

CIVIL AVIATION AUTHORITY OF NEPAL



Guidance to Airlines, Airports and Ground Services for Operations during COVID-19

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INTRODUCTION

In order to prevent spread of COVID-19, Nepal has adopted various stringent measures such as travel restrictions and even lockdown of international boundary. Such restrictions have resulted in severe impact in global air transport. Evaluating the situation in the region as well as at the global level, Nepal initially adopted step by step restriction on air passengers from various States depending on the situation of COVID-19 infection in origin. Aviation sector is strictly regulated and controlled. The air travel is also controlled right from the purchase of tickets to entry into an airport, embarkation and disembarkation from an aircraft to leaving the airport and hence considered easier and safer to resume amid the COVID-19 pandemic after taking various health precautions. This guidance for each target group has been developed in separate chapter. This guidance will be revised regularly in coming days.

OBJECTIVE

The purpose of this guidance is to serve as an aviation health safety guidance and to provide a source of best practices on how airport, airline operators should conduct commercial and non-commercial transport. This guidance is issued to all stakeholders including air operators, airport operators, ground service providers, aviation personnel, airport staff, and other stakeholders for compliance with the respective guidance.

ADDITIONAL REFERENCE

The public health standards and guidelines on COVID-19 pandemic issued by Ministry of Health and Population, Government of Nepal shall have precedence over the health and other health associated provisions mentioned in this guidance. The air operators and airport operators, as applicable, should update their Standard Operating Procedure (SOP) accordingly.

TABLE OF CONTENTS

Chapter 1 General information	4
Chapter 2 Air Operators.....	6
Chapter 3 Airport Operators.....	9
Chapter 4 Aviation Ground Service Providers	13
Appendix- 1 Passenger COVID-19 Status Card	14
Appendix-2 Crew COVID-19 Status Card	15
Appendix-3 Passenger Locator Card for International Flight.....	16
Appendix-4 Passenger Locator Card for Domestic Flights	17
Appendix-5 Aircraft COVID-19 Disinfection Control Sheet.....	18
Appendix-6 Airport COVID-19 Cleaning / Disinfection Control Sheet.....	19

CHAPTER 1- GENERAL INFORMATION

1.1 This chapter provides guidance for all stakeholders of civil aviation including general public, air travelers, air operators, airport operators, ground handling agencies and aviation professionals etc.

1.2 Air operators and airport operators should timely disseminate relevant information to air travelers.

1.3 Initially only limited flights to some specific sectors based on safety assessment shall be allowed to operate. Gradual increment in schedule will be executed based on evaluation of situation.

1.4 In light of ongoing COVID-19 pandemic, following precautionary measures have been arranged for the public health safety.

- a) The air travelers should complete COVID-19 self-declaration form to air operator. (sample form has been included in Appendix-1).
- b) The crew members should also record the COVID-19 status in the format given in the Appendix-2.
- c) Any false declaration will lead to legal action.
- d) Passengers with following COVID-19 suggestive symptoms will not be accepted for flight.
 - Fever
 - Cough
 - Shortness of breath
 - Loss of taste or smell
- e) Only those passengers with medical face mask will be accepted for flight.
- f) All passengers should follow cough etiquette and carry adequate number of medical face masks for the entire duration of travel starting from check in till baggage claim.
- g) Passengers will not be accepted for flight if the mandatory body temperature screening results in 38⁰C (100.4⁰F) or higher.
- h) Meeting and greeting at airport will not be permitted.
- i) Passengers should bring their own personal belonging like pens, sanitizing towels etc.
- j) All personnel working at airport should wear medical face mask during entire duty at airport.
- k) Check-in and cabin baggage permitted per passenger may vary with individual airline

policy during this pandemic period and air travelers are required to contact respective air operator.

- l) Onboard newspaper and magazine will not be available in the flight.
- m) In-flight catering in domestic flight will not be available.
- n) All international passengers are required to complete Passengers Locator Card (PLC) and submit at health office/desk at arrival airport (sample of PLC is included in Appendix 3)
- o) For domestic flights, PLC form sample of Appendix-4 will be used and such forms should be collected by concerned air operator and should be handed over to health desk at arrival airport (if available).
- p) Airport trolley will be provided only to those requiring additional assistance.
- q) The passengers with old age (70 years plus), pregnancy and serious medical problems are advised to avoid air travel.
- r) Onboard sale will not be permitted in the flights.
- s) Pet animals will not be permitted in flight.
- t) The air operator and airport operators should display illustrative pamphlets, flex, displays in the prominent areas of the airport to inform passengers about COVID-19 related **dos and don'ts** in the airport starting from entry to exit points.
- u) All persons in the airport including passengers should use the special biohazard disposal bins, placed at designated area in the airport, for disposal of the masks, gloves, used tissue papers, goggles, PPEs etc.
- v) The passengers should ensure that their check in baggage is easily identifiable.
- w) Passenger should follow the health instructions issued by airport operator while in airport and by an airline operator while flight. Any disobedience of such instructions will be treated as unruly behavior and this may subject to legal action.

CHAPTER 2 – AIR OPERATORS

- 2.1 Individual air operator should prepare its Standard Operating Procedure (SOP) that should consider elements in this guidance as minimum for the purpose of resumption of flight during COVID-19 pandemic.
- 2.2 The SOP should also contain the specific guidance or recommendation issued by the respective aircraft manufacturer, if applicable, for resumption of flight during COVID-19 pandemic.
- 2.3 CAAN COVID-19 circular (FSSD/COVID-19 07/2020) regarding operational safety of operation on preservation and planning of commercial flights during pandemic should be taken into account while developing the SOP.
- 2.4 The SOP should also take into account the COVID-19 pandemic specific procedures of the origin, transit or destination airport.
- 2.5 Nepali international air operators should consider public health directives, notices circular issued by the concerned States in the origin, transit or destination airport.
- 2.6 The safety management principle should be applied while developing such SOP and relevant provision of CAAN CAR 19 on safety management should be referred to.
- 2.7 For aviation security issues the security officer from airline operator should take relevant security measures with respect to CAAN AVSEC COVID-19 Guidance.
- 2.8 The air operator should develop a section in SOP for health guidance for the staff to take necessary COVID-19 precautions.
- 2.9 The air operators should develop the procedure to train their staff to identify and manage the unruly passenger situations related to non-respect of essential aviation public health and safety measures.
- 2.10 The operator should educate their staff from qualified medical practitioner, as far as practicable, to recognize the symptoms of COVID-19 and provide instructions on actions to be taken if passengers develop such symptoms during flight.
- 2.11 The operator should submit the SOP to Civil Aviation Authority of Nepal for approval prior to resumption of flight.
- 2.12 The SOP should be disseminated among all relevant staff including but not limited to flight crew, cabin crew, flight operation staff, maintenance staff, ground operation staff etc.
- 2.13 The SOP should be regularly reviewed to align with the current guidance and recommendation of CAAN or aircraft manufacturer with respect to COVID-19.

Preparation of flight

- 1) The aircraft should be disinfected as required by CAAN circular in this regard. The sample form for aircraft disinfection is attached in Appendix-5.
- 2) The air operator should, in consultation with relevant origin, transit and destination airport, highlighted in Chapter 1, inform the air travelers about relevant guidelines to be followed for smooth journey.
- 3) The air operators should disseminate such information by combination of following means for awareness of all stake holders including passengers:
 - a) Airline website and

- b) Through travel agents notice or
- c) Public notice in electronic and print media

Check-in

- 4) Paperless check-in and boarding with mobile app should be encouraged among air operators in order to ensure physical distancing.
- 5) Passengers and airline staff with measured temperature of 38⁰C (100.4⁰F) or higher should be isolated and treated in accordance with the policy adopted by the airport authority.
- 6) Only those passengers wearing medical face mask and passing through temperature scanner should be accepted for the check in.
- 7) The airline operator should arrange for hand sanitizer.
- 8) Airline operators should ensure physical distancing especially during check-in, embarkation and disembarkation.
- 9) Airline staff should be provided with adequate safety devices like face masks, gloves, goggles and hand sanitizers etc. as required.
- 10) Transparent glass barrier should be provided in the check in counters.
- 11) The passengers, during check in, should be briefed about the safe practices till boarding with adequate display like pamphlets or flex boards.
- 12) The airline passenger bus/ramp bus should be disinfected before each trip.

Boarding/ in flight

- 13) All crew members should be provided with adequate safety devices like masks, gloves, goggles, personal protective equipment (PPE) etc. as required.
- 14) The passengers will be provided with hand sanitizers before embarkation.
- 15) Temperature scanning of all crew members should to be completed before each flight.
- 16) Cabin announcement for COVID-19 precaution should be made during safety demonstration.
- 17) The passengers should be advised about the cough etiquette and covering of face with medical mask.
- 18) The passengers should be advised to put on the medical face mask during the entire journey.
- 19) The passengers should be advised to avoid movement in the cabin during the flight unless urgently required.

- 20) The passengers should be advised to limit the use of lavatories during the flight. Sanitizer should be available at lavatories.
- 21) Suitable precautionary measures such as sanitization and disinfection shall be ensured during the flights. Cabin should be properly disinfected prior to boarding of passengers and at the end of the day.
- 22) The air operators should develop a procedure to manage passengers with COVID-19 related symptoms in flights.
- 23) The procedure to handle unruly passengers, in COVID-19 pandemic context, should be developed.
- 24) Hygiene kits should be provided by the air operator in international flight.

Post flight/disembarkation

- 25) The cabin crew should announce special requirement, if any, of arrival airport.
- 26) The passengers should be briefed about the requirements of physical distancing in the baggage claim area.
- 27) The passengers should be informed to dispose the biohazardous waste (used masks, gloves, goggles etc.) in the designated area only.
- 28) The requirement regarding completion of passenger locator card (PLC) should be informed to all passengers.

CHAPTER 3 – AIRPORT OPERATORS

1. Individual airport should consider following these guidelines as minimum for the purpose of resumption of flight during COVID-19 pandemic. However, the individual airport operator can prepare its own Standard Operating Procedures (SOP) based on these guidelines. Such SOP should be submitted to DGCA for approval before implementation.
2. The SOP (if prepared) should be regularly reviewed to align with the current guidance and recommendations of CAAN or other Government of Nepal agencies with respect to COVID-19 precautions.
3. The airport operators should develop the procedure to train their staff to identify and manage the unruly passenger situations related to non-respect of essential aviation public health and safety measures.
4. The SOP should be communicated among all stakeholders including but not limited to airport security personnel, immigration, customs, and air operators.

At the airport entry point

5. Adequate disembarkation points for vehicles should be provided for the avoidance of crowding.
6. The precautionary measures required to be taken by all passenger, staff and concerned stakeholders should be displayed at various places through suitable means.
7. The temperature screening of each passenger/crew member/staff/stakeholders with calibrated non-contact thermometers shall be mandatorily taken at all entry points. In order to ensure its effectiveness, a common screening desk for passengers and a separate such desk for staff and other stakeholders shall be established. Ensure that individual without medical mask is not allowed.
8. Passengers/airline staff/airport staff/other stakeholders with measured temperature of 38⁰C (100.4⁰F) or higher should be isolated and sent to the dedicated hospital decided by the government.
9. Any person who is not wearing medical mask shall not be allowed to enter the airport.
10. The use of baggage trolley should be discouraged to the extent practicable.

Inside the Terminal

11. The precautionary measures required to be followed by all passenger, staff and concerned stakeholders should be displayed at various places through suitable means.
12. Appropriate floor markings so as to ensure physical distancing of minimum 1.0 meters should be provided at forecourt area as well as inside departure hall covering airlines check-in area/immigration area/security check area.
13. A clear transparent glass shield or any other suitable means should be provided as a barrier between passenger / staff and other stakeholders.
14. Airports should provide separate areas for the isolation of COVID -19 suspected persons.
15. Restrooms should be constantly cleaned and sanitized. A dedicated attendant should be deployed to ensure that it is properly maintained.
16. Physical distancing should be ensured with minimum separation of 1 meter in all areas.
17. All airports and airlines personnel should wear medical mask while on duty. Gloves should be worn when deemed necessary.
18. Frequent disinfection of airport terminal should be carried out paying special attention to crowded place and high-touch surfaces.
19. Sanitizer/soaps should be made available in sufficient quantity at various areas including all entry points, restrooms, outside elevator, frequent touchpoints, at check-in hall, departure hall, and other public areas where necessary.
20. The passengers' hold baggage should be disinfected.
21. The equipment along with trays used for security check should be sanitized regularly.
22. Adequate number of Personal Protective Equipment (PPE) for security personnel on duty should be provided.

After Security Check

23. Hand sanitizer should be made available in sufficient quantity outside the security check point as well as inside Sterile Hall/Waiting Hall.
24. Appropriate floor markings with minimum distancing of 1 meter should be provided after security check to the sterile hall.

25. Reading material / non-essential loose items should not be provided inside sterile/waiting hall.
26. In case of multi-seat chairs, every alternate seat should be marked with '**Do not sit**' or 'X' sign.
27. All amenities in the airports must be maintained clean and sanitized with regular wiping of seats, armrests, handrails, frequent touch surfaces, lifts, escalators, staircases, door knobs, wheelchairs etc. The standard form is attached in Appendix-6.
28. Restrooms should be constantly cleaned and sanitized. A dedicated attendant should be deployed to ensure that it is properly sanitized and maintained.
29. Pedal bins with appropriate sign for the disposal of biohazardous wastes like masks, gloves, PPEs, visors, goggles, etc. should be provided at designated place and properly maintained as per prevailing health guidelines/directives.
30. All cleaners, helpers and supervisors who are involved in daily cleaning activities should wear face masks, medical gloves etc.
31. Adequate recirculation/optimum conditioning of air should be maintained in all public places inside the terminal through natural ventilation or any other suitable means.
32. Ramp buses used by the passengers should be disinfected prior to each trip.
33. All vehicles used in airport operation should be disinfected, cleaned and properly maintained.

Arrival at destination airport

34. Sequential disembarkation from the aircraft should be arranged for physical distancing.
35. The temperature scanning of each passenger/crew member/staff should be taken mandatorily with calibrated non-contact thermometers. Anyone found with measured temperature of 38°C (100.4°F) or higher should be isolated and sent to the dedicated hospital decided by the government.
36. All the ground personnel should perform their duty with proper protective gear.
37. Adequate passenger pick-up points for vehicles should be provided to avoid crowding.
38. Passenger Locator Card (PLC) should be collected by concerned air operator and should be handed over to health desk at arrival airport (if available)
39. The transit passengers should remain within the transit area.

40. A clear transparent glass shield or any other suitable means should be kept as a barrier between passenger and staff / other stakeholders.
41. Physical distance should be ensured in ramps, ladders, escalators, staircases and lifts where possible. Hand sanitizers should be available in baggage claim area.
42. Physical distance marking should be provided at baggage claim area to avoid crowding.
43. Restroom should be regularly cleaned and sanitized. A dedicated attendant should be deployed to ensure that it is properly sanitized and maintained.
44. Sequential baggage claim should be put into practice where baggage claim is made manually. In case of baggage claim from carousel, appropriate marks should be put on and around the carousel. Physical distance should be maintained during baggage claim area.
45. Encourage minimum use of baggage trolley. The used trolley should be disinfected on regular basis.
46. Passengers after arrival at the destination airports should obey the national health protocols as prescribed by the destination.

CHAPTER 4 – AVIATION GROUND SERVICE PROVIDERS

4.1 This chapter is intended for the aviation ground service providers that provide services for check-in, ramp buses, aviation fuel, aviation catering services, cargo handlers etc.

4.2 The minimum requirements to be completed by these agencies are as follows.

1. The aviation ground service providers should train their staff on this guidance for the COVID-19 related precautions.
2. All staff should be screened for temperature and provided with adequate guidance for safe practices.
3. All persons should wear medical face mask inside airport premises. Gloves and PPE should be worn when deemed necessary.
4. The aviation ground service providers should ensure that the baggage handling trolley is disinfected frequently.
5. The cargo and baggage handlers should practice proper hygiene and wash their hands frequently.
6. Visibly dirty items contaminated with blood or body fluids should be handled with proper protection.
7. Health precautions should be adopted and followed while handling hand carry cabin baggage of passengers.
8. The ramp bus should be disinfected prior to each trip.
9. The ground service providers should follow instructions from CAAN, airport operators and airline operators regarding the COVID-19 precaution.
10. Special care for the fire hazards should be taken when using sanitizers.



APPENDIX -1- PASSENGER COVID-19 STATUS CARD

PASSENGER COVID-19 STATUS CARD	
Purpose of this card: To get self-declaration regarding possible COVID-19 infection in passenger. Notwithstanding completion of this card, passenger will be subjected to additional screening as part of a multi-layer prevention approach e.g. when recorded temperature is equal or higher than 38 °C.	
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 <input type="checkbox"/> No <input type="checkbox"/>	
2. Have you had any of the following symptoms during the past 14 days: Fever Yes <input type="checkbox"/> No <input type="checkbox"/> Coughing Yes <input type="checkbox"/> No <input type="checkbox"/> Breathing difficulties Yes <input type="checkbox"/> No <input type="checkbox"/>	
3. Have you had a positive PCR or RDT COVID-19 test? Yes <input type="checkbox"/> No <input type="checkbox"/> Please attach report if available	
Details of Passenger: Name: Nationality OR Passport No: Signature: Date: Note- <i>any false declaration will lead to legal action</i>	

APPENDIX-2 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 concerned Authorities. Notwithstanding completion of this card, a crew member might still be subjected to additional screening by 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 <input type="checkbox"/> No <input type="checkbox"/>	
2. Have you had any of the following symptoms during the past 14 days: Fever Yes <input type="checkbox"/> No <input type="checkbox"/> Coughing Yes <input type="checkbox"/> No <input type="checkbox"/> Breathing difficulties Yes <input type="checkbox"/> No <input type="checkbox"/>	
3. Temperature at duty start: Temperature not recorded due to individual not feeling/ appearing feverish <input type="checkbox"/> Temperature in degrees °C <input type="checkbox"/> / °F <input type="checkbox"/> : _____ Date: _____ Time: _____ Recording method: Forehead <input type="checkbox"/> Ear <input type="checkbox"/> Other <input type="checkbox"/> _____	
4. Have you had a positive PCR COVID-19 test during the past 14 days? Yes <input type="checkbox"/> No <input type="checkbox"/> Attach report if available	
Crew member Identification: Name: Airline/ aircraft operator: Nationality and Passport No: Signature: Date:	

APPENDIX-3 PASSENGER LOCATOR CARD (INTERNATIONAL FLIGHT)

Public Health Passenger Locator Form: To protect your health, public health officers need you to complete this form whenever they suspect a communicable disease onboard a flight. Your information will help public health officers to contact you if you were exposed to a communicable disease. It is important to fill out this form completely and accurately. Your information is intended to be held in accordance with applicable laws and used only for public health purposes. *~Thank you for helping us to protect your health.*

One form should be completed by an adult member of each family. Print in capital (UPPERCASE) letters. Leave blank boxes for spaces.

FLIGHT INFORMATION:

1. Airline name	2. Flight number	3. Seat number	4. Date of arrival (yyyy/mm/dd)
			2 0

PERSONAL INFORMATION:

5. Last (Family) Name	6. First (Given) Name	7. Middle Initial	8. Your sex
			Male <input type="checkbox"/> Female <input type="checkbox"/>

PHONE NUMBER(S) where you can be reached if needed. Include country code and city code.

9. Mobile	10. Business
11. Home	12. Other
13. Email address	

PERMANENT ADDRESS:

14. Number and street <i>(Separate number and street with blank box)</i>	15. Apartment number
16. City	17. State/Province
18. Country	19. ZIP/Postal code

TEMPORARY ADDRESS: If you are a visitor, write only the first place where you will be staying.

20. Hotel name (if any)	21. Number and street <i>(Separate number and street with blank box)</i>	22. Apartment number
23. City	24. State/Province	
25. Country	26. ZIP/Postal code	

EMERGENCY CONTACT INFORMATION of someone who can reach you during the next 30 days

27. Last (Family) Name	28. First (Given) Name	29. City
30. Country	31. Email	
32. Mobile phone	33. Other phone	

34. TRAVEL COMPANIONS – FAMILY: Only include age if younger than 18 years

	Last (Family) Name	First (Given) Name	Seat number	Age <18
(1)				
(2)				
(3)				
(4)				

35. TRAVEL COMPANIONS – NON-FAMILY: Also include name of group (if any)

	Last (Family) Name	First (Given) Name	Group <i>(tour, team, business, other)</i>
(1)			
(2)			

APPENDIX-4 - PASSENGER LOCATOR CARD (DOMESTIC FLIGHT)

Name	
Date of travel	
Airlines	
Flight number	
Seat number	
From (Origin)	
To (Destination)	
Permanent address Ward No. Rural Municipality/Municipality District	
Current address	
Contact telephone Landline/Mobile	
Near to kin telephone Landline/Mobile	
Additional information for foreigners	
Nationality	
Passport Number	
Hotel address	

APPENDIX-5 AIRCRAFT COVID-19 DISINFECTION CONTROL SHEET

Aircraft Registration: _____

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: _____				

APPENDIX-6 AIRPORT COVID-19 CLEANING / DISINFECTION CONTROL SHEET

Airport Area: _____

Date (dd/mm/yy)	Time (24hr -UTC)	Area	Cleaning/ Disinfectant Product	Disinfectors name		
		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"/>	<table border="1" style="width: 100%; height: 100%;"> <tr> <td data-bbox="857 495 1263 621"></td> <td data-bbox="857 621 1263 987">Remarks</td> </tr> </table>		Remarks	
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