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## Introduction

Risk assessments should be in place that address controls needed to be taken by crew at their home base, on duty including, during a layover and for shift change overs on longer flights,

Operators should consider classifying each route for the level of risk of exposure to Covid-19 to determine whether additional mitigations are required in relation to services, policies or procedures.

## Crew Health

### Reporting fit for duty

Crew members must not report for flying duties if they:

- Are within a mandated period of isolation or quarantine related to previous travel and/or duty;
- Have tested positive for Covid-19 regardless of symptoms evident;
- Know that they have been exposed to a person having, or suspected of having, symptoms of Covid-19;
- Are experiencing symptoms of Covid-19.
- Have recovered from Covid-19 symptoms if occupational health or local requirements require additional clearance

### Crew self-certification statement

Some Health Authorities may require crew members to complete a self-certification statement and present it for inspection upon arrival.

- A [Crew Covid Status Card self-declaration form](#) which can be completed and presented for inspection upon arrival.

### Crew layover considerations

#### Crew transportation

- The airline should arrange for the commute between the aircraft and the crew's individual hotel rooms ensuring hygiene measures are applied and the recommended physical distancing adopted, including appropriate seat arrangement within the vehicle, whenever possible.

#### At accommodation

- At all times, crew must comply with local public health regulations and policies.
- It is recommended that only one crew member is allocated to each room, which is sanitised prior to occupancy.
- Crew, taking account of the above, and as far as practicable, should:
- Avoid contact with the public and fellow crew members, and remain in the hotel room except to seek medical attention, or for essential activities including exercise, while respecting physical distancing requirements;
- Not use the common facilities in the hotel, including the pool or gym;
- Dine in-room or seated alone in a restaurant within the hotel, only if room service is not
- Observe good hand hygiene, respiratory etiquette and physical distancing measures when required to leave the hotel room

### Actions to be taken if crew symptomatic

- Crew members who display any symptoms suggestive of respiratory tract infection, even if the symptoms are mild, or have a fever with a temperature exceeding 37.5 degrees Celsius, or feeling unwell in any way, must immediately be relieved from duties.

#### While off duty at base

- Crew members who display symptoms or who have tested positive for Covid-19 while at home base should follow the local Health Authority advice in relation to isolation and seek medical assistance where required.
- Crew members must not report for any duty until recovery from the virus is confirmed and after having been cleared by the airline's occupational health program.

#### Onboard aircraft

- All practicable measures must be taken to prevent an infected crew member from operating a flight, including self-monitoring and testing where reliable facilities exist. The consequent risk of a crew member displaying symptoms while on duty is low.
- Should a crew member display symptoms of Covid-19 during flight they should be relieved from duties as soon as safe to do so, fitted with a mask and isolated from others.
- In the case of a flight crew member at controls displaying symptoms, the operator should consider whether removal from the flight deck is an appropriate mitigation within their risk assessment.

### During layover

- Crew members who display symptoms or who have tested positive for Covid-19 during layover away from base should follow the local Health Authority advice in relation to isolation and seek medical assistance where required.
- They must not report for duty until recovery from the virus is confirmed and after having been cleared
- by the airline's occupational health program, or services acting on their behalf.
- Additional health restrictions may apply for repatriation of cabin crew members who become infected while on duty,

### Recovered crew members

- Crew members who have recovered from Covid-19 should not return to work until cleared with their airline occupation health program and/or policy.
- Health Authorities may impose restrictions on crew who have previously experienced symptoms of Covid-19 and some countries may require a medical certificate or declaration before approving entry.
- N.B. should consider the impact of anosmia on the cabin crews' ability to identify unusual smells within the cabin such as leakage of dangerous goods/chemicals and overheating/burning

### General Precautions

Precautions include:

- Physical distancing
- Respiratory etiquette;
- Hand washing;
- use of Personal Protective Equipment (PPE); including access to at least one Universal Precautions Kits (UPK)

### Physical distancing

- Wherever possible, cabin crew should remain within their assigned area of responsibility and flight crew should remain in the flight deck as much as possible;

- While eating or drinking, do not share meals, utensils or drinking containers;
- Take turns when consuming food and beverages and ensure that there is sufficient distancing where appropriate;
- Reduce non-essential contact with passengers and/or their belongings;
- Reduce physical contact between each other and with other staff or members of public.

### Use of Personal Protective Equipment (PPE)

The provision and use of Personal Protective Equipment may be required by Health Authorities according to the perceived risk of infection in some areas of operation.

- A safety risk assessment should be undertaken to determine the requirement for PPE
- Where prolonged or personal contact with a potentially infected person cannot be avoided, the use of Personal Protective Equipment appropriate to the amount of contact, is recommended.
- Gloves are not a substitute for regular and thorough handwashing,

### Masks and face coverings

#### IATA position

- IATA recommends the use of suitable masks or cloth face coverings by passengers and appropriate PPE (e.g. masks) for airline and airport staff while infection transmission is ongoing.
- Masks with exhalation valves (also known as respirator valves), which allow exhaled air out of the mask for comfort, are not recommended and some regulators require that passengers only wear surgical masks.

#### Use of masks by cabin crew

- If providing masks to cabin crew or permitting their generalized use, the operator should ensure that cabin crew are made aware of additional risks posed by frequent touching of the face to reposition masks, and that regular thorough handwashing is still required.
- Masks should be safely removed and replaced at regular intervals
- The use of masks by cabin crew onboard may result communication difficulties
- for example, passengers who read lips will not be able to do so

#### Use of masks by passengers

- Airlines should review and publicize their policy on the use of masks and face coverings
- Passengers should be encouraged to provide their own suitable face covering to be worn in the airport terminal if required or shown to check in staff.
- The publicized airline policy should include:

- Details of persons who may be exempted from wearing a face covering
- What type of face covering is acceptable;
- When the face covering is required to be worn;
- What will happen to passengers who do not present themselves at the airport with the required face covering.
- Masks or face coverings need to be removed for eating and drinking and airlines should reassure passengers that this is permitted, necessary and safe. Limiting the duration, the covering is removed will help to minimize any potential risk of exposure.

### Exemptions

- Some passengers, such as those with breathing difficulties, dementia or autism may not be able to tolerate the use of face coverings or masks for a lengthy period, if at all.
- Airlines should consider this within their risk assessment process and identify whether additional questions are necessary at pre-screening stage, and whether any exceptions can be made within their policy.

### Waste disposal of PPE

Waste bins in lavatories can be used for this purpose inflight, unless health authorities or the airline risk assessment determines that they are required to be treated as biohazardous waste.

### Safety risk assessment

This should be undertaken to determine the impact of PPE on cabin crew safety duties and any additional mitigations which might be necessary. Suggested risks include but are not limited to:

- Use of oxygen masks;
- Use of fire extinguishers and PBE;
- Additional flammability risks;
- Use of communication systems and procedures;
- Evacuation procedures and the need for cabin crew to be easily recognizable by passengers.

### Installation of hand sanitizer dispensers

- Where an airline wishes to install permanent or semi-permanent hand sanitizer dispensers in the cabin, galleys, lavatories or elsewhere, this should be carried out in accordance with cabin certification requirements and a safety risk assessment undertaken
- Paragraph 2.3.5.1 of the IATA Dangerous Goods Regulation outlines the allowances for passengers and crew to have in their checked or carry-on baggage must not

exceed 2 kg or 2 L and the net quantity of each single article must not exceed 0.5 kg or 0.5 L.

- Personal carry on dispensers may be subject to a 100ml limit

### Maintaining a clean environment

- Standard best practices for aircraft cleaning should always be applied.
- Disinfectants should be used in accordance with airlines' s guidance.
- Airlines may provide additional cleaning wipes and/or hand sanitizing gels for crew and/or passenger use onboard the aircraft.
- Crews should ensure that their immediate working environment is kept clean and regularly sanitized during flight, including headsets, handsets and other frequently used/touched surfaces.
- It is recommended that cabin crew undertake cleaning of passenger touch surfaces using appropriate disinfectant cleaning wipes.
- Cleaning wheelchairs should be undertaken at least after use –
- Wipes can be given to parents to clean bassinets

### Lavatories

Cabin crew activities during flight include regular checks of the lavatories, typically every 20 – 30 minutes,

- The frequency of checks may need to be enhanced or increased according to risk, either on a per use basis (e.g. after every ten passengers) or time interval.
- Where physical distancing is required, at least one lavatory should be blocked and dedicated for crew use in order to ensure it remains available for handwashing, as well as limiting the possibility of contamination from infected persons.
- Physical distancing techniques may also need to be applied to passengers waiting to use
- It is recommended that cabin crew undertake cleaning of passenger touch surfaces using appropriate disinfectant cleaning wipes.

### Boarding and disembarkation of passengers

- Where physical distancing is required, cabin crew positions during boarding may need to be altered
- It may be necessary to board smaller groups of passengers in order to increase space between them while they store carry-on baggage and take their seats
- Carry-on baggage must be stowed by the passenger and that cabin crew are advised not to assist, in order to minimize contact
- Where passenger load and any weight/balance limitations allow, passengers may be encouraged to move to empty seats to increase physical distance between them
- During disembarkation, cabin crew may be required to limit the number of passengers standing to retrieve personal belongings and to manage the number of passengers disembarking simultaneously
- Passengers with disabilities- IATA has also published further Guidance for Accessible Air Travel during Covid-19.

### Crew Activities on board

Wherever possible crew should

- Remain within their assigned area of responsibility;
- Not share meals, utensils or drinking containers;
- Reduce non-essential contact with passengers and/or their belongings;
- Reduce physical contact between each other and with other staff or members of public.
- Depending on the duration of the duty, route and/or flight time, some regulators require periodical temperature checks of crew members. Airlines may need to consider the provision of additional thermometers to be made available to the crew to accomplish this efficiently.

### Passenger announcements & Safety demonstration

- It is recommended that airlines review their existing cabin announcements and ensure that precautions are included, especially around removal of masks during emergencies and medical exemptions around mask use
- Manual safety demonstration equipment should be sanitized before each use.
- It is recommended that procedures be reviewed to ensure that cabin crew are not required to place
- demonstration equipment such as oxygen masks and life vest mouthpieces to their mouth and nose.
- When demonstrating the use of oxygen masks, passengers should be reminded that protective facial masks if worn, should be removed if depressurisation occurs

### Cabin crew seating positions

- Where cabin crew occupy double crew seats, airlines should consider within their risk assessment processes whether the other layers of protection such as screening, self-declaration, regular crew monitoring/testing, use of face coverings/masks etc, and the limited time on the crew seat are sufficient to mitigate any risk of infection.
- Where physical distancing is determined to be necessary or is required the procedure for unserviceable crew seat may be able to be appropriate mitigation
- Any change to crew seating positions during take-off and landing may need the approval of the regulator

### Inflight services

- The availability of inflight meals and beverages may be limited by airline risk assessment, local health restrictions within the flight kitchens, as well as supply chain issues and workforce reductions which may be encountered by the providers.
- Passengers should not be permitted to congregate or near the service areas

### Inflight sales

- In order to limit movement and interaction between passengers and crew, inflight sales may need to be limited and restricted to card transactions only



### Provision of First Aid onboard

- The provision of Universal Precautions Kits is a recommended practice in order to provide protection
- for cabin crew members in dealing with any medical incident.
- Cabin crew should be reminded of the availability of and correct use of personal protection equipment such as masks, gloves etc when dealing with a medical incident to minimize any risk of infection from Covid-

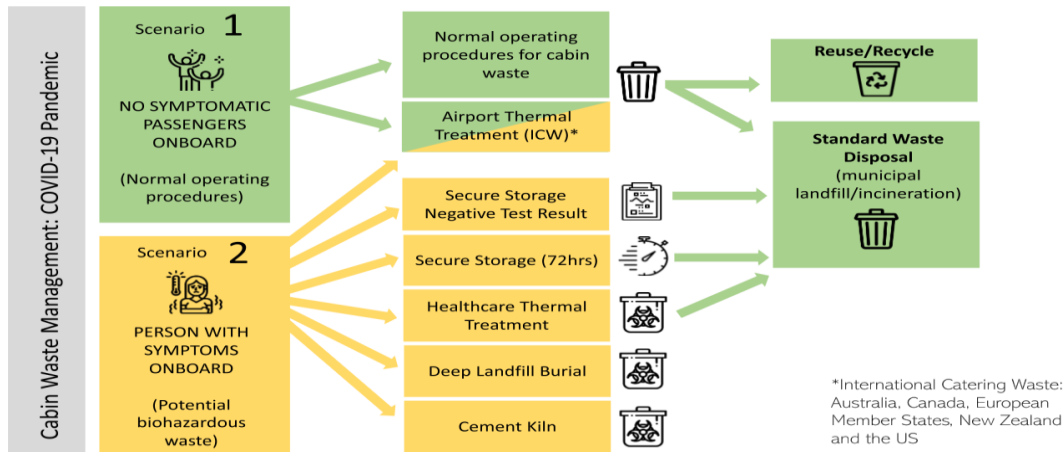
### Limiting access to the flight deck

- Cabin crew who are consistently in close contact with passengers should reduce the number of visits
- to the flight deck,
- Flight crew members should only leave the flight deck for short physiological breaks,
- Ground staff should only visit the flight deck where this is necessary for the operation of the flight.
- While limiting the number and frequency of physical flight crew checks, an alternative method of checking on flight crew welfare such as regular interphone calls should be established and maintained.

### Crew rest facilities

- Crew rest compartments should be restricted to the use of operating crew only.
- To minimize spread of disease, where pillows, cushions, sheets, blankets or duvets are provided, these should not be used by multiple persons unless coverings are laundered or changed.
- Some airlines issue each crew member with their own provisions and the cabin crew members are responsible for ensuring that they are removed and handled appropriately to reduce cross contamination after use.
- Each crew member should install their own bedding items before their rest period and remove them afterwards

## Cabin Waste Treatment and Disposal



- Spraying or sprinkling of disinfectant into the contents of biohazardous waste bags is not necessary to reduce the spread of COVID-19.
- The action of spraying may result in virus particles or chemical disinfectant becoming airborne, presenting an additional risk to passengers and crew.

## Reference Documents

IATA COVID-19: Resources for Airlines & Air Transport Professionals

<https://www.iata.org/en/programs/covid-19-resources-guidelines/> (accessed 14/10/20)

IATA Guidance for Crew Health Precautions During Pandemic Edition 1 – 28 May 2020

<https://www.iata.org/contentassets/df216feeb8bb4d52a3e16befe9671033/iata-guidance-crew-health-precautions-during-post-pandemic.pdf> (accessed 14/10/20)

IATA Guidance for Cabin Operations During and Post Pandemic Edition 4 – 08 Sep 2020

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