sup>6</sup>[https://www.icao.int/safety/aviation-medicine/guidelines/AvInfluenza\\_guidelines\\_app.pdf](https://www.icao.int/safety/aviation-medicine/guidelines/AvInfluenza_guidelines_app.pdf)

<https://www.iata.org/contentassets/07a397c1164d45e794c22949c75a95ac/public-health-passenger-locator-form.pdf>

<sup>7</sup><https://www.ecdc.europa.eu/en/publications-data/passenger-locator-data-entry-exit-screening-health-declaration>







IMPLEMENTATION CHECKLIST – AIR OPERATORS – FOR NATIONAL AUTHORITIES	Doc #:	
	Date: 07.07.2020	Version: 01

Type of measure	Airport operators	Aircraft operators	Airport staff	Service providers/ suppliers	Aircrew members	Passengers
Hand hygiene, respiratory etiquette	Yes	Yes	Yes	Yes	Yes	Yes
Face masks	Yes	Yes	Yes	Yes	Yes <sup>8</sup>	Yes
Health safety promotion material	Yes, in coordination (see Annex 3)		Yes, should adhere to the recommendations and disseminate the material/ information where required under their tasks	Yes, should adhere to the recommendations and disseminate the material/ information where required under their tasks	Yes, should adhere to the recommendations and disseminate the material/ information where required under their tasks	Yes, should read and adhere to the recommendations
Cleaning and disinfection	Yes, see Section 3.3	Yes <sup>9</sup>	n/a	Yes	n/a	n/a
Acknowledgement of COVID-19 policy	Yes, in electronic format Coordinate the format and assessment		n/a	n/a	n/a	Yes, should acknowledge reading and understanding before the flight
Thermal screening (skin temperature check)	Yes, where required by the national authorities	n/a	Possible, if the airport operator has not implemented a staff health monitoring programme	Possible, if the employer has not implemented a staff health monitoring programme	Possible, if the A/C operator has not implemented a crew health monitoring programme	Yes, may be thermal screened if required by the national authorities

<sup>8</sup> Face masks should not be worn by the flight crew in the flight crew compartment after boarding and while operating due to safety reasons.

<sup>9</sup> <https://www.easa.europa.eu/document-library/general-publications/interim-guidance-aircraft-cleaning-and-disinfection>





IMPLEMENTATION CHECKLIST – AIR OPERATORS – FOR NATIONAL AUTHORITIES	Doc #:	
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Type of measure	Airport operators	Aircraft operators	Airport staff	Service providers/ suppliers	Aircrew members	Passengers
Reduced aircrew–passenger interaction	n/a	Yes Essential in-flight services only; Avoid lavatory queuing; Designate lavatory for aircrew use only	n/a	n/a	Yes	Yes, should adhere to the recommendations of limiting their requests to the cabin crew members to the essential.
Special disembarking procedure	Yes, in coordination with the local public health authorities		Yes, where applicable, enforce the national public health authority instructions/ measures	Yes, where applicable, enforce the national public health authority instructions/ measures	Yes, enforce the national public health authority instructions/ measures	Yes, follow the aircrew and ground staff instructions

