

ENTEBBE INTERNATIONAL AIRPORT



COVID-19 Standard Operating Procedures

August 2020



UGANDA CIVIL AVIATION AUTHORITY

0.1. Foreword

The Corona Virus (COVID-19) pandemic led to suspension of several economic activities by various governments globally in a bid to minimize rapid spread of the disease. The aviation industry was one of the worst hit sectors of Uganda's economy, especially following suspension of commercial passenger flight operations in March 2020. This negatively impacted aeronautical and non-aeronautical industry revenues.

In order to restore confidence in the travelling public and users of Entebbe International Airport, Uganda Civil Aviation Authority (UCAA) in conjunction with aviation industry stakeholders, developed and put in place COVID-19 air transport Standard Operating Procedures (SOPs) to apply before and after resumption of commercial passenger flight operations.

The SOPs and measures provide guidance for all airport users and staff to guarantee their safety. The document will be regularly reviewed while putting into consideration evolving developments in the fight against the COVID-19 pandemic. Everyone at the airport shall be required to follow the Standard Operating Procedures.

Review of the SOPs will be undertaken on a quarterly basis. Constructive feedback and any contributions aimed at improvement are therefore welcome, and can be addressed to the undersigned.



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ACROYNMS

ATC- Air Traffic Controller

AVPOL –Aviation Police

COVID-19- Coronavirus disease

EIA- Entebbe International Airport

GM EIA- General Manager, Entebbe International Airport

GHA –Ground Handling Agents

ICAO- International Civil Aviation Organization

MMC – Manager Marketing and Commercial Services

PCR – Polymerase Chain Reaction

PIO –Principal Immigration Officer

SOP- Standard Operating Procedure

WHO- World Health Organization

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0.2. Definitions

Affected - means persons, baggage, cargo, containers, conveyances, goods, postal parcels or human remains that are infected or contaminated, or carry sources of infection or contamination, so as to constitute a public health risk;

Contamination- means the presence of an infectious or toxic agent or matter on a human or animal body surface, in or on a product prepared for consumption or on other inanimate objects, including conveyances, that may constitute a public health risk;

Crew - means persons on board an aircraft who are not passengers;

Disinfection - means the procedure whereby health measures are taken to control or kill infectious agents on a human or animal body surface or in or on baggage, cargo, containers, conveyances, goods and postal parcels by direct exposure to chemical or physical agents;

Health Measure - means procedures applied to prevent the spread of disease or contamination; a health measure does not include law enforcement or security measures;

Infection - means the entry and development or multiplication of an infectious agent in the body of humans and animals that may constitute a public health risk;

Inspection - means the examination, by the competent authority or under its supervision, of areas, baggage, containers, conveyances, facilities, goods or postal parcels, including relevant data and documentation, to determine if a public health risk exists;

Isolation - means separation of ill or contaminated persons or affected baggage, containers, conveyances, goods or postal parcels from others in such a manner as to prevent the spread of infection or contamination;

Point of Entry- means a passage for international entry or exit of passengers, bag-

gage, cargo, containers, conveyances, goods and postal parcels as well as agencies and areas providing services to them on entry or exit;

Quarantine - means the restriction of activities and/or separation from others of suspect persons who are not ill or of suspect baggage, containers, conveyances or goods in such a manner as to prevent the possible spread of infection or contamination;

0.3. Purpose

This document aims at guiding all persons of the covid-19 safety requirements while at Entebbe International Airport (EIA), including: passengers, airport staff, and airlines cabin crew.

It lays out processes and Standard Operating Procedures (SOPs) to be used for prevention and containment of the spread of Covid-19 throughout the travel phases of departure, transit/transfer and arrival.

The COVID_19 safety SOPs have been considered for both passenger and cargo flights.

1. INTRODUCTION

The recognized Risk Mitigation Measures against COVID-19 at EIA are:

1.1. Physical Social Distancing

To the extent feasible, people shall be able to maintain social distancing consistent with World Health Organization (WHO) or applicable Public Health guidelines and Legislation. Where physical social distancing is not feasible, adequate risk-based measures shall be used.

1.2. Face Covering and Mask

Face coverings shall be worn, consistent with applicable public health guidelines. The type of face covering (non-medical or medical) shall be selected based on the level of risk and the availability of masks while taking into consideration the potential risks and disadvantages of using masks.

Surgical face masks must be prioritized for use as personal protective equipment by healthcare workers and symptomatic persons suspected of being infected with COVID-19. In all instances, best practices shall be followed about when and how to wear, remove, replace, and dispose of them, as well as hand wash with soap or sanitizing with approved sanitizer after removal.

1.3. Routine Sanitation

All areas with potential for human contact and transmission shall be sanitized and disinfected as prescribed by public health authorities with frequency based on operational risk assessment.

1.4. Health Screening

Health screening at Entebbe International Airport (EIA) shall be conducted in accordance with the SOPs of the Ministry of Health. Screening could include pre-flight and

post-flight self-declarations, temperature measurement and visual observation conducted by health professionals.

Such a screening could identify potentially high-risk persons that may require additional examination prior to working or flying. The availability of such information and insights shall be leveraged to adopt a risk based approach, which will further contribute to reassure the travelling public. This screening will be conducted upon entry and/or exit.

If a person shows signs and symptoms suggestive of COVID-19 or indicates exposure to COVID-19 appropriate follow up will be necessary, including a focused health assessment performed by healthcare personnel either in a dedicated interview space at an airport, or in an offsite pre-identified health care facility in line with the Public Health Emergency Plan.

1.5. Contact Tracing

Methods for the collection of passenger and employee contact information will be provided including web applications, to support public health authorities in contact tracing. Updated contact information shall be requested as part of the health self-declaration and interaction between passengers and governments should be made directly through government portals. This will be in line with applicable data privacy protection rules.

1.6. Health Declarations

Health declaration forms for COVID-19 shall be used for all passengers, in line with the recommendations of relevant health authorities. Self-declarations prior to airport arrival is encouraged.

Electronic tools shall be preferred to avoid paper forms.

2. PRE-AIRPORT ENTRY CHECK POINT

2.1 Purpose: First Security screening of all Persons accessing the Airport

2.2: Risk: COVID-19 infected persons accessing the Airport through the first Security screening at Airport pre-entry check point.

2.3 Responsible persons: GM-EIA, AVPOL COMMANDANT, PORT HEALTH

2.4 Activity: SOP for prevention of spread of communicable diseases.

- a) There shall be pre-entry temperature screening.
- b) There shall be hand sanitization for all persons entering the airport.
- c) Appropriate mandatory wearing of face mask shall be maintained for all persons accessing the airport with exemption for children below 6 years.
- d) There shall be strict adherence to physical distancing.
- e) There shall be Mandatory referral to port health for persons with signs and symptoms of an infectious disease (COVID-19).
- f) There shall be COVID 19 prevention education and awareness.
- g) There shall be regular cleaning and disinfection of surfaces at airport entry point.
- h) Passenger shall arrive at the Airport pre-entry check point 4 hours prior to check-in time.
- i) Each traveler vehicle shall be limited to one driver, passenger/s and one essential person if required.
- j) There shall be human traffic control at airport pre-entry screening to ensure physical distancing.
- k) There shall be vehicle traffic control at airport pre-entry screening to ensure physical distancing

3. PRE-DEPARTURE/CHECK IN

3.1 Purpose: passenger screening, travel document verification & port health Screening.

3.2: Risk: COVID-19 infected persons accessing Airport pre-check-in area

3.3 Responsible persons: GM-EIA, AVPOL COMMANDANT, PORT HEALTH

3.4 Activity: SOP for prevention of spread of communicable diseases

- a) There shall be mandatory wearing of face mask by all persons accessing departures.
- b) There shall be hand sanitization for all persons accessing departures.
- c) There shall be regular public announcements reminding travelers to always properly wear face masks and physical distance
- d) Security staffs screening shall sanitize before and after touching passenger bags and or travel documents.
- e) There shall be mandatory referral to port health of persons with signs and symptoms.
- f) There shall be COVID 19 prevention education and awareness.
- g) There shall be regular cleaning and disinfection of surfaces at departures.
- h) There shall be disinfection of screening trays and trolleys after every use.
- i) There shall be a holding area for passengers to avoid congestion at departures.
- j) There shall be limited access to departures to only passengers.

- k) Meeters and greeters shall stop in the car park.
- l) There shall be physical distancing markings to be followed.

3.5 Departure port health screening

- a) There shall be Pre-check-in thermo scan screening for all.
- b) There shall be mandatory wearing of face mask by all persons accessing departures.
- c) There shall be strict adherence to physical social distancing.
- d) For those passengers traveling out of the country, they will be required to have an Authentic Valid Negative PCR test Certificate and abide by the particular travel, health and COVID-19 related requirements of the Destination Country.
- e) Port health shall verify COVID 19 PCR test certificate presented by passengers.
- f) A passenger with signs and symptoms of infectious disease as detected by the port health staff shall not be allowed to board but taken to isolation facility for medical investigation and treatment.
- g) Any situation deviating from the above will be handled on case to case bases by the Ministry of health.

4. CHECK-IN COUNTERS

4.1 Purpose: passenger and baggage acceptance process.

4.2: Risk: COVID-19 infected persons accessing Airport check-in area.

4.3 Responsible persons: GM-EIA, AVPOL COMMANDANT, PORT HEALTH

4.4 Activity: SOP for prevention of spread of communicable diseases

- a) There shall be mandatory wearing of face mask by all persons at the check-in area.
- b) There shall be strict adherence to physical distancing by following foot print marking.
- c) There shall be hand sanitization by front line staff before and after handling each passenger.
- d) There shall be regular public announcements reminding all persons to properly wear face masks and maintain physical distance.
- e) Travellers shall present COVID 19 test certificates obtained within 72 hours before arrival to Uganda.
- f) All checking counter shall be shielded with glass.
- g) There shall be mandatory referral to port health of persons with signs and symptoms.
- h) There shall be Crew health declaration.
- i) There shall be Online health notification by passengers.
- j) There shall be disinfection of screening trays and trolleys after every use.
- k) There shall be regular cleaning and disinfection of surfaces at check-in area.

- l) Passengers shall arrive at the airport 4 hours before check-in time.
- m) Online check-in for passengers shall be encouraged.
- n) There shall be Limited number of persons accessing the check in area to control congestion.
- o) There shall be COVID 19 prevention education and awareness.

5. IMMIGRATION COUNTERS DEPARTURES

5.1 Purpose: Travellers exit clearance

5.2: Risk: COVID-19 infected persons accessing Airport immigration area

5.3 Responsible persons: GM-EIA, PIO

5.4 Activity: SOP for prevention of spread of communicable diseases

- a) There shall be mandatory wearing of face mask by all persons
- b) There shall be strict adherence to physical social distancing by following foot print marking
- c) Immigration staff shall hand sanitize before and after touching passenger travel documents
- d) Immigration staff handle passengers from behind the glass shield
- e) Passengers shall hand sanitize before & after taking finger print at immigration
- f) There shall be regular public announcements reminding travelers to always wear masks and maintain social distance
- g) There shall be COVID 19 prevention education and awareness.
- h) There shall be regular cleaning and disinfection of surfaces and equipment at immigration

6. SECURITY PRE-BOARDING SCREENING GATES

6.1 Purpose: Security passenger screening before aircraft boarding

6.2: Risk: COVID-19 infected persons accessing security pre-board screening

6.3 Responsible persons: Aviation Security Manager (ASM)

6.4 Activity: SOP for prevention of spread of communicable diseases

- a) There shall be mandatory wearing of face mask by all persons
- b) There shall be strict adherence to physical **social** distancing
- c) There shall be regular hand sanitization for all persons
- d) There shall be regular public announcements reminding travelers to always wear masks and maintain social distance
- e) Security staffs shall hand sanitize before and after touching passenger bags and or documents
- f) There shall be regular cleaning and disinfection of surfaces and equipment at pre-boarding screening.
- g) Number of persons approaching the screening gates shall be controlled
- h) Gates shall be open all times and passengers are screened as they come.
- i) There shall be COVID 19 prevention education and awareness

7. FLIGHT/ PASSENGER BOARDING

7.1 Purpose: Final verification and transportation of travellers to the aircraft

7.2: Risk: COVID-19 infected persons during flight boarding

7.3 Responsible persons: GM-EIA

7.4 Activity: SOP for prevention of spread of communicable diseases

- a) There shall be mandatory wearing of face mask by all persons
- b) There shall be strict adherence to physical distancing
- c) There shall be hand sanitization for all person accessing the boarding lounge
- d) There shall be regular public announcements reminding travelers to always wear masks and maintain social distance
- e) Airline/GHAs staff shall at boarding gates put on face masks
- f) Airline/GHAs staff shall hand sanitize before and after touching passenger bags and or documents.
- g) There shall be disinfection of all frequently touched surfaces including ramp bus/vehicle before and after every use.
- h) There shall be regular cleaning and disinfecting surfaces and equipment at immigration
- i) There shall be COVID 19 prevention education and awareness

8. IN-BOUND FLIGHT WITH INFECTED PASSENGER ON BOARD

8.1 Purpose: declaration of medical emergency due infected passenger on board

8.2: Risk: COVID-19 infected persons in an inbound flight

8.3 Responsible persons: Airline/Port Health/GM-EIA

8.4 Activity: SOP for prevention of spread of communicable diseases

- a) The pilot shall upon having reasonable belief that there is a suspected case of a passenger or crew on board the aircraft with a communicable disease;
 - i. Communicate the same to ATC.
 - ii. Direct the crew to activate the on-board first aid procedures and SOPs.
 - iii. Prepare the Passenger Locator Card (PLC) and hand over to the Port health on arrival.
- b) **ATC** Communicate the same to port health and operations airside
- c) Airside operations direct the aircraft to a pre-designated aircraft Isolation parking stand upon landing.
- d) Curtail any access to the aircraft until the port health arrives on the scene
- e) Port health Doctor and team on full PPE, upon arrival to affected aircraft shall do risk assessment of signs and symptoms of an infectious disease for the patient
- f) With ambulance on standby, if patient is found with signs and symptoms he or she shall be transported to Entebbe regional referral Hospital for further management.
- g) Port health shall disinfect the Aircraft and affected areas if infectious disease is confirmed.

9. FLIGHT ARRIVAL

9.1 Purpose: Passenger and crew disembarkation

9.2: Risk: COVID-19 infected persons during disembarkation and entrance to port health

9.3 Responsible persons: Airline/GHAs

9.4 Activity: SOP for prevention of spread of communicable diseases

- a) Passengers shall disembark in cohorts.
- b) Passengers disembarking shall wear face mask.
- c) Passengers shall hand sanitize before entering the ramp bus.
- d) Passenger shall physical distance in ramp bus.
- e) Passengers shall physical distance while queuing for airport health screening.
- f) Airline/GHAs staff shall put on face masks and face shields while meeting the flight.
- g) Airline/GHAs staff shall hand sanitize before and after touching passenger property.
- h) There shall be regular cleaning and disinfecting surfaces and equipment at arrival.
- i) There shall be disinfection of the ramp bus after every use.

10. PORT HEALTH

10.1 Purpose: Passenger port health screening

10.2: Risk: COVID-19 infected passenger and staff at port health

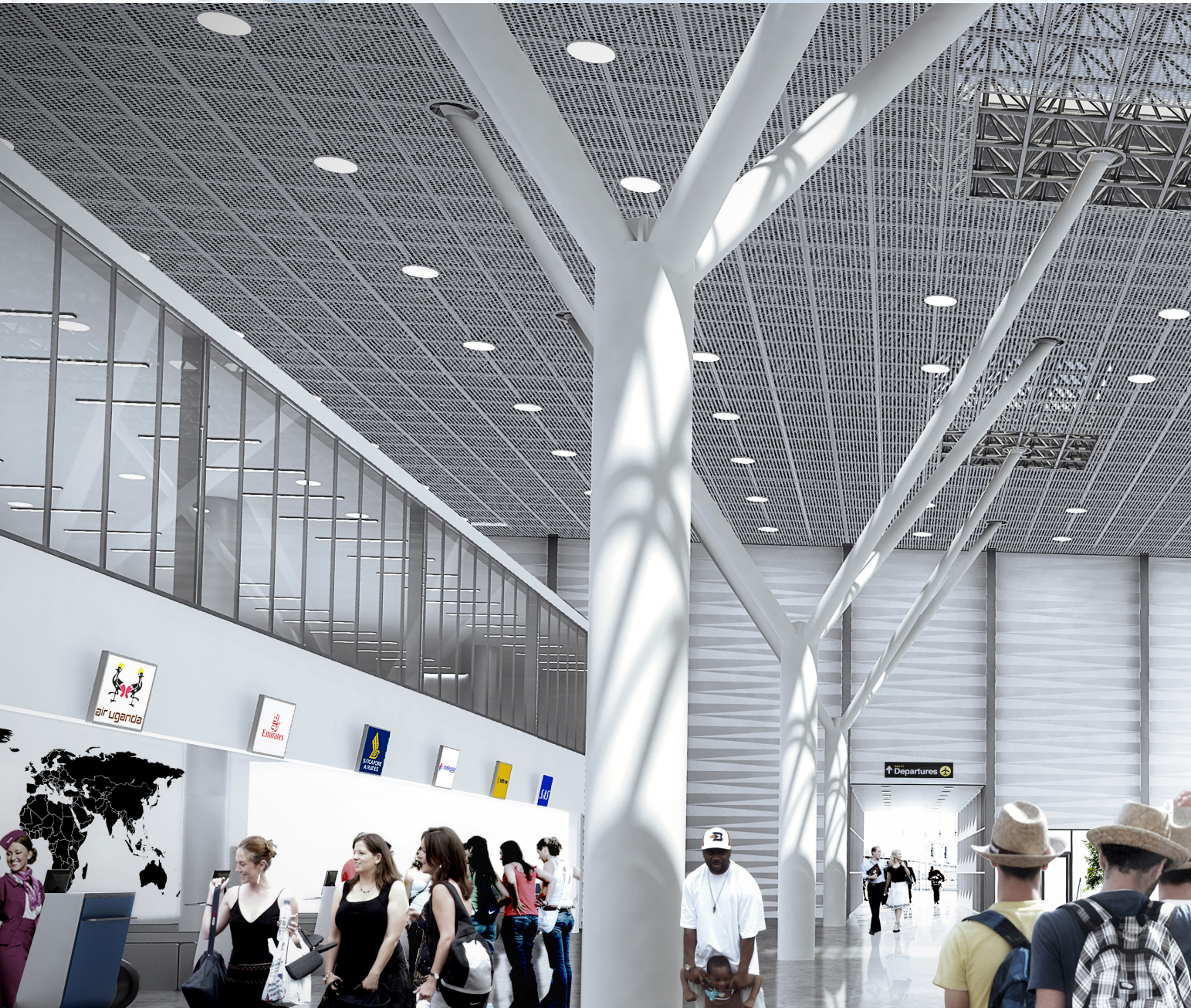
10.3 Responsible persons: PORT HEALTH DOCTOR

10.4 Activity: SOP for prevention of spread of communicable diseases.

- a) All passengers shall hand Sanitize upon entry into the Terminal.
- b) There shall be mandatory wearing of face mask.
- c) All passengers shall undergo thermoscan temperature screening and profiling for COVID-19 and other infectious diseases by port health officials.
- d) All Passengers shall present to port health an authentic negative Polymerase Chain Reaction (PCR) COVID-19 test issued within 72 hours before boarding aircraft in-bound to Uganda.
- e) The Airline shall not board any passenger coming to Uganda without a negative COVID-19 PCR test. Failure to adhere to this, passenger shall be denied entry and Airline shall be obliged to take back the passenger and the Airline will be penalised a minimum of USD 3,000.
- f) COVID-19 PCR shall be done from a laboratory approved by the country where the passenger initiated the journey.
- g) Port health shall verify the validity and authenticity of COVID-19 PCR test certificate.
- h) A passenger who shows signs and symptoms of infectious disease shall be put in a waiting ambulance and taken to isolation center (Entebbe referral hospital) for COVID-19 test. The results shall be returned within 24-48 hours as

the passenger remains in the isolation center.

- i) If a passenger tests positive, he or she shall be taken to a COVID-19 treatment center.
- j) If a foreign national who is COVID-19 positive wishes to be repatriated for treatment in another facility outside Uganda, this shall be done at his or her cost following COVID-19 medical evacuation protocols.
- k) In unlikely event that a returning Ugandan comes without COVID-19 PCR test, he or she will be allowed to enter the country but shall have the test done at his or she own cost of \$65 and quarantined at own cost till the results are out.
- l) Tour agencies shall closely monitor the health condition of the tourist for the duration of their stay in the country.
- m) All Ugandans with negative PCR and have not shown signs and symptoms of infectious disease shall be allowed to go home and others to their destinations.
- n) Any situation deviating from the above will be handled on a case by case basis by the Ministry of Health. -
- o) Passenger shall be guided to immigration while social distancing.
- p) There shall be regular cleaning and disinfection of surfaces at port health area.





Destination	Gate
MEMPHIS	28
INDIANAPOLIS	29
LAS VEGAS	30
INDIANAPOLIS	31
NEW YORK	32
LOS ANGELES	33
HOUSTON	34
MIAMI	35
MEMPHIS	36
INDIANAPOLIS	37
LOS ANGELES	38
INDIANAPOLIS	39
MEMPHIS	40
INDIANAPOLIS	41
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LOS ANGELES	98
INDIANAPOLIS	99
MEMPHIS	100

11. IMMIGRATION AT ARRIVALS

11.1 Purpose: Passenger entry clearance

11.2: Risk: COVID-19 infected passenger and staff at immigration

11.3 Responsible persons: GM-EIA, PIO

11.4 Activity: SOP for prevention of spread of communicable diseases.

- a) There shall be mandatory wearing of face mask for all.
- b) There shall be strict adherence to physical distancing by all.
- c) There shall be hand sanitization for all persons accessing the immigration area.
- d) Passenger shall scan finger prints under instruction of the Immigration Officer and hand sanitize before and after.
- e) Immigration staff shall hand sanitize before and after touching passenger travel documents.
- f) There shall be regular public announcements reminding travelers to wear masks at all times and maintain physical distance.
- g) There shall be regular cleaning and disinfection of surfaces at immigration area.

12. CAROUSEL/BAGGAGE RECONCILIATION AREA

12.1 Purpose: Passengers reconciled with their baggage

12.2: Risk: COVID-19 infected passenger and staff at baggage reconciliation

12.3 Responsible persons: GM-EIA, GHAs

12.4 Activity: SOP for prevention of spread of communicable diseases.

- a) There shall be mandatory wearing of face mask for all.
- b) Passenger will pick their bags from the carousel and shall observe strict adherence to physical distance markings on the floor.
- c) GHAs staff at the carousel shall put on face mask and heavy duty gloves.
- d) There shall be regular public announcements reminding traveler to physical distance and wear masks at all times.
- e) GHAs staff shall hand sanitize before and after touching passenger travel documents.
- f) There shall be COVID 19 prevention education and awareness
- g) There shall be regular cleaning and disinfection of surfaces at the carousel area.

13. CUSTOMS AREA

13.1 Purpose: declaration of taxable items

13.2: Risk: COVID-19 infected passenger and staff at customs

13.3 Responsible persons: GM-EIA, Customs

13.4 Activity: SOP for prevention of spread of communicable diseases.

- a) At the customs screening point, passenger shall load baggage onto the x-ray machine and pick it up after screening.
- b) There shall be mandatory wearing of face mask for all.
- c) Passenger shall observe strict adherence to physical distancing.
- d) There shall be regular public announcements reminding traveler to physical distance and wear masks at all times.
- e) Customs staff shall hand sanitize before and after touching passenger travelers' bags and or documents.
- f) There shall be COVID 19 prevention education and awareness.
- g) There shall be regular cleaning and disinfection of surfaces at the customs area.

14. VVIP/VIP FACILITY

14.1 Purpose: VIP/VVIP reception and travel arrangement

14.2: Risk: COVID-19 infected passenger and staff at VIP/VVIP

14.3 Responsible persons: GM-EIA, Customs

14.4 Activity: SOP for prevention of spread of communicable diseases.

- a) There shall be hand sanitization for all persons accessing the VIP/VVIP facility. From the land side at VVIP hand sanitization shall be at the first security gate and also at the entrance of the building.
- b) Temperature screening shall be done at the entrance of the building.
- c) There shall be mandatory referral for passengers with signs and symptoms of communicable diseases.
- d) All the people accessing the facilities from the airside shall go through temperature screening and health profiling.
- e) There shall be mandatory wearing of face mask for all.
- f) There shall be strict adherence to physical distancing by all.
- g) VIP Passenger shall scan finger prints under instruction of the Immigration Officer and hand sanitize before and after.
- h) The staff at VIP/VVIP shall hand sanitize before and after touching passenger travel documents and bags.
- i) There shall be regular public announcements reminding travelers to wear masks at all times and maintain physical distance.

- j) There shall be regular cleaning and disinfection of surfaces at VIP/VVIP area.
- k) All frontline staff desks at VIP/VVIP shall have glass shields.

15. TRANSIT/TRANSFER

15.1 Purpose: Travel arrangement for transit or transfer passengers

15.2: Risk: COVID-19 infected passenger and staff at transit or transfer area.

15.3 Responsible persons: GM-EIA, GHA/Airline

15.4 Activity: SOP for prevention of spread of communicable diseases.

- a) All transit/transfer passengers shall be led/escorted by GHA to the transfer desk or transit concourse after going through Port Health Screening
- b) There shall be mandatory wearing of face mask for all.
- c) There shall be strict adherence to physical distancing by all.
- d) There shall be hand sanitization for all persons accessing the passenger transit/transfer office.
- e) GHA staff shall hand sanitize before and after touching passenger travel documents and other property.
- f) There shall be regular public announcements reminding travelers to wear masks at all times and maintain physical distance.
- g) There shall be regular cleaning and disinfection of surfaces at passenger transit/transfer areas.

16. CARGO HANDLING

16.0 Exports

16.1 Purpose: process of receiving and dispatching cargo

16.2: Risk: COVID-19 infected passenger and staff at cargo.

16.3 Responsible persons: GM-EIA, GHA/Airline

16.4 Activity: SOP for prevention of spread of communicable diseases.

- a) All arriving cargo trucks details, including contact of the driver shall be recorded.
- b) There shall be mandatory wearing of face mask for all.
- c) There shall be strict adherence to physical distancing by all.
- d) There shall be hand sanitization for all persons accessing cargo export area.
- e) Staff shall hand sanitize or wash with soap before and after touching cargo and or accompanying documents.
- a) Ground handling agents shall use appropriate Ground handling agents shall use appropriate PPE during entire cargo handling process.

There shall be regular cleaning and disinfection of surfaces at cargo export area.

16.5 Imports

- a. There shall be mandatory wearing of face mask for all.
- b. There shall be strict adherence to physical distancing by all.

- c. There shall be hand sanitization for all persons accessing cargo import area.
- d. Staff shall hand sanitize or wash with soap before and after touching cargo and or accompanying documents.
- e. Ground handling agents shall use appropriate Ground handling agents shall use appropriate PPE during entire cargo handling process.
- f. There shall be regular cleaning and disinfection of surfaces at cargo import area.
- g. Crew entering Uganda shall be subjected to COVID-19 medical requirements at EIA.
- h. Human remains shall be allowed into the country if the following conditions are fulfilled;
 - i) Medical certificate of cause of death.
 - ii) Post-mortem report or comprehensive medical report from the attending doctor /health facility.
 - iii) Embalming certificate (embalming may not be done for covid-19 bodies).
 - iv) Copy of passport /identification document of the deceased (the original passport /travel document /identification document to be presented to immigration authorities).
 - v) Import license /import authorization from the director general of health services.
 - vi) Appropriate packaging-wrapped in a waterproof body bag then placed in a zinc lined coffin and an outer metal or wooden box.
 - vii) The burials shall be conducted following the existing procedures for scientific burials.



- viii) For the bodies of covid-19 victims, appropriate guidance by the ministry of health shall apply.
- ix) The relatives of the deceased shall contact the ministry of foreign affairs for guidance in coordination with the ministries of health and internal affairs.
- i. The accompanying relatives shall be required to present negative PCR test certificate issued within 72 hours before boarding aircraft in-bound to Uganda and shall be allowed to self-isolate at home.

17. AIRPORT TAXI AND HOTEL SHUTTLES OPERATION

17.1 Purpose: Vehicle hire and transportation of passenger/client

17.2: Risk: COVID-19 infected passenger/client at transportation arrangement.

17.3 Responsible persons: GM-EIA, MC

17.4 Activity: SOP for prevention of spread of communicable diseases.

- a) Airport taxis shall have their designated car park from where their operation will be regulated.
- b) Each taxi shall pick passengers from a designated pick-up point in queue.
- c) All drivers shall put on face mask.
- l) Drivers shall regular clean and disinfect surfaces of their vehicles before loading and after offloading a passenger/client.
- d) Drivers shall hand sanitize their client.
- e) Driver shall temperature screen the passenger/client.

- f) There shall be mandatory referral for passengers/clients with signs and symptoms of communicable diseases.
- g) Driver shall Inquire and record the destination
- h) Each taxi shall carry one passenger unless confirmed to be a family.

18. FOREX BUREAUS

18.1 Purpose: Foreign currency exchange

18.2: Risk: COVID-19 infected passenger/client at forex bureau.

18.3 Responsible persons: GM-EIA, MC

18.4 Activity: SOP for prevention of spread of communicable diseases.

- a) There shall be mandatory wearing of face mask for all.
- b) There shall be strict adherence to physical distancing by all.
- c) There shall be hand sanitization for all persons accessing the forex bureau before and after picking cash.
- d) Staff shall hand sanitize before and after touching money.
- e) There shall be regular cleaning and disinfection of surfaces at the forex bureau.
- f) Forex bureau shall have a glass shield booth /counters with opening at the bottom.

19. AIRPORT RESTAURANTS & CAFETERIA

19.1 Purpose: Airport refreshment and eating areas

19.2: Risk: COVID-19 infected passenger/client at Airport restaurant and cafeteria.

19.3 Responsible persons: GM-EIA, MMC

19.4 Activity: SOP for prevention of spread of communicable diseases

- a) There shall be mandatory wearing of face mask for all.
- b) There shall be strict adherence to physical distancing by all.
- c) There shall be hand sanitization and/or hand washing for all persons accessing Airport Restaurants & Cafeteria.
- d) Staff shall hand sanitize before and after touching money.
- e) There shall be regular cleaning and disinfection of surfaces at the forex bureau.
- f) All water taps shall be elbow taps and or regularly cleaned and disinfected.
- g) All sitting arrangement shall meet COVID-19 social distancing requirements.
- h) Depending on the numbers, temperature reading shall be done on all people accessing the premises.
- i) There shall be mandatory referral for persons with signs and symptoms of communicable diseases.

20. AIRPORT AUTHORITY

20.1 Purpose: General management, Cleaning and disinfection of the Airport.

20.2: Risk: COVID-19 infected passenger/Client and or staff at Airport

20.3 Responsible persons: GM-EIA, PORT HEALTH DOCTOR

20.4 Activity: SOP for prevention of spread of communicable diseases

- a) The Airport operator shall enforce enhanced cleanliness and decontamination of the airport using the following principles:
 - i. Regular cleaning and disinfection of surfaces used by passengers such as toilets, concourses, counters, door handles, banister rails and buttons every hour or after every flight.
 - ii. Airport Operator shall decontaminate trolleys and security screening trays regularly.

21. FORMS

21.1. Passenger Locator Card/Data

- 1) Passenger identification** (available to the airline through booking/check in/ included in PNR data):
 - a) First name – needed
 - b) Last Name- needed
 - c) Date of Birth – optional, useful to assist in the differentiation of persons with common names
 - d) Gender – optional
 - e) Age – optional
 - f) Passport number (incl. issuing authority and expiration date) -- optional
- 2) Travel details** (available to the airline through booking/check in/ included in PNR data):
 - a) Seat number – needed
 - b) Flight details (number and date, departure and arrival cities: already known since PH is contact tracing)
- 3) Contact details** (possibly available to the airline through booking/check in, or can be requested):
 - a) Address in the city of arrival: optional
 - b) Address of permanent residence: optional
 - c) Functional contact: mobile and email - needed (also, FB messenger, WhatsApp, Twitter)

21.2. Notification of Health status prior to Issuing Boarding Pass

An example of a notification of the health status to be completed prior to issuing a boarding pass, is presented below. It should be made clear that this applies for each individual passenger in a booking for more than one person.

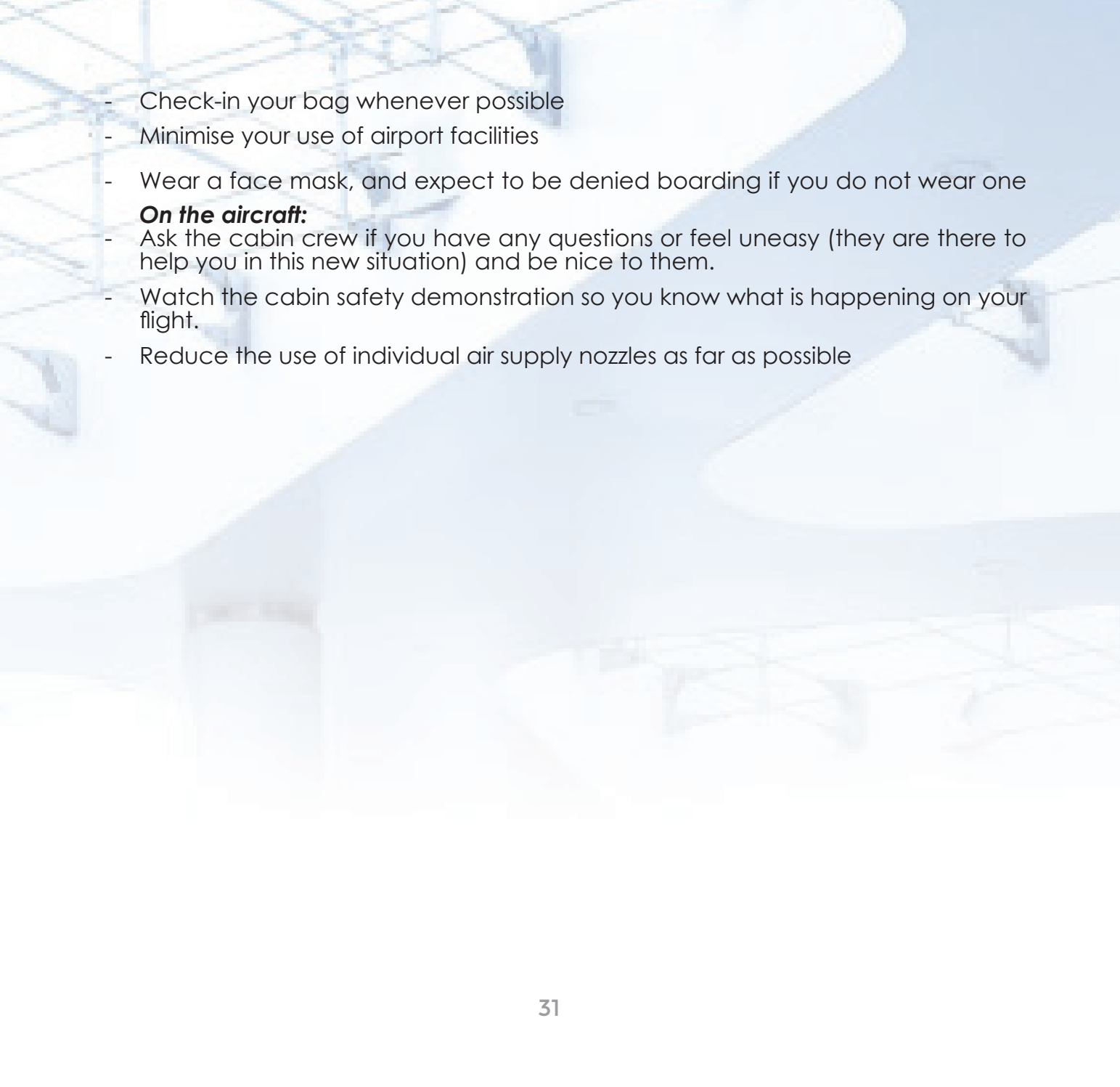
I understand that I must advise <name of airline or travel agent> as soon as possible, and should on no account report to the airport for the flight, if any of the following statements apply:

- I have been diagnosed with COVID-19 at any time during the 14 days prior to my flight.
- I have had any of the COVID-19 related symptoms (fever; newly developed cough; loss of taste or smell; shortness of breath) at any time during the 8 days prior to my flight.
- I have been in close contact (such as less than 2 metres for more than 15 minutes) with a person who has COVID-19 in the 14 days prior to my flight.
- I am required by local or national regulations to be in quarantine for reasons related to COVID-19 for a period that includes the date of the flight.

I understand that any of these circumstances will result in refusal to proceed with my travel if I do not disclose this information to the airline before arrival at the airport and my circumstances are identified on site at the airport.

21.3. Health Safety Promotion General Messages:

- Wear medical face masks, ensure their correct use and disposal, and replace every 4 hours (unless instructions say otherwise)
- Observe physical distancing (1.5 metres)
- Wash hands regularly for at least 20 secs with soap and water or, where not available, use alcohol based hand sanitising solutions
- Cover the mouth and nose with a tissue or flexed elbow when sneezing or coughing
- Limit direct contact with surfaces and people
- Be kind to each other – it's the only way we will get through this **Before leaving for the airport:**
- Complete the Notification of Health status from your airline
- Do not travel to the airport if you have been in any of the situation specified in the Notification of Health status
- Be aware that only passengers should enter the airport terminal at arrival and departure. (The only other people who should enter the terminal are people accompanying or picking up a passenger requiring assistance – Persons with Reduced Mobility or unaccompanied minors)
- Read the health safety promotion material from your airline
- Check you have sufficient medical face masks and sanitising gel for your journey - Ensure you leave enough time for your journey including checks at the airport **at the airport:**
- Ask a member of staff in case you have any questions or feel uneasy (they are there to help you in this new situation)
- Be prepared for thermal screening at the airport
- Observe physical barriers or signs indicating distancing requirements

- 
- Check-in your bag whenever possible
 - Minimise your use of airport facilities
 - Wear a face mask, and expect to be denied boarding if you do not wear one

On the aircraft:

- Ask the cabin crew if you have any questions or feel uneasy (they are there to help you in this new situation) and be nice to them.
- Watch the cabin safety demonstration so you know what is happening on your flight.
- Reduce the use of individual air supply nozzles as far as possible

21.4. Crew Covid-19 Status Card

CREW COVID-19 STATUS CARD

Purpose of this card:

Information to be recorded by crew prior to departure to confirm their COVID-19 health status and to facilitate processing by State's Public Health Authorities.

Notwithstanding completion of this card, a crew member might still be subjected to additional screening by Public Health Authorities as part of a multi-layer prevention approach e.g. when recorded temperature is 38°C or greater.

- 1. During the past 14 days, have you had close contact (face-to-face contact within 1 meter and for more than 15 minutes or direct physical contact) with someone who had symptoms suggestive of COVID-19?**

Yes No

- 2. Have you had any of the following symptoms during the past 14 days:**

Fever Yes No **Coughing** Yes No **Breathing difficulties** Yes No

- 3. Temperature at duty start:**

Temperature recorded at duty start in degrees C° / F° : Date Time
Recording method: Forehead Ear Other _____

- 4. Have you had a positive PCR COVID-19 test during the past 14 days?**

Attach report if available Yes No

Crew member Identification:

Name:
Airline/ aircraft operator:
Nationality and Passport No:
Signature:
Date:

21.5. Aircraft Covid-19 Disinfection Control Sheet

Aircraft 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 of the aircraft manufacturer.

Date (dd/mm/yy)	Time (24hr - UTC)	Airport (ICAO code)	Remarks	Disinfector name
Aircraft areas treated	Disinfectant material	Comments		Disinfector signature
Flight deck <input type="checkbox"/> Passenger cabin <input type="checkbox"/> Cargo compartment(s) <input type="checkbox"/> Other: _____ _____				

21.6. 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"/>		



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