

Security and Facilitation Measures for an End-to-End Passenger Journey during the Pandemic

(developed by stream 3 of RPTF)

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1. Introduction

- The Middle East Recovery Planning Task Force (RPTF) was established in 09 April 2020 to support states' and stakeholders' response to the pandemic, and foster a safe, sustainable, and harmonized restart & recovery of the air transport sector.
- The RPTF comprises Chairpersons of ICAO MID Groups, International/Regional Organizations working in the Middle East Region and Airline representatives.
- The RPTF addresses its mandate through 4 Work Streams:
 - Public Health Requirements;
 - Operational Safety Measures;
 - Security and Airport & Passenger Facilitation; and
 - Air Navigation Services and Air Traffic Management.
- ICAO Council Aviation Recovery Task Force (CART) was established on 29 April 2020 with the aim to address the challenges faced by the air transport system due to the COVID-19 pandemic and to provide global guidance for a safe, secure, and sustainable restart and recovery of the aviation sector.
- CART comprises representatives from 14 States, the World Health Organization, Regional Civil Aviation Organizations, EASA, FAA, ACI, CANSO, IATA, ICAO, and other International organizations.
- CART issued its outcome on 1 June 2020. The outcome of CART's work included:
 - A "Report" that comprises 10 Key Principles and 11 Recommendations for addressing the pandemic and fostering the restart & recovery of the aviation system; and
 - A "Take-off: Guidance for Air Travel through the COVID-19 Public Health Crisis" document which includes a set of measures aimed at reducing health risks to air travelers, aviation workers, and the public. The measures are designed to enable a consistent and predictable travel experience, contribute to the efficient, safe, secure, and sustainable transport by air, and minimize the risk of COVID-19 transmission between and among these groups and the public.
- Following the issuance of CART outcome, the RPTF realigned its work with CART outcomes to harmonize and support the regional implementation of the global guidelines.
- This document represents one of the deliverables of the RPTF. It contains recommendations for security and facilitation to be implemented across the passenger journey taking into consideration new health measures.
- The recommendations in this document are based on CART guidelines. They aim at translating CART guidance material into a "ready-to-implement" set of measures that States and

Stakeholders can adopt and implement to ensure harmonious implementation of measures across the Middle East region, while maximizing protection of passengers and aviation personnel through effective mitigation of COVID-19 risks.

- This document is a live document and will be updated in line with the evolution of CART guidelines following new scientific discoveries and the developments related to the pandemic.

2. High-level Principles of Measures

- All Health risk mitigation measures should be:
 - Supported by medical evidence and aimed at minimizing the risk of transmission at airports (both landside and airside).
 - Risk-based and outcome-driven;
 - Limited in time and be constantly reviewed for impact, suitability, and effectiveness;
 - Flexible to be withdrawn gradually as COVID-19 health risks decline;
 - Harmonized and consistent to the best extent possible at national, regional, and international level. Harmonization of measures between States is essential to support restoration of international operations; and
 - Practical and minimize interruptions to airport operations to the best extent possible.
- The establishment of National Air Transport Facilitation Committee, which is a Standard in Annex 9 to the Convention on International Civil Aviation, is strongly recommended for effective coordination between stakeholders involved in the air transport ecosystem, if it has not been established yet.
- A well-defined and documented passenger tracing process should be developed and implemented to mitigate and limit the spread and resurgence of the pandemic.
- States should strengthen their security oversight systems, especially during the implementation of temporary COVID-19 response measures, in order to deter any acts of unlawful interference.
- States should develop and implement robust training to all air transport staff in order to ensure that personnel are aware of the pandemic mitigation measures, including specific training on response to passenger unruly behavior emanating from stress or refusal to adhere to health measures on the ground or on-board aircraft.
- Should health screening measures be necessary, it should be introduced as upstream as possible in the passenger process while minimizing impact on operations.

- The roles and responsibilities of the implementation of all measures should be clearly defined among governments, public health authorities, airlines, airports, and other stakeholders.

3. End-to-End Passenger Journey

3.1. Pre-Arrival at the Airport

- Encourage Passengers to complete check-in processes prior to arriving at the airport (e.g. Online passenger check-in, mobile boarding pass, off airport baggage tagging, and other initiatives), whenever possible.
- Encourage Passengers to use off airport processes (e.g. Government e-VISA or travel authorization, contact and health information or declaration), whenever enabled by governments.
- Passengers should be actively encouraged to contribute to their own health safety- eg. pre-purchasing sanitizer sprays (volumes as accepted by airport and screening authorities), wipes, and/or masks.
- If required, passenger health declarations to be submitted prior to airport arrival. Use of electronic tools such as governmental web portals should be encouraged to avoid paper forms.
- Adopt measures that encourage symptomatic passengers not report to the airport.
- Review all the formalities to comply with at departure and arrival, e.g.:
 - The new baggage policy:
 - If cabin bags are limited or restricted on board.
 - If there is any new checked bag policy.
 - Check airports website and get informed on the additional measures in place including for those passengers who require special assistance.
 - The required health declarations either at departure or arrival.
- Passengers should be frequently reminded to strictly adhere to the health safety measures by the appropriate communication means (e.g. Airports and airlines' websites).

3.2 Terminal Building

- Review and continuously re-evaluate terminal access policy in line with threat assessment. During the initial period, it is recommended that access to the airport terminal be limited to passengers unless the passenger requires special assistance.
- Guidance on the use PPE (e.g. masks) by the local health authorities must be followed.
- If required, temperature screening to be performed at the entrance of the terminal and conducted by health professionals using non-contact thermometers.
- Allocate an area and install isolated booths to be used in interviewing potentially symptomatic passengers by health professionals.
- Information on public health measures, baggage rules, LGA rules, and any additional measures implemented at the airport of departure should be disseminated at the entrance of the terminal and at all areas accessed by the passengers.
- Information on consequences of not following public health directives should be disseminated across the terminal building.
- Ensure physical distancing of at least 1 meter across the terminal

The use of physical partitions (e.g. plastic panels) between selected front-line staff and passengers is recommended to be installed in areas of repeat exchanges and transactions, such as check-in counters, document inspection counters at security checkpoint, and customer service counters.

- Ensure proper and routine sanitization of all areas with potential for human contact.
- Devise and implement a plan to clean and disinfect all areas of the terminal in line with the continuously reviewed threat level, and at a frequency determined by the level of risk and the level of traffic at the airport.
- Ensure adequate protection for staff interacting with passengers according to the pandemic risk level. Such protection may include: PPE for staff, health screening for staff, scheduling (keeping groups of staff in the same teams and working same shifts), hand sanitizer access, and physical distancing plan for workstations. The use of physical separators between selected staff and passengers are recommended in areas of repeat exchanges and transactions.
- For staff and teams working shifts, handovers between staff shifts to be done using electronic means such as telephone, videoconference, electronic logs. If not possible, physical handover to take into account the physical distancing requirement.

- Increase the use of air conditioning and effective filtration systems to keep air clean and/or reduce recirculation and increase the fresh-air ratio. Horizontal airflows should be limited.

3.3. General Check-in Area

- Implement measures that reduce congestion based on advanced-planning and monitoring of passenger flows.
- Provide signage, floor markings and announcements via Public Address (PA) system to encourage physical distancing.
- Support communication of key prevention messages from health authorities through audio messages and signs at key touchpoints of the passenger journey.

Encourage the use of self-service tools, such as boarding pass and baggage tag kiosks/mobile apps and baggage drop, but with careful attention to the management of passenger flow and keeping such devices adequately and constantly disinfected.

Consider the integration of self-sanitizing technology within kiosks touch screens.

- Use retractable stanchions and floor signage in the queuing area of the traditional check-in counters to manage queues.
- Install transparent barriers in front of staff at the traditional check-in counters.
- Encourage the use of contactless processes and technology, including contactless biometrics such as facial or iris recognition, whenever possible.
- Opening check-in time to be revisited by the airline in order to allow enough time for avoiding passenger queuing,
- Hand sanitization stations should be installed within the check-in's facility.
- Guidance on the use PPE(e.g. masks) by the local health authorities must be followed.
- Passengers should be frequently reminded to strictly adhere to the health safety measures by the appropriate communication means.
- Carry-on baggage that would need to use the overhead bins should be limited to facilitate a smooth boarding process.

3.4 Security Screening

General Hygienic Measures

- Screeners and passengers should wear appropriate PPE as per the guidance of local health authorities to reduce the risk of transmission.
- Hand sanitizers and disinfection products should be provided prior to and after passengers and staff screening access points where possible.
- 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.

Physical Distancing

- Physical distancing should be maintained throughout the security checkpoint to the extent possible. Floor markings should be established to indicate the proper distancing recommendation.
- The layouts of the security checkpoint may need to be rearranged with the objective of reducing crowds and queues while maintaining desirable throughput. This should include both divestment areas and those areas where passengers retrieve their screened cabin baggage.

Security Screening

- Security agents should reinforce communication with passengers in front of the walk-through metal detector (WTMD) or body scanner to ensure passengers divest properly and thus minimize the chance of going for a secondary hand search;
- For alarm resolution, security screeners should opt for resolution by explosive trace detection equipment (ETD), hand held metal detectors, or explosive detection dogs (EDD) instead of hand search if allowed by the security regulator.
- If there is a need for manual search, screeners should adapt their methodology, if possible, to avoid being face-to-face with passengers or other persons being screened. One method is to perform the hand search while remaining behind the persons being screened;
- Screeners should wear gloves and change them after each manual search. Also, they should wash or sanitize their hands after removing gloves.
- For ETD screening, security screeners should apply one ETD swab per person and discontinue the reuse of swabs, if allowed by the security regulator.
- If security regulator permits, alcohol-based hand sanitizer larger than 100ml should be allowed to be carried on board the aircraft cabin. But the sanitizer should be thoroughly checked and screened to determine its authenticity.

- 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.

3.5 Immigration / Border Control

- Social distance must be exercised at all times within immigration Point, and all possible measures to meet this are provided (floor and seats markings).
- Guidance on the use PPE (e.g. masks) by the local health authorities must be followed.
- Sanitizers and cleaning agents must be available and monitored frequently.
- Adopt new smart technologies to minimize human interactions and paperless travel (I.e., smart travel gates, facial recognition, biometrics, electronic visa, E Boarding pass, etc.).
- Provide transparent barriers protection between immigration staff and the passenger or face shield.

3.6 Terminal Airside Areas & Aircraft Boarding

- Physical distancing must be ensured at all times through the implementation of various measures such as flow monitoring tools, physical installations, floor markings and adapted wayfinding.
- Multiple alcohol-based hand sanitizer stations should be made available throughout the airport with adequate signage for passengers.
- Introduce self-service and contactless payment options to limit passengers' contact with retail, food, and beverage staff.
- Sitting areas (e.g lounges, gates, restaurants) can open at limited capacity to accommodate the need for physical distancing. Passengers should also be seated with at least one empty seat separation. Capacity limitation requirements to be constantly reviewed in line with the risk level.
- Temporary closure or enhanced monitoring of certain service areas should be ensured such as, self-service buffet food, smoking areas, children's play areas, café seating or multi-purpose seating etc.
- Installation of touch-free equipment in toilet facilities should be ensured such as automated door systems, automatic toilet flushing system, taps and soap and hand sanitizer dispensers, and automated hand towel dispensers.

- Increase cleaning and disinfection activities as well as the frequency, including commonly touched surfaces.
- Implementation of self-boarding technologies at the gate should be ensured including units using automatic doors, integrated boarding pass readers, LCD displays for passenger instructions and a device for printing seat assignment changes.
- Social distancing should be maintained throughout boarding process and inside passenger buses.
- Passenger buses should be disinfected on a regular basis.

3.7 Disembarking and Arrivals

- Airlines should review their existing cabin announcements and ensure that Health Procedures and Precautions are included.
- Disembarking the aircraft should be done by rows and from front to end. Passengers are required to stay seated until their disembarking turn.
- Potentially symptomatic passengers identified during flight shall leave the aircraft last followed by crew.
- If air bridges are used for disembarking, ensure physical distancing between passengers of at least one (1) meter.
- In case of buses used for disembarking, increase the number of buses to ensure social distancing.
- Passenger buses and air bridges should be disinfected after each flight.
- For flights arriving from high-risk areas, consider segregation of those flights through allocating a separate area of the arrival terminal building for those arrivals.
- Ensure physical distancing of at least 1 meter across the arrival terminal.
- If temperature screening is required at arrival, use smart cameras for thermal screening to minimize queuing and ensure physical distancing.
- Information on public health measures implemented at the airport of arrival should be disseminated at the entrance of the terminal and at all areas accessed by arriving passengers.

- Security screening:
 - Security screening procedures in section (3.4) of this document apply to arrivals security screening.

- Immigration/border control:
 - Ensure coordination between governmental agencies such immigration, border control, customs, and health authorities to facilitate passenger throughput, minimize queuing, and implement a robust technology infrastructure.

 - Use technology for immigration and border control to minimize queuing, limit interaction between passengers and personnel, and facilitate social distancing at the airport. Technologies to be used include Automated Border Control, eGates, digital passenger identification and management technologies (biometric technology).

- Heath Declarations:
 - Health declarations filled before/upon departure to be shared by the authorities of the departure countries with those of the arrival country before the flight lands.

 - If health declarations are required to be filled at arrival, use electronic web portals for those declarations.

- Transfer:
 - Develop one-stop health arrangements similar to one-stop security arrangements. Using those arrangements, passengers are not rescreened at transfer locations in order to avoid queuing in transfer areas.

- Ensure proper and routine sanitization of all areas with potential for human contact.

- Ensure adequate protection for staff members according to pandemic risk level. Such protection may include: PPE for staff, health screening for staff, scheduling (keeping groups of staff in the same teams and working same shifts), hand sanitizer access, and physical distancing plan for workstations.

- For staff and teams working shifts, handovers between staff shifts to be done using electronic means such as telephone, videoconference, electronic logs. If not possible, physical handover to take into account the physical distancing requirement.

3.8 Baggage Claim Area & Customs

- Physical distancing must be ensured at all times through the implementation of various measures such as the use of retractable stanchions and floor markings.
- Multiple alcohol-based hand sanitizer stations should be made available throughout the airport with adequate signage for passengers.
- Cleaning schedules should be aligned based on flight schedules to ensure a more frequent, in-depth disinfection of frequently touched surfaces such as luggage carts, elevator buttons, rails, washrooms, etc.
- Sitting areas should be arranged to accommodate the need for physical distancing. Passengers should also be seated with at least one empty seat separation.
- Provide a speedy baggage claim process and ensure that passengers are not made to wait for excessive amounts of time in the baggage claim area.
- Maximize use of available baggage carousels to limit the gathering of passengers, and, where possible, use of dedicated baggage carousels for flights from high risk areas.
- Self-service kiosks or online options for passenger needing to report lost or damaged luggage should be made available.
- Provide transparent barriers protection between Airline agents at lost luggage counters and the passengers.
- The use of baggage delivery services, where the passenger's baggage can be delivered directly to their hotel or home, should be encouraged.
- Baggage tracking information should be shared with passengers so that they are able to make a baggage claim, in case of baggage mishandling, without waiting in the reclaim area.
- Customs
 - Use electronic custom declarations through mobile technologies.
 - Consider the use of portals for self-declaration in advance of arrivals.
 - Implement Green/Red lanes for declarations.
 - Ensure social distancing and manage queuing at customs checks to minimize queuing.

3.9 Exit the Landside Area

- Encourage online car rental and currency exchanges orders to reduce the level of physical contact between arrival passengers and staff.
- Ensure arrival passengers have limited contact with retail, food and beverage staff, through the use of self-serve options and contactless technology payment methods.
- 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 beverage and retail, handrails, washrooms, automated moving systems, and buses.
- Multiple hand washing stations or hand sanitizers should be provided prior to the exit of the terminal building.