CAAM

Civil Aviation Authority of Malaysia

COVID-19 Guidelines for the

Aviation Industry

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INTRODUCTION

COVID-19 is a global issue that has brought the world into an unprecedented environment. Countries around the world have placed restriction for cross border travel and entry into their respective border has severely impacted the aviation sector.

The Malaysian Government had imposed the Movement Control Order in phases since 18 March 2020 and followed by the Recovery Movement Control Order from 10 June 2020 to 31 August 2020, which has reduced economic activities across sectors. In June 2020, in line with the improving impact of COVID-19 due to measures undertaken by the Government, all economic sectors are now in the phase of restart.

Air transport connectivity is a critical support in the recovery of economic activities. Necessary measures have to be introduced in order to restore confidence among the consumers on the readiness of the aviation industry. The International Civil Aviation Organization (ICAO) had proactively introduce a guideline known as the Council Aviation Recovery Task Force (CART) Take-off: Guidance for Air Travel through the COVID-19 Public Health Crisis, to support a standardize implementation of practices by all Member States.

The Civil Aviation Authority Malaysia (CAAM) has reviewed the guideline and subsequently prepared the national guideline to facilitate and support the operations of airlines and operators. It is hoped that as more countries adopt these standardized guideline, it would support for more economic activities and directly spur the growth of demand for aviation services.

The guidance is detailed into 5 parts namely:
Part 1: Section A : Flight Operations
         Section B : General Aviation
Part 2: Airworthiness
Part 3: Aviation Security
Part 4: Airport
Part 5: Air Traffic Management

Part 1: Section A : FLIGHT OPERATIONS GUIDANCE

INTRODUCTION

The Flight Operations Guidelines (FOG) for air crew is to ensure that safety of all air crew is maintained at the highest level possible while operating in the midst of this crisis, in order to maintain safety of both personnel and aircraft. This FOG draws on the information and guidelines from the work of ICAO Council Aviation Recovery Task Force (CART).

PURPOSE

In order to promote safe and sustainable international air travel, a closely coordinated international approach to the treatment of air crew, consistent with recognized public health standards, will be essential to alleviate burdens on critical transportation workers. Currently it includes screening, quarantine requirements, and immigration restrictions that apply to other travellers. The crew module contains specific guidance addressing the contact of a crew member with a suspected or positive COVID-19 case, reporting for duty, dedicated end to end crew layover best practices, crew members experiencing COVID-19 symptoms during layover, and positioning of crew.

The elements of this module are listed below.

1.1   Crew Module - Crew Members

1.2   Crew Module - Flight Crew

1.3   Crew Module - Cabin Crew

1.4   Crew Module – Layover

APPLICABILITY

Certificate and license holders issued and validated by CAAM.

1.1 Crew Module – Crew Members (Applicable to all)

Objective:
To provide harmonised health protection and sanitation considerations applicable to crew members.

Facilitation
• Crew members, maintenance and cargo/load specialized personnel who are involved in flights with a stopover, should not need to be medically quarantined and/or observations while on layover or observed after returning, unless they were exposed to a known symptomatic passenger or crew member on board or during the stopover.
• Measures that facilitate the continued operation of aircraft, such that:
A. Quarantine measures will not be imposed on crew who require a layover, or rest, for the purposes of complying with Flight Time Limitation (FTL) rest requirements; and
B. Crews should not be subjected to screening or restrictions applicable to other travellers.
• Crew members should ensure that health screening methods are as non-invasive as possible, and that:
A. All crew members meet all relevant customs, immigration, and health requirements;
B. Complete the appropriate forms on arrival and departure; and
C. Use the correct customs and immigration channels at the airports.
D. Note: Crew members operating passenger aircraft with cargo only, for example, should ensure that the correct notification has been sent to all agencies, to ensure that there is no confusion, or that crew members carried on board such as loadmasters, engineers, and cabin crew are correctly recognised and designated on the crew manifest.

Health monitoring
• Crew members should monitor themselves for fever, cough, shortness of breath, or other symptoms of COVID-19. A measured temperature of 38 degrees Celsius or higher is the WHO case definition;
• Crew members should take their temperature at least twice per day during duty periods and at any time they feel unwell; and
• Crew members should stay at home or in their hotel room, notify their employers, and not report for work if they develop a fever, shortness of breath, or other symptoms of COVID-19, and should not return to work until cleared to do so by their employers' and public health officials.

Exposure concerns include the following:
• Are within a mandated period quarantine related to previous travel and/or duty;
• Positive test for COVID-19 regardless of symptoms evident;
• Know that they have been exposed to a person showing symptoms of COVID-19;
• Are experiencing any symptoms of COVID-19; and

• Have recovered from COVID-19 symptoms but have not been assessed by the employer and/or public health authority.

During Flight
• If a crew member develops symptoms during flight, the said crew member should stop working as soon as practicable, put on a surgical mask, notify the pilot in charge, and maintain the recommended physical distance from others, when possible to do so. Upon landing, individuals should follow up with airline medical and public health officials.

Health protection
• To protect the health of crew and health of others, including co-workers, crew members should:
A. Maintain recommended physical distance from others where possible, when working on the aircraft e.g., while seated on the jump seat(s) during take-off or landing, during ground transportation and while in public places;
B. If hands are not visibly dirty, the preferred method is using an alcohol-based hand rub for 20–30 seconds using the appropriate technique. When hands are visibly dirty, they should be washed with soap and water for 40–60 seconds using the appropriate technique;
C. Along with frequent hand washing/sanitization, crew members should be reminded of the need
to avoid touching their face wherever possible, including while wearing gloves;
D. Wear a face covering while around other people, especially in situations where the recommended physical distance from others cannot be maintained. Note, a face covering should not replace the use of surgical masks or other PPE provided in the Universal Precaution Kit (UPK) when interacting with a sick traveller on board an aircraft;
E. Avoid contact with people with a cough, fever, or shortness of breath or otherwise suspected of having COVID-19;
F. Before each flight, inspect and verify contents of the UPKs. Follow existing air carrier policy and procedures regarding the use of PPE in the UPKs, if needed to provide care to a sick traveller on board; and
G. Follow the guidance and precautions of the state and relevant health authorities related to COVID-19.

Additionally, airlines should:
• Provide sufficient quantities of cleaning and disinfectant products (e.g. disinfectant wipes) that are effective against COVID-19 for use during flight; and
• Consider providing face covering to crew members for routine use when on duty, if these do not interfere with required PPE, job tasks and when it is difficult to maintain the recommended physical distance from co-workers or passengers at all times.

Use of lavatories
• Ideally, one or more lavatories should be reserved for crew use, in order to limit the potential for infection from passengers.

Crew rest compartments
• To minimize any possibility of cross infection, 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 bagged after use; and
• Other airlines provide bulk loading for crew rest area bedding items. Where this is the case crews should install their own bedding items before their rest period and remove them hygienically afterwards.

Training devices
• Increase the frequency of routine cleaning of flight simulators and training devices and other training aids, or equipment used during training. Cleaning products used should be compatible with COVID-19 disinfectants.

1.2 CREW MODULE - FLIGHT CREW

Objective:
To provide harmonised health protection and sanitation considerations specifically applicable to flight crew.

Considerations
• Limit, to the greatest extent possible access to the flight deck;
• Flight crew members should only leave the flight deck for short physiological breaks;
• In the case of flight crew at controls displaying symptoms, the operator should consider whether removal from the flight deck is an appropriate mitigation within their risk assessment;
• Carriers should ensure that when face masks are worn by flight crew or other crew members etc., that oxygen masks can be still rapidly placed on the face, properly secured, sealed, supplying oxygen on demand and flight crew are provided with the correct guidance on how to do so;
• When leaving flight deck, make sure all items are stowed, personal items removed, and flightdeck is ready for cleaning and disinfection;
• Prior to each cockpit crew change, ensure that the flight-deck has been fully sanitized;
• Reduce in person interactions with the cabin crew to a minimum;
• If possible, designate one person only to be able to enter cockpit if necessary; and
• Only one member of the flight crew or technical crew should be allowed to disembark the aircraft to complete the external inspection, refuelling, etc., in such case direct contact with the ground crew should be avoided.

1.3 CREW MODULE – CABIN CREW

Objective:
To provide harmonised health protection and sanitation considerations specifically applicable to cabin crew.

Considerations
• Cabin crew who are in contact with a passenger suspected to be infected should not visit the flight deck unless operationally necessary;
• 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 implemented;
• The use of PPE should not impact the ability to carry out normal, abnormal and emergency safety procedures, such as the donning of oxygen masks, carrying out firefighting procedures etc.; and
• Safety demonstration equipment should not be shared to the extent feasible to reduce the likelihood of virus transmission. If they must be shared, alternate means of demonstration without the equipment should be considered or the equipment should be thoroughly sanitized between uses.

1.4 CREW MODULE - LAYOVER

Objective:
To ensure that all crew that are required to layover or transit at an outstation are aware of the measures necessary to reduce the risk of transmission of COVID-19.

Layover/ transits
• If crew are required to layover or transit at an outstation, the air operator is to coordinate with the State public health authorities at airports and implement the following:
  o Commute arrangements (between airport and hotel, if required): The air operator 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, including within the vehicle, to the extent possible.
  At accommodation:
• At all times, crew must comply with relevant public health regulations and policies;
• One crew member to one room, which is sanitized prior to occupancy; and
• Crew, taking account of the above, and insofar as is practicable, should:
A. 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;

B. Not use the common facilities in the hotel;
C. Dine in-room, get take-outs or dine seated alone in a restaurant within the hotel, only if room service is not available;
D. Regularly monitor for symptoms including fever; and
E. Observe good hand hygiene, respiratory hygiene and physical distancing measures when required to leave the hotel room only for the reasons specified in A, C or emergency situations.

• Crew members experiencing symptoms suggestive of COVID-19 during layover or transit should:
A. Report it to the aircraft Pilot in Command, operator and seek assistance from a medical doctor for assessment of possible COVID-19;
B. Cooperate with the assessment and possible further monitoring for COVID-19 in accordance with the evaluation procedure implemented by the State (e.g. assessment in the hotel room, or an isolation room within the hotel, or alternative location).
• If a crew member has been evaluated and COVID-19 is not suspected in accordance with the above procedures implemented by the State, the air operator may arrange for the crew member to repatriate to base; and
• If a crew member is suspected or confirmed as a COVID-19 case by the State and isolation is not required by the State, such crew member could be medically repatriated by appropriate modes; if there is agreement to repatriate the crew member to home base.

Section B : GENERAL AVIATION GUIDANCE

INTRODUCTION

The purpose of this guidance is to assists General Aviation (GA) pilots to return safely to normal operations following the easing of the Movement Control Order and related restrictions on recreational flying, which has resulted in an extended period of minimal or no GA flying.

1.5 ALL GENERAL AVIATION PILOTS

As GA pilots prepare to resume flying, CAAM recommends a few precautions to consider before doing so. At the same time, GA pilots are advised to operate within the guidance around recreational flying activities as advised by the Government.

It is vital to remember that all pilots will experience some degradation of skill irrespective of their level of flying experience. CAAM encourages the use of appropriate refresher training or check flights before flying. Pilots that have not flown regularly may consider waiting until social distancing restrictions are lifted so they can conduct refresher training or a check flight before resuming recreational flying activities. Pilots who own and operate their own aircraft outside of a training environment are encouraged to visit their local Flying Club or Flying School for this.

CAAM would recommend that initial flights should focus on circuits and local area general handling. This means you can get back up to speed in a controlled way in an environment you are familiar with. Also consider if you are comfortable with the wind and weather conditions. This especially applies to low hours' pilots, low hours on new aircraft type/class or those with a new flying qualification. Best practice does not encourage having one short check out flight with an Instructor (once these flights are permitted), and then setting-off on a long cross-country flight to a new destination in marginal weather.

CAAM reminds pilots to comply to the current flight safety requirements and information such as:
A. Meteorological information.
B. NOTAMs airspace and frequency changes.
C. Flight plans, if applicable.
D. Updated VFR Chart.
E. Aerodrome availability and suitability. Pilots shall liaise with the aerodrome operator as it is important for safe and smooth operations.

It is also worth considering having your completed flight planning and performance calculations cross-checked by a Flight Instructor or another competent pilot.

1.6 GENERAL HEALTH, WELLBEING & PERSONAL PROTECTIVE EQUIPMENT (PPE)

All GA pilots are encouraged to remain fit and well as the cockpit of a GA aircraft is a very close environment. If you choose to wear any PPE, you must ensure that they do not create a flight safety hazard or inhibit safe operation of the aircraft in any way.

Be mindful of any heath guidance issued by Public Health Authorities concerning disinfecting and cleansing areas, washing hands, sharing of equipment. Consider whether it is necessary to take steps to disinfect surfaces inside the cockpit between flights, especially in operating environments with different pilots at the flying controls, eg flying schools.

Some people may consider installing some form of protection screen in the cabin to separate pilots for use when flights with others are permitted. This could have a significant, adverse effect on flight safety and the airworthiness of the aircraft. A modification or design change will need to be approved by CAAM or an approved design organisation before any installation is undertaken.

If you fly as a member of a Flying Club or Flying School, the Head of Training and Accountable Manager need to carefully consider their instructors', club members' and students' well-being and safety. People may have a concern about operating in a confined space like an aircraft cabin, when social distancing restrictions are lifted. Communication at a local level will be key to helping ensure everyone understands what local measures are in place and any new procedures to be followed.

1.7 PILOT LICENCE CONSIDERATIONS

CAAM has issued several exemptions as temporary alleviations to help support the aviation sector, including focus on supporting GA during the COVID-19 pandemic phase. The intent of these exemptions is to safely manage key licence, rating and medical expiry dates and help make a safe and smooth return to flying operations easier. It is encouraged to complete appropriate refresher training or a check with a suitable Instructor prior to flying solo again once the Government SOP allows this.

If you were unable to take advantage of the exemptions privileges as issued by CAAM in CAN 3/2020, you will have to renew License Proficiency Check.

1.8 MEDICAL FITNESS

Any pilot who has had a decrease in their medical fitness that might impair the safe operation of an aircraft must contact their Medical Examiner (ME) for advice before flying.

CAAM has published an exemption, which gives the option to extend the validity of their Medical Certificate. If you have not taken advantage of this exemption and your Medical Certificate has expired, you will be required to renew this with your ME.

Where pilots were able to take advantage of this exemption, they should still consider arranging a medical examination with their ME as soon as possible. You must ensure you fully understand your medical status before undertaking a flight as pilot in command and when any temporary exemption alleviation expires.

There may be challenges in obtaining Medical Certificate appointments with MEs in the coming months due to prioritisation of appointments to support commercial operations and essential services.

1.9 AIRCRAFT

The first consideration before resuming flying operations should be to review any manufacturers' guidance on servicing requirements when the aircraft has not flown for an extended period.

1.9.1 Pre-Flight
• When checking the aircraft after the extended period of minimal or no flying be more diligent with the Check A. Pay attention to lubrication of flying controls, fuel drains, operation of equipment and binding of brakes, and check the general condition of the aircraft (especially control surfaces) for signs of any damage (by person or wildlife). This is especially important if the aircraft has not been hangered. If you do have any concerns seek advice from your Maintenance Organisation before flying.

1.9.2 Is the Fuel in the Aircraft Tanks Still Usable?
• As part of the Check A, a comprehensive check of the fuel in the aircraft fuel tanks will be important. Has any water contamination occurred while the aircraft has been on the ground?
• AVGAS octane rating dissipates when exposed to sunlight, moisture and oxygen. As a guide, AVGAS stored in a bowser or above ground tank has a shelf life of approximately 3 months. Fuel stored in an aircraft fuel tanks may have degraded significantly. If you have any concerns seek advice from your Maintenance Organisation before flying.

1.9.3 Are All the Aircraft Documents and Equipment Still Valid and 'In Date'?
A. Certificate of Registration & Certificate of Airworthiness;
B. Insurance;
C. Radio installation licence;
D. Fire extinguishers and first aid kit.
E. GPS database.

Ensure that all defects are entered in the Aircraft Defect Log and if defects are deferrable ensure that they are documented correctly.

PART 2: AIRWORTHINESS GUIDANCE

INTRODUCTION

The Airworthiness Guidelines (AG) on aircraft cleaning and disinfection is to ensure that while operating in the midst of this crisis, it is essential to maintain safety at both personnel and aircraft level. This AG draws on the information and guidelines from the work of ICAO Council Aviation Recovery Task Force (CART). This guidance is reflective of the AG 6106 Notice which was issued on 11 June 2020.

PURPOSE

In order to ensure that the aircraft is best fit for operation, it is important for the cleaning, disinfection and maintenance of the aircraft is completed with focus on safety measures especially if the aircraft is coming out from its long-term parking or storage. This AG recommends measures to minimise the risk of contamination and ensure a safe, secure and sustainable restart and recovery of operations.

APPLICABILITY

Holders of CAAM airworthiness approvals under Notice 6102 (CAMO) and Notice 6501 (AMO).

2.1 COMMON CLEANING, DISINFECTION AND SAFETY MEASURES FOR FLIGHT DECKS, PASSENGER CABIN AND CARGO COMPARTMENTS

Objective:
To provide harmonised cleaning, disinfection and safety measures to be undertaken in flight decks, passenger cabin and cargo compartments

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• Cleaning and disinfection process should be done in accordance with the established operator's procedures.

• Operator may implement different cleaning and disinfection frequency based on a risk assessment which, takes into account the operational circumstances and the duration of the disinfecting effects of the substance used.

• Cleaning and disinfection agents used should be aviation approved. Refer to the original equipment manufacturer (OEM) instructions to ensure that the proper application, ventilation, and personal protection equipment is used. For more detailed recommendations or additional disinfecting chemicals, please contact the specific airframe manufacturer.

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

• Do not spray cleaning or disinfection solution in the flight deck, passenger cabin and cargo compartment. Apply with pre-moistened wipes or single use wetted cloth.

• Cleaning and disinfection solutions are flammable, so precautions should be taken around potential sources of ignition.

• Currently, there is no data on the long term effects associated with frequent application of the disinfection solution. Thus, the operator should periodically inspect the equipment to ensure that there are no long term effects or damage over time. If damage is observed, contact the OEM for guidance on alternate disinfectants. Specific care should be taken for application on leather and other soft goods.

• Cleaning personnel should be adequately trained so they understand and respect the procedures that will ensure effectiveness of the cleaning and disinfecting agents, use the proper personal protective equipment, prevent contamination of other areas and minimize occupational health and safety risks to personnel, including ensuring adequate ventilation in confined areas such as lavatories.

2.2 SPECIFIC DISINFECTION MEASURES – FLIGHT DECKS

Objective:
To provide harmonised cleaning, disinfection and safety measures to be undertaken in flight decks.

• Given the increased likelihood that switch positions may be inadvertently changed during the cleaning or disinfection process, operators and flight crew should reinforce procedures to verify that all flight deck switches and controls are in the correct position prior to operation of the aircraft.

• Some equipment on the flight deck may have additional disinfectant requirements based on usage (e.g. oxygen masks) and procedures should be put in place accordingly.

2.3 SPECIFIC DISINFECTION MEASURES – MAINTENANCE

Objective:
To provide harmonised cleaning, disinfection and safety measures to be undertaken in overall maintenance.

• Airlines/operators should be mindful of regular maintenance to both air systems and water systems to ensure they continue to protect the passenger and crew from viruses. Refer to the airframe OEM for specific maintenance actions and intervals.

• It is recommended that airlines/operators include access panels and other maintenance areas in their disinfection procedures to ensure a safe environment for the maintenance personnel.

• Airlines/operators may wish to review their operating procedures to minimize the number of personnel who need to contact high-touch surfaces such as access panels, door handles, switches,etc.

• It is recommended that airlines/operators establish maintenance procedures applied after disinfection procedures to check Flight Deck, Passenger Cabin and Cargo Compartments for correct positioning of control handles, circuit breakers and control panels switches and knobs. Access panels and doors closure also should be checked.

• In regard to aircraft filter maintenance, follow normal maintenance procedures as specified by the OEM. Please take note of special protection and handling of filters when changing them. Contact OEM or refer to OEM published documents to check if an additional sanitization procedure and/or personnel health protection is required to avoid microbiological contamination in the filter replacement area.

PART 3 : AVIATION SECURITY GUIDANCE

INTRODUCTION
The Aviation Security Guidance will ensure the protection of the security screening process while operating in the current challenging environment in our recovery period of the COVID-19 pandemic.

PURPOSE
The security screening process is important to ensure the safety of passengers, crew, ground personnel, and the general public. The guidance outlined will provide clarity of the measures to be undertaken to ensure the protection of safety screening personnel to discharge their duties safely and appropriately.

3.1 CHECKPOINT ACCESS PROCEDURES FOR PASSENGERS AND STAFF

Objective:
To provide clarity on measures to be undertaken at the checkpoint access to ensure safety of the personnel, crowd management and confidence building.

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

• Hand sanitizers and disinfection products should be provided prior to passengers and staff screening access points where possible.

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

• Rearranging of security checkpoint accesses and layouts should be considered with the objective of reducing crowds and queues to the extent possible while maintaining desirable throughput. This should include both divestment areas and those areas where passengers retrieve their screened cabin baggage.

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

• Procedures involving passengers presenting boarding passes and other travel documents to security personnel should be done, to the extent possible, while avoiding physical contact and in a way that minimizes face-to-face interaction. Should there be a need to identify a person wearing a mask against a government-issued photo identification, the mask could be removed if physical distancing measures are met.

• Appropriate signage should be deployed that clearly inform about subsequent steps of the process. Possible solutions include:

A. Using mobile boarding pass scanners operated by the security staff.

B. Conducting a visual inspection of the boarding pass and relevant identification documentation, as needed by standard operating procedures.

• Automated gates and mobile scanners' reader surface should be disinfected with the same frequency as for any other high-touch surface.

• Passenger preparation officers should be deployed to ensure passengers are prepared for the divestment needs. Screeners should reinforce processes with passengers accessing divesting areas, such that they properly divest and are less likely to cause a false alarm (to minimize the use of manual searches).

• Routine enhanced cleaning and disinfecting should be conducted, if needed, of frequently touched/exposed surfaces and security screening equipment, including trays at the security checkpoint and baggage areas.

3.2 PASSENGER SECURITY SCREENING

Objective:
To provide clarity on measures to be undertaken during passenger security screening to ensure safety of the personnel, crowd management and confidence building.

• Alcohol-based hand sanitizer should be distributed to screeners for the cleaning and disinfection of their hands.

• Screeners should wear gloves and change them after each manual search.

• Screeners should be advised to wash or sanitize their hands after removing gloves.

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

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

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

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

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

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

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

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

• Staff needed to interact with passengers in close proximity should use a face mask.

• For health-related liquids, aerosols and gels (LAGs) less than 100 ml should be accepted as prescribed by applicable security regulations.

• Work with relevant health authorities to ensure cleanliness and disinfection protocols are developed and implemented for items with a high likelihood of cross contamination (e.g. trays and
divestment area).

• Use the Airport COVID-19 Cleaning / Disinfection Control Sheet (PHC Form 3) or a similar one
where appropriate.

3.3 IDENTIFICATION CHECK AT DEPARTURE HALL

Objective:
To provide clarity on measures to be undertaken during identification check to ensure safety of the personnel, crowd management and confidence building.

Procedures involving passengers presenting boarding passes and other travel documents to security personnel should be done, to the extent possible, while avoiding physical contact and in a way that minimizes face-to-face interaction. Should there be a need to identify a person wearing a mask against a government-issued photo identification, the mask could be removed if physical distancing measures are met.

PART 4: AIRPORT GUIDANCE

INTRODUCTION
The Airport Guidance will ensure the operations of airport in Malaysia provides a sense of confidence to all consumers in our recovery period of the COVID-19 pandemic.

PURPOSE
The Airport Guidance is intended to provide direction, in the form of rules, practices, requirements and instructions, to which airport operators and, regulatory authorities, persons or companies engaged in airport operations services, works, activities and managing facilities - on and in vicinity of airport particularly during the recovery period of the COVID-19 pandemic.

4.1 DEPARTURE FLOW

Objective:
To provide clarity on measures to manage departing passengers, including access to Terminal, the upkeep of cleanliness and disinfection procedures within Terminal, as well as health measures, and to limit queues and avoid crowds.

Airport Curb Side
• Landside vehicle access to Terminal should be reorganised to facilitate and ease flow, avoiding congestion and crowd. Passengers, and accompanying persons in situations such as for passengers with disabilities, reduced mobility or unaccompanied minors, shall be able to alight safely without hindrance and provided with short direct route to the Terminal.
• Passenger, and any persons intending to enter Terminal, shall be registered prior to entry into Terminal to collect more detailed information which can be used for health information and contact tracing purposes.

Entry to Terminal
• Terminal access shall be restricted to passengers and accompanying persons, and workers, to avoid crowds and queues which would then enhance risks of transmission as well as create potential security vulnerability.
• Temperature screening are mandated and should be conducted using thermal scanner at designated entry points to Terminal to scan the temperature of multiple passengers rapidly and unobtrusively so as to minimize the impact on operations.
• The screening needs to be carried out by trained personnel who are able to decide if a passenger is fit to fly or not. The screening staff should have all other required equipment at their disposal.
• Appropriate procedures should be implemented to coordinate with relevant authorities in order to respond to any passengers showing signs of illness

Cleaning and disinfection
• Cleaning and disinfection shall be conducted according to the standard operating procedures outlined by the Ministry of Health. Equipment and facilities in the Terminal should be cleaned and disinfected on regular basis. The frequency of the sanitizing should be established, communicated, and appropriate resources need to be put in place to enforce it. Cleaning and disinfection should be more frequent with the increased in number of passenger in the Terminal.
• Cleaning and disinfection should be done effectively, including the concentration of product, method and contact time of disinfectants, and addressing areas that are frequently touched and most likely be contaminated – information desks, check-in areas, self-service kiosks, immigration areas customs areas, security screening areas and boarding areas including seats provided prior to these areas, escalators and lifts and handrails, washrooms, toilets and baby changing areas. Luggage trolleys, carts, wheelchairs, trays and collection points should be cleaned with dispensable wet wipes or disinfectants and disposal bins should be made available.

Physical distancing
• Physical distancing is an effective measure to limit transmission and should be applied to the maximum extent possible throughout the airport. Accordingly, passenger flow through the Terminal- check-in, immigration, security, departure lounge and boarding – needs to be modified to ensure physical distancing.
• The physical distancing applied shall be at least 1 – 2 meter between all individuals.
• Passengers shall wear masks or other face coverings at all times whilst in the Terminal.

Check in Areas
• To minimize the time spent at an airport, passengers should be encouraged to complete as much of the check-in process as possible before arriving at the airport. Online check-in, mobile boarding pass, off-airport baggage tagging and other initiatives will contribute to the reduction in the amount of contact with airport staff and enabling such types of off-airport processes
• Physical distancing should be implemented both at counters and self-service kiosks. Implement measures that can reduce congestion within check in areas through the planning and monitoring of passenger flows. Signage, floor markings and announcements via public address will encourage physical distancing.
• Avoid high level of physical contact that will increase probability of contamination. Face-to-face interaction should be at minimum with careful attention to the management of passenger flow.
• Where baggage self-service devices are in use, airlines should proactively guide passengers to self-bag drop options to minimize the interactions between passengers and check-in agents.

Security Screening
• Physical distancing measures are to be maintained at the security screening checkpoints, including during the screening process. Access to security screening checkpoint shall be controlled to avoid congestion and long queue while maintaining the desirable throughput.

• Hands sanitizers and disinfection products should be provided to passengers and screeners at security screening checkpoint. Passengers and screeners should maintain physical distancing to the extent possible. Screeners shall wear the appropriate PPE to mitigate the risk of exposure.

• Markings should be established on the ground within the queueing area to indicate the proper distancing.

• Security screening personnel should be exempted from carrying health and safety related screening to ensure they remain focused on security screening and related process.

Terminal Airside Area

• Where the post-security terminal airside area, including boarding gates and lounges, is an area of high passenger movement, physical distancing shall be practised while also allowing passengers with access to the retail, duty-free concessions and food and offerings.

• Physical installations, floor markings and adapted wayfinding need to be provided. Self-serving options, where passengers have limited contact with retail, food and beverages staff, should be encouraged. Enhanced cleaning and hygiene measures should be scheduled and deployed to contribute to the limiting of the virus spread.

• Sitting areas at gates, lounges and restaurants shall be opened at limited capacity to accommodate the need for physical distancing.

• An orderly boarding process will be necessary to reduce physical contact between passengers, especially once load-factors start increasing. Close cooperation with airline is necessary.

• Hand sanitizer stations should be made available throughout the airport with adequate signage for passengers

• Procedures involving passengers presenting boarding passes and other travel documents to security personnel should be done, to the extent possible, while avoiding physical contact and in a way that minimizes face-to-face interaction. Should there be a need to identify a person wearing a mask against a government-issued photo identification, the mask could be removed if physical distancing measures are met.

4.2 ARRIVAL FLOW

Objective:
To provide clarity on measures to facilitate the clearance of arriving passengers, reducing queues and minimizing contacts, including expediting border control processes, and health assessment and control initiatives.

Border Control
• Border control processes should be reviewed to increase physical distancing. Where equipment is available, the use of automated border control equipment and digital passenger identification, enabling contactless processes and facilitating the clearance of arrival, with the objective of reducing queueing and to minimize contacts between border control officials and passengers.
• Thermal scanners shall be placed at appropriate location to screen arriving passengers but individual passenger health assessments should be avoided to lessen impact resulting in long queue. Health declaration is mandatory.
• For flights arriving from higher-risk area where they are categorised as cluster or communication transmission, a particular section of the arrivals terminal could be utilised to increase physical distancing, and/or smart thermal cameras could be placed at appropriate location to screen arriving passengers, in consultation with the public authorities.

Baggage Claim Area
•Baggage claim process shall be made more efficient to ensure the passengers are not made to wait for excessive amounts of time in the baggage claim area. Available baggage carousels should be maximized to limit the gathering of passengers.
• Dedicated baggage carousels should be used for flights from high risks areas.
• Floor markings shall be provided to encourage physical distancing at the baggage carousel.
• Cleaning schedule should be aligned based on flight schedule to ensure a more frequent, in-depth disinfections of baggage carts, trolleys, washroom, elevator buttons and rails.

Customs
• Custom clearance process should be as efficient as possible to minimize queue while appropriate measures are effectively taken in case of physical baggage inspection.
• Where possible green/red lanes for self-declarations are recommended.
• Appropriate sanitary measures shall be taken at screening points to protect passengers and staff.

Exit to Landside
• Precautious shall be in place for arriving passengers who are exiting to the landside area. Perimeter should be established around the greeter's area.
• Hand washing stations or hand sanitisers should be provided at the Terminal exit.
• Cleaning should be increased based on flight schedules to ensure a more frequent, in-depth disinfection of landside public areas, including seating areas, food and beverages and retail handrails, washrooms, automated moving system and busses.

PART 5 : AIR TRAFFIC MANAGEMENT

INTRODUCTION

The Air Traffic Management (ATM) continues to play a major role on the road to recovery from this global crisis and remains committed in assisting the aviation industry in any eventuality despite the MCO/ CMCO being imposed by the Malaysian Government, compounded with the tremendous reduction in air traffic, Air Traffic Control (ATC) facilities (Air Traffic Control Centres and Control Towers), continued to operate 24/7 (where applicable) and provide the required services for the industry.

During the MCO/CMCO, ATM's Contingency Procedures (Back-up / Failure Mode) and Business Continuity Plan (BCP) based on ICAO's Annex 11 (Air Traffic Services) had been thoroughly simulated and tested to prepare air traffic controllers for any eventuality, even the possibility of having to work from their designated remote sites. Safety Risk Assessments were conducted together with Safety Officers nationwide via Video Conferencing to assess changes to the ATM environment. Recommendations and mitigating measures were put in place, in compliance with ICAO's Annex 19 and Doc 9859 (Safety Management System), controllers were also reminded to be alert and vigilant constantly.

PURPOSE

The Air Traffic Management shares its continuous attention and practices of high-level safety and health measures in ensuring that support for all operators continue to be delivered efficiently.

5.1 ATC'S INITIATIVES IN SUPPORT OF AIRLINES AND AIRPORT OPERATORS

Objective:
To provide safe, orderly, economic and expeditious flow of air traffic management..

• Providing direct tracks and track shortening to aircraft in the air, non-standard taxiing routes on ground, optimum cruising levels to aircraft, thereby minimizing fuel burn, hence providing fuel savings to airlines and reduced carbon emission into the environment;
• Coordinating with airport operators and ground support teams to:
A. Reduce turnaround time (in preparation for COVID-19 testing at airports);
B. Ensure smooth gradual transitioning from non-peak to peak operating hours;
• Pending / planned rehabilitation and maintenance works at airports carried out with minimal or no disruptions to flight schedules;
• Reduced airport operating hours or single runway operations at KLIA resulting in reduced overall costs;
• Enhanced vigilance/surveillance by ATC in monitoring read-back/hear-back of pilots' transmission in recognition of potential Human Factors lapses;
• Collaboration with National Slot Coordination Malaysia (NSCM) to improve predictability of traffic demand during this period of uncertainty, especially during the restart of aviation activities in Malaysia.

CONCLUSION

The aviation industry is an important linkage to support the economy not limiting to passengers but also cargo. Processes across all operating functions requires highest regard of safety measures. Using a standardise and globally accepted set of Guideline such as the CART Report helps all countries to ensure that national practices are aligned. This will be helpful not only to the operators but also to the consumers and public at large that their safety is our due concern.

CAAM will continue to closely monitor developments related to the COVID-19 pandemic to ensure the currency of safety measures and guidelines are proportionate with the latest developments and recommendations from both international and national public health authorities.

REFERENCE MATERIALS
• ICAO Council Aviation Recovery Task Force (CART) Report
• CART - Take-off: Guidance for Air Travel through the COVID-19 Public Health Crisis
• ICAO Doc. 10144 - Handbook for CAAs on the Management of Aviation Safety Risks related to COVID-19
• CAA UK, CAP 1925 COVID 19 – Preparing to Return to Normal Flying Operations for General Aviation Private Pilots

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