



13TH CAPSCA-AP Implementation Health Mitigation Measures in Aviation

ACCRPG – Public Health Sub-Group
Civil Aviation Authority of Malaysia (CAAM)

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SCOPE



- Introduction
- Preparedness
- Response
- Recovery
- Summary





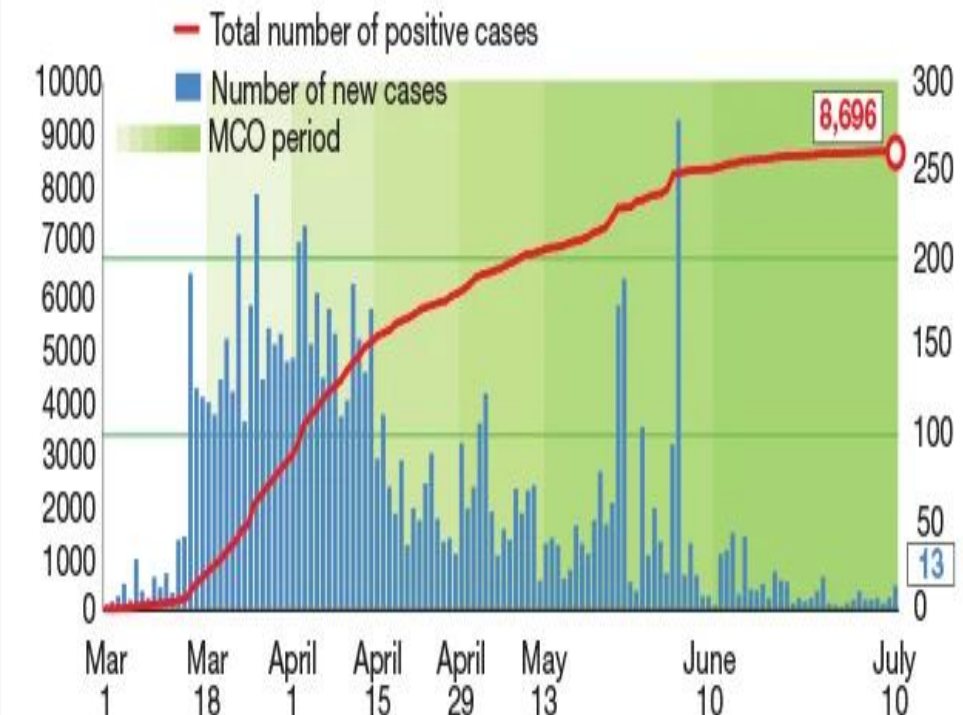
INTRODUCTION



- 30 million people
 - 3 Major Aviation Group (AK, OD, MH)
 - 7 International, 16 Domestic, 18 STOLports
 - 1st Case 25 Jan 2020
 - 2nd Wave 10 Mar 2020
 - Movement Control Order 18 Mar 2020
 - Total lockdown except Essential Services
 - Transport Essential Services
 - Recovery MCO – 09 June – 31 Aug 2020
 - Borders still closed
 - Returning citizens, residence, pass holders and repatriation of non-citizens
 - Recovery = 97.8%
 - Case Fatality = 1.4% (121/8,696)
- (10 July 2020)



Malaysia's Covid-19 positive case tally



Source: Ministry of Health



PREPAREDNESS- DISASTER MECHANISM



Epidemic/Pandemic Disaster Malaysia's Previous Experiences

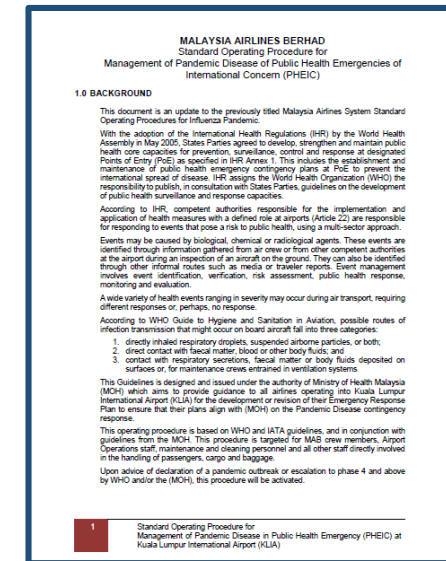
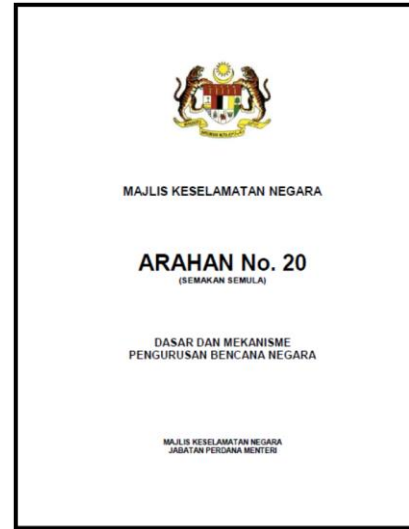
- Nipah Virus – 1999
- SARS – 2002-2003
- H1N1 – 2009
- MERS-CoV – 2012
- Ebola 2014
- Zika - 2016

One Nation Approach

- National Security Council
- National Disaster Management Agency
- Technical Lead Ministry of Health
- Stakeholders Engagement
- Ministry of Transport/CAAM
- Airlines/Airports

TTX – July 2019

JEE – Sep 2019





RESPONSE – STANDARD OPERATING PROCEDURES



- Introduction of MCO Standard Operating Procedures (SOP) in consultation with Airline/Airport Operators/Regulator CAAM/Ministry of Transport/ Ministry of Health and National Security Council – Workshop 4-6 Apr 2020
- Airports/Airlines further develop Operational Level SOPs
- Ongoing implementation
 - Airport
 - Aircraft
 - Passenger
 - Crew
 - Others (Cargo, Training Academy etc)

SEKTOR PENGANGKUTAN (UDARA)

Merangkumi

- Perkhidmatan penerbangan berjadual penumpang dan kargo bagi laluan domestic dan antarabangsa
- Perkhidmatan general aviation termasuk business & private jet operation

Waktu Beroperasi | 12.00 pagi – 12.00 tengah malam | **Waktu Kehadiran Pelanggan** | 12.00 pagi – 12.00 tengah malam | **Kapasiti Pekerja** | 100%

PENERBANGAN BERJADUAL DAN KARGO

| Tindakan | Penerangan Ringkas |
|---|--|
| Pemeriksaan suhu badan dan pemakaian face mask. | <ul style="list-style-type: none"> Menggunakan thermal scanner sebelum memasuki terminal lapangan terbang Mewajibkan face mask kepada semua individu yang memasuki terminal. |
| Pendaftaran masuk di kaunter. | <ul style="list-style-type: none"> Penguatkuasaan penjarakan 1 meter di antara penumpang. Penandaan garisan bagi penjarakan sosial. Penggunaan facemask oleh ejen kaunter syarikat penerbangan. Menggunakan hand sanitizer selepas urusan di check in kaunter. |
| Aturan tempat duduk dalam pesawat. | <ul style="list-style-type: none"> Penjarakan sosial dengan pengosongan tempat duduk di antara penumpang Tidak membenarkan preference block tempat duduk oleh penumpang. |
| Nyahkuman ruang pesawat. | <ul style="list-style-type: none"> Melaksanakan proses nyahkuman pesawat selepas operasi. |

Aktiviti yang tidak dibenarkan

- Sila rujuk kepada perkara yang disenaraikan dalam senarai aktiviti yang dilarang

Arahan Tetap

Akta 342
Pekeliling MKN & KKM
Akta Pengangkutan Jalan 1987
Akta Pengangkutan Awam Darat 2010
Akta Lembaga perlesenan Kenderaan perdagangan 1987
Akta Keretapi 1991
Ordinan Perkapalan Saudagar 1952
Akta Penerbangan Awam 1969 [Akta 3]
Akta Pengangkutan Melalui Udara 1974 [Akta 148]
Akta Kesalahan-kesalahan Penerbangan 1984 [Akta 307]
Akta Suruhjaya Penerbangan Awam 2015 [Akta 771]
Peraturan-peraturan Penerbangan Awam 2016.

AIR TRANSPORTATION SOP

SEKTOR MAKANAN (Perniagaan Berpremis)

Merangkumi

- Restoran
- Medan Selera / Pusat Penjaja
- Gerai Makan Tepi Jalan (Bertumbung) / Kiosk

Waktu Beroperasi | 5.00 pagi hingga 12.00 malam | **Waktu Kehadiran Pelanggan** | 7.00 pagi hingga 10.00 malam | **Kapasiti Pekerja** | 100%

AKTIVITI DAN PROTOKOL

| Tindakan | Penerangan Ringkas |
|---|--|
| 1. Mengambil dan Merekod Suhu Badan Pekerja | <ul style="list-style-type: none"> Mengambil dan merekod suhu badan pekerja pada awal waktu bekerja |
| 2. Kawalan Bilangan Pelanggan dan Penjarakan Sosial | <ul style="list-style-type: none"> Susun atur meja, dengan jarak 2 meter antara meja bagi membolehkan penjarakan sosial sekurang-kurang 1 meter Setiap meja di muatkan tidak melebihi 4 orang semeja Premis perlu menyatakan dengan jelas bilangan pelanggan yang dibenarkan pada satu-satu masa untuk memenuhi keperluan penjarakan sosial |
| 3. Penggunaan Hand Sanitiser | <ul style="list-style-type: none"> Mewajibkan penggunaan hand sanitiser berbas alcohol, atau menyediakan kawasan mencuci tangan dengan sabun |
| 4. Pembersihan dan Sanitasi | <ul style="list-style-type: none"> Menggalakkan penggunaan peralatan makan biodegradable pakai-buang Menggunakan cecair pencuci dengan kandungan sodium hypochlorite mengikut garis panduan KKM |

Semua aktiviti dibenarkan kecuali

Sila rujuk kepada perkara yang disenaraikan dalam senarai aktiviti yang dilarang

Arahan Tetap / Catatan

- Keperluan pendidikan pekerja bertubung kebersihan & kesihatan peribadi serta kebersihan premis
- Keperluan merekod kehadiran termasuk nama penuh, nombor kad pengenalan, nombor telefon, serta suhu badan pekerja dan pelanggan, setiap hari

EATERY SOP (AIRPORT LOUNGE)



TRANSPORTATION SECTOR (AVIATION)

Scope

- Air transport and cargo services for domestic and international routes
- General Aviation Services including business and private jet operations

Prohibited Activities

- Please refer to the items listed

Standing Instructions

Act 342
 Circular of NSC & MOH
 Road Transport Act 1987
 Land Public Transport Act 2010
 Commercial Vehicle Licensing Board Act 1987
 Railway Act 1991
 Merchant Ship Ordinance 1952
 Civil Aviation Act 1969 [Akta 3] .
 Air Transport Act 1974 [Akta 148] .
 Aviation Offences Act 1984 [Akta 307].
 Aviation Commission Act 2015 [Akta 771].
 Civil Aviation Regulations 2016 .

Operating Hours

1200am –
1200pm

Customer presence

1200am –
1200pm

Workforce Capacity

100%

SCHEDULED AND CHARTERED FLIGHTS

| Action | Brief Description |
|---|---|
| Body temperature measurement and the use of face mask | <ul style="list-style-type: none"> • The use of thermal scanned on arrival into the terminal • The enforcement of the use of face mask when individuals enter the terminal |
| Check-In at the counters | <ul style="list-style-type: none"> • Enforcement of one meter social distancing between passengers • Marking for social distancing • Use of face mask by airlines counter agents • Use of hand sanitizer after completion of check-in procedure |
| In-flight social distancing | <ul style="list-style-type: none"> • Social distancing with empty seats in between • Preferential seats reservation is not allowed |
| Aircraft cabin disinfection | <ul style="list-style-type: none"> • Aircraft cabin disinfection post-flight |
| Boarding | <ul style="list-style-type: none"> • Enforcement of one meter social distancing • Use of face mask by counter agent of airlines |
| Meal service | <ul style="list-style-type: none"> • Minimize close contact with passengers |
| Lavatory service | <ul style="list-style-type: none"> • Cleaning of the lavatory of at least once after every five usage |



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AIRPORT

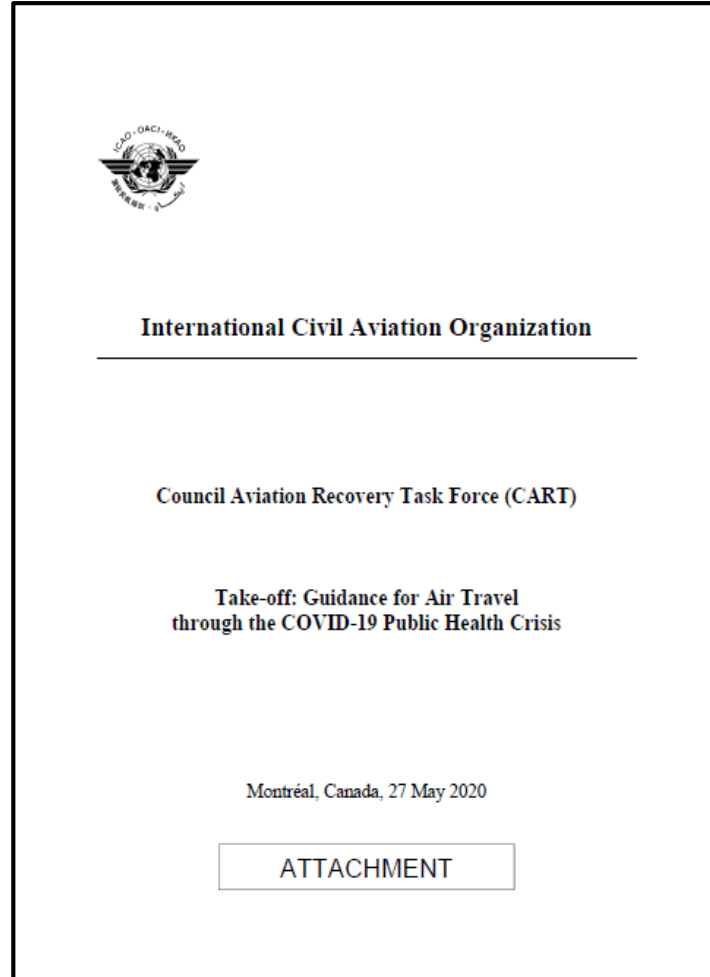
| Action | Brief Description |
|--|--|
| COVID-19 Disease Surveillance | <ul style="list-style-type: none"> • Monitoring of COVID-19 amongst passenger, users and the workforce through temperature screening |
| Use of hand sanitizer, face mask and rubber gloves | <ul style="list-style-type: none"> • Employees will use hand sanitizer, face mask and rubber gloves based on work requirement • The use of face mask is compulsory for passengers on board the aircraft |
| Social distancing and occupational safety and health | <ul style="list-style-type: none"> • The use of face mask at all public places is a requirement to all employees • To ensure the practice of one meter social distancing is enforced and marked at chairs and tables |
| Readiness on latest COVID-19 development | <ul style="list-style-type: none"> • <i>Emergency Operation Centre (EOC)</i> and Airport Crisis Management Team are in the state of readiness to respond |



RESPONSE & RECOVERY ICAO CART TAKE-OFF GUIDANCE DOCUMENT



- Take-Off Document versus Existing National and Operators SOP
- General
- Four Modules
 - Airport
 - Aircraft
 - Aircrew
 - Cargo
- Converted to Check-List format
- Identifying the gaps
- Narrowing the gaps
- Also adopted some IATA Layered Biosecurity document
- CAAM also included ATS Module



| ITEM | STATEMENT | STATUS | REMARKS |
|------|--|-----------------|---------------|
| 1 | Frequency of cleaning of the flight deck should account for both separation of the flight deck from the passenger compartment and frequency of crew transitions. | NOT IMPLEMENTED | USE SANICOM-4 |
| 2 | Clean and disinfect the flight deck at an appropriate frequency to accommodate for safe operations for crew. | NOT IMPLEMENTED | |
| 3 | Airframe manufacturers recommend the use of a 70% aqueous solution of Isopropyl Alcohol (IPA) as a disinfectant for the flight deck touch surfaces. | NOT IMPLEMENTED | |

EXCEL CHECK LIST FORMAT



RESPONSE & RECOVERY ICAO CART TAKE-OFF GUIDANCE DOCUMENT



General

| | | |
|----|------------------------|---|
| 1 | Public Education | ✓ |
| 2 | Physical Distancing | ✓ |
| 3 | Face Covering and Mask | ✓ |
| 4 | Routine Sanitation | ✓ |
| 5 | Health Screening | ✓ |
| 6 | Contact Tracing | ✓ |
| 7. | Health Declaration | ✓ |
| 8 | Testing | ✓ |

KONTAK RAPAT COVID-19

KONTAK RAPAT ialah individu yang mempunyai kontak secara langsung kepada pesakit yang telah disahkan positif **COVID-19**.

TAHUKAH ANDA?
Pihak petugas KKM akan menghubungi anda sekiranya anda adalah **KONTAK RAPAT** kepada pesakit yang disahkan positif **COVID-19**.

- 1 Sekiranya anda bergejala (demam, batuk/bersin dan sesak nafas) dan mempunyai kontak dengan pesakit positif COVID-19, Pegawai Perubatan akan mengarahkan anda menjalani ujian pengesanan COVID-19.
- 2 Tiada sebarang permohonan persendirian bagi menjalankan ujian ini di fasiliti kesihatan kerajaan.
- 3 Namun, anda boleh menjalankan ujian tersebut di institusi swasta terpilih.

HENTIKAN PENYEBARAN COVID-19

Diterbitkan oleh:
Kementerian Kesihatan Malaysia

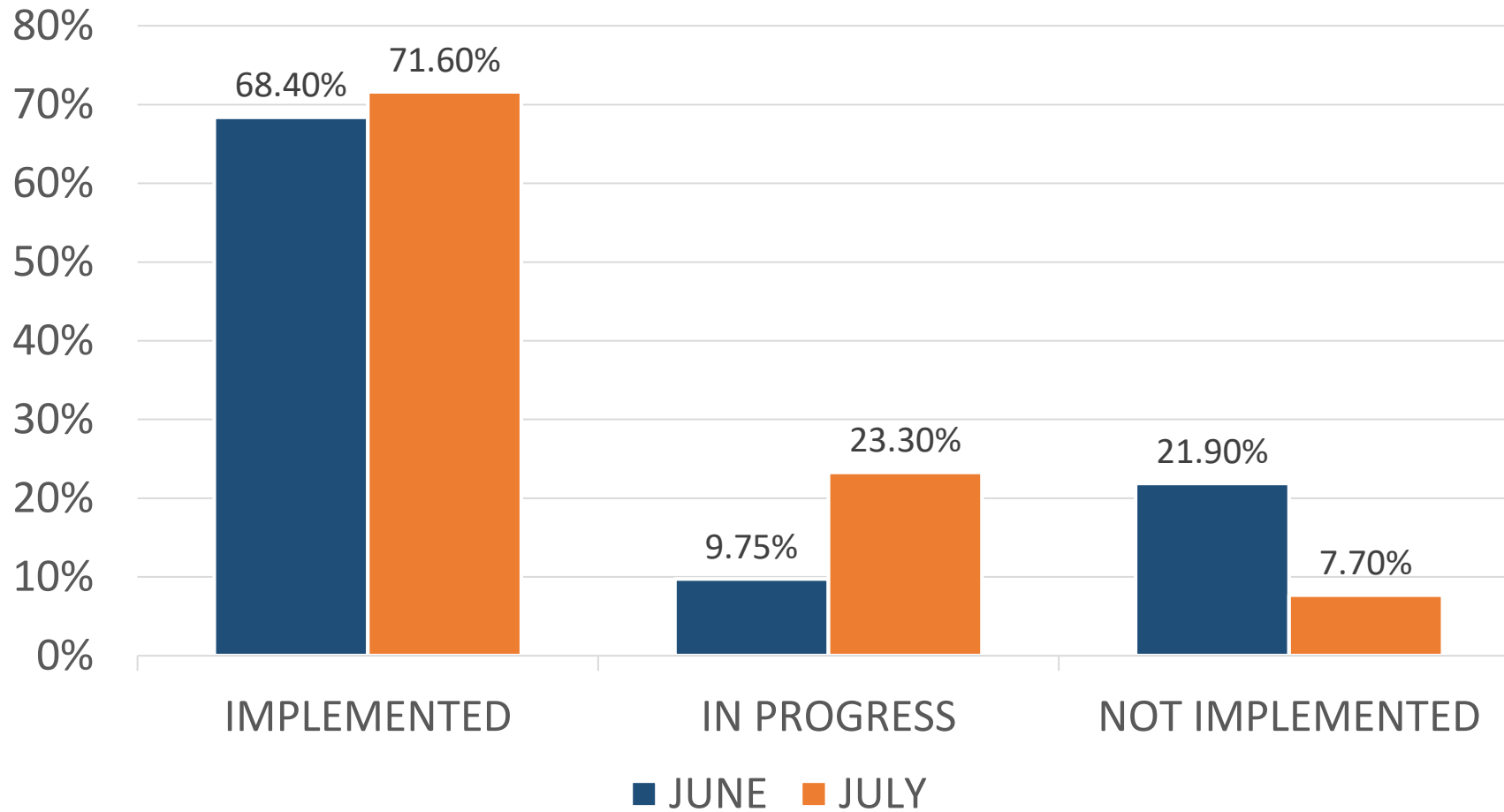
MyHEALTH
myhealth.kkm

MyHEALTH
www.pihak.gov.my

SCAN ME



UPDATED GAP ANALYSIS : AIRCRAFT MODULE





UPDATED GAP ANALYSIS : AIRCRAFT MODULE



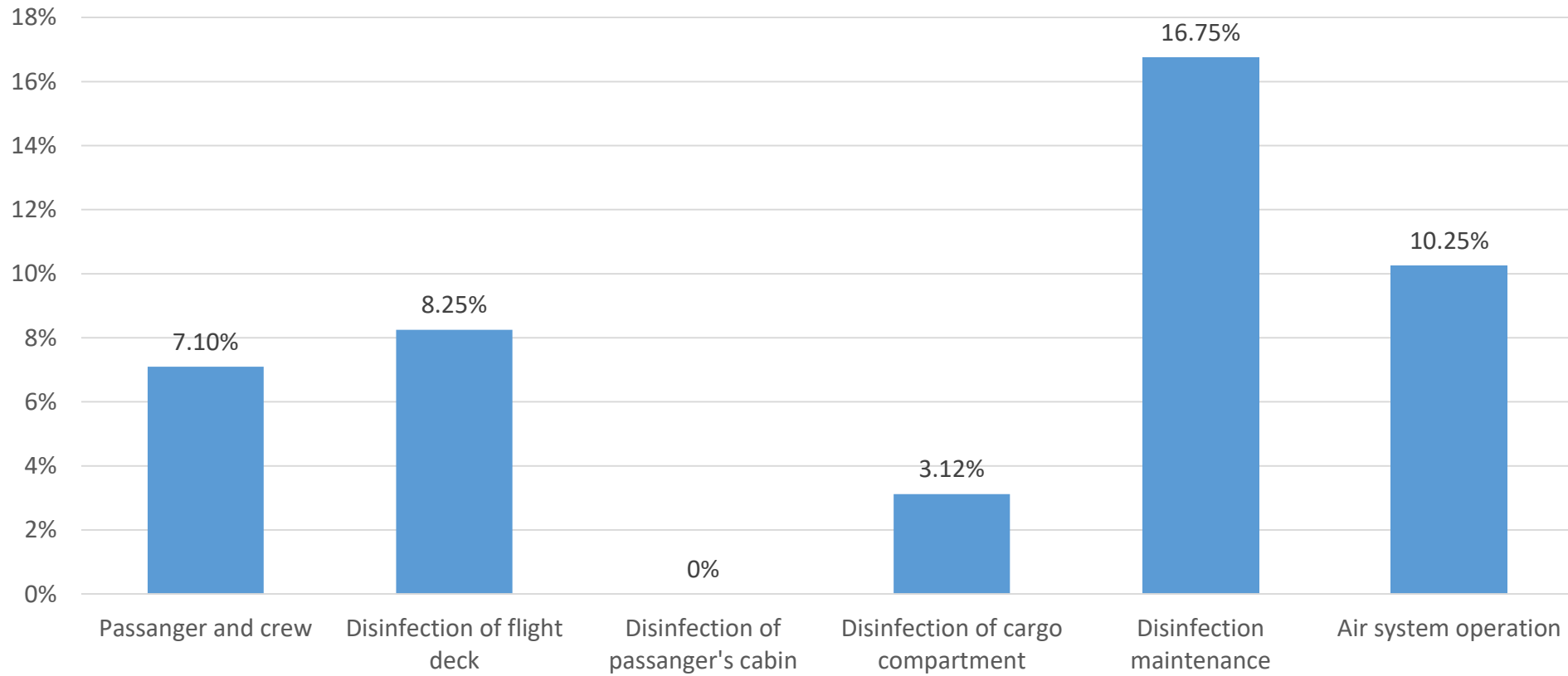
| AIRLINES | PASSENGER & CREW | | DISINFECTION OF FLIGHT DECK | | DISINFECTION OF PASSENGER'S CABIN | | DISINFECTION OF CARGO COMPARTMENT | | DISINFECTION - MAINTENANCE | | AIR SYSTEM OPERATION | | OVERALL |
|--|------------------|-------|-----------------------------|------|-----------------------------------|------|-----------------------------------|-------|----------------------------|------|----------------------|------|---------|
| Airline A | Green | 100% | Green | 67% | Green | 100% | Green | 100% | Green | 50% | Green | 71% | 81% |
| | Yellow | 0% | Yellow | 0% | Yellow | 0% | Yellow | 0% | Yellow | 0% | Yellow | 0% | 0% |
| | Red | 0% | Red | 33% | Red | 0% | Red | 0% | Red | 50% | Red | 29% | 19% |
| <ul style="list-style-type: none"> - Reasons for non implementation are mostly because non applicable - No issues/ difficulties documented | | | | | | | | | | | | | |
| Airline B | Green | 100% | Green | 100% | Green | 100% | Green | 0% | Green | 100% | Green | 100% | 83% |
| | Yellow | 0% | Yellow | 0% | Yellow | 0% | Yellow | 100% | Yellow | 0% | Yellow | 0% | 17% |
| | Red | 0% | Red | 0% | Red | 0% | Red | 0% | Red | 0% | Red | 0% | 0% |
| - no issues in all areas | | | | | | | | | | | | | |
| Airline C | Green | 100% | Green | 82% | Green | 87% | Green | 87% | Green | 100% | Green | 71% | 88% |
| | Yellow | 0% | Yellow | 18% | Yellow | 13% | Yellow | 13% | Yellow | 0% | Yellow | 29% | 22% |
| | Red | 0% | Red | 0% | Red | 0% | Red | 0% | Red | 0% | Red | 0% | 0% |
| <ul style="list-style-type: none"> - finding suitable cleaning frequency - review and implementation are in progress | | | | | | | | | | | | | |
| Airline D (Turbo-prop) | Green | 43% | Green | 55% | Green | 25% | Green | 25% | Green | 17% | Green | 41% | 34.3% |
| | Yellow | 28.5% | Yellow | 45% | Yellow | 75% | Yellow | 62.5% | Yellow | 66% | Yellow | 47% | 54% |
| | Red | 28.5% | Red | 0% | Red | 0% | Red | 12.5% | Red | 17% | Red | 12% | 11.7% |
| Not implemented - due to aircraft specification | | | | | | | | | | | | | |



UPDATED GAP ANALYSIS : NON-IMPLEMENTATION AREAS IN AIRCRAFT MODULE

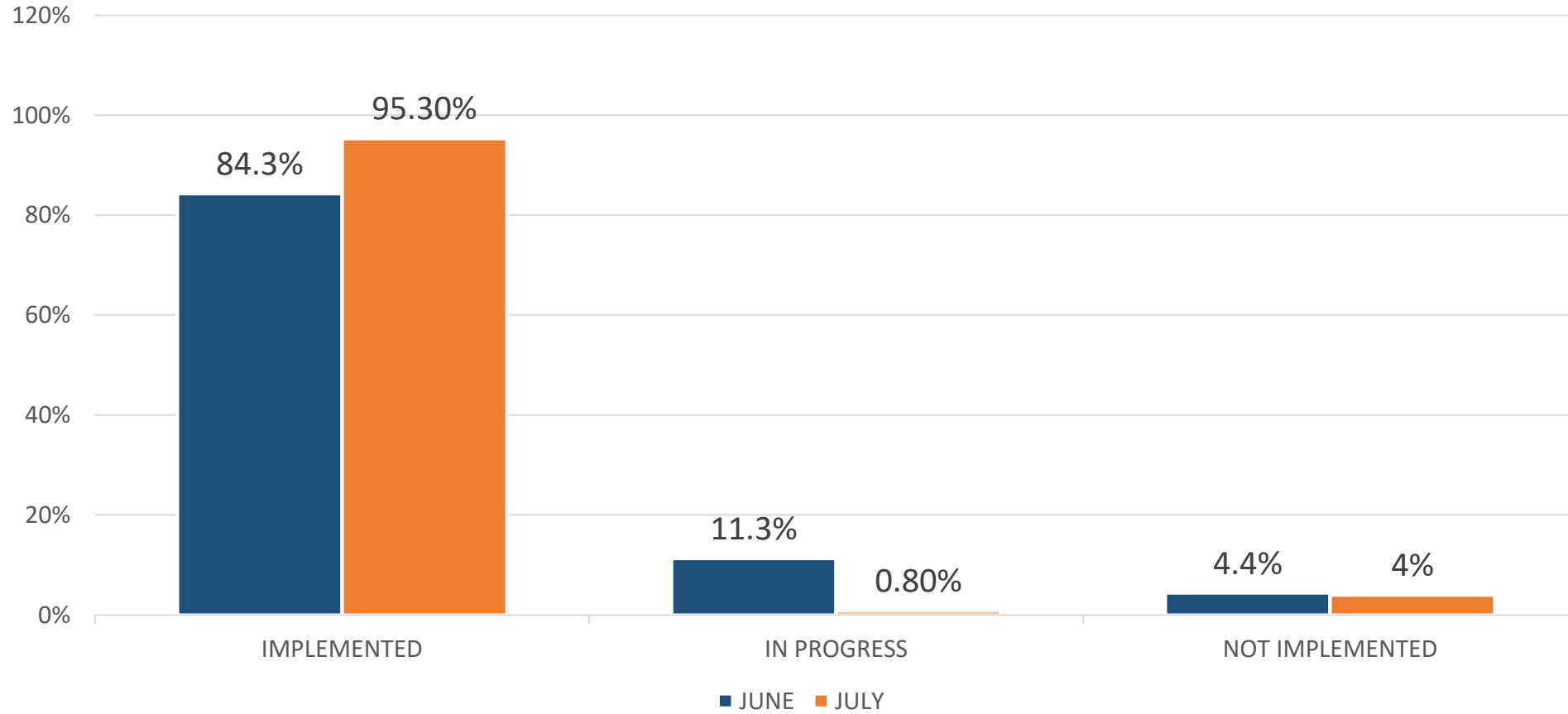


July





UPDATED GAP ANALYSIS : CARGO MODULE





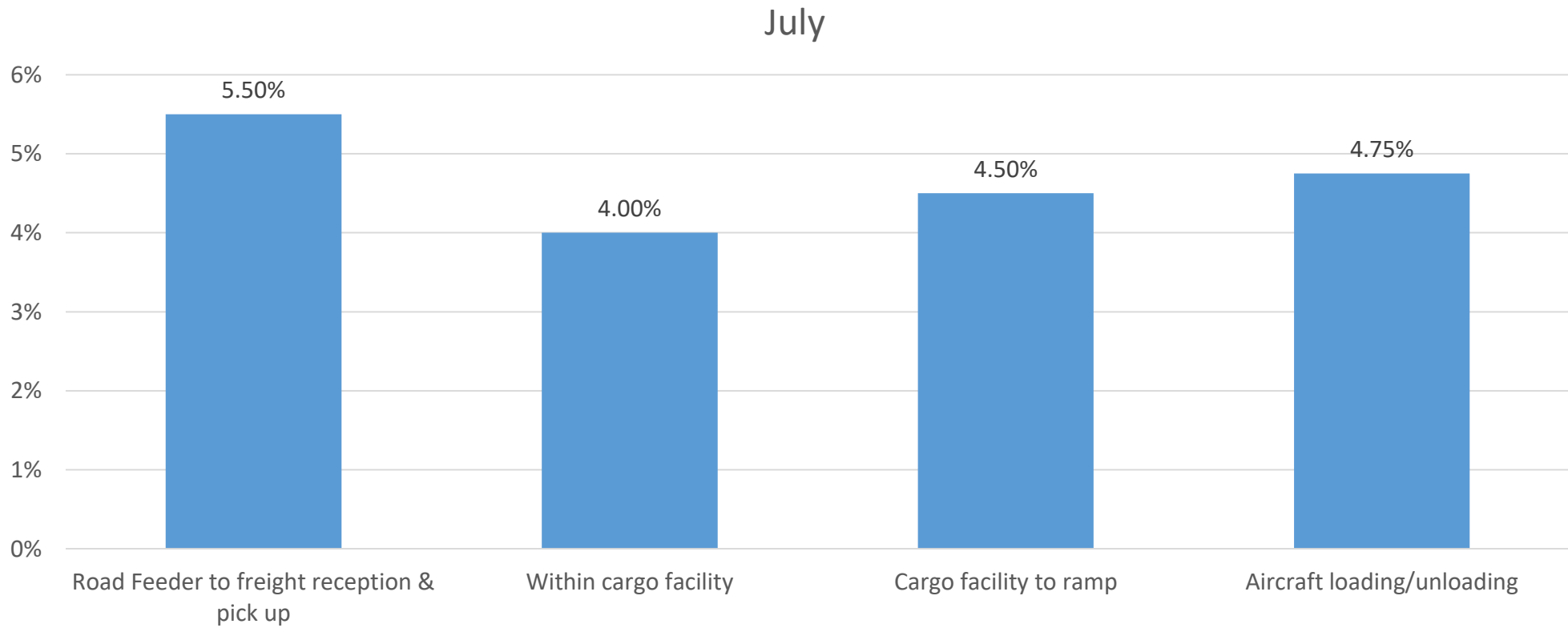
UPDATED GAP ANALYSIS : CARGO MODULE



| AIRLINES | ROAD FEEDER TO FREIFGT RECEPTION & FREIGHT PICK UP | | WITHIN CARGO FACILITY | | CARGO FACILITY TO RAMP | | AIRCRAFT LOADING / UNLOADING | | OVERALL |
|------------------------|---|------|-----------------------|------|------------------------|------|------------------------------|------|---------|
| AIRLINE A | | 100% | | 92% | | 91% | | 93% | 94% |
| | | 0% | | 0% | | 0% | | 0% | 0% |
| | | 0% | | 8% | | 9% | | 7% | 6% |
| | • Not implemented : operate into low risk country | | | | | | | | |
| AIRLINE B | | 100% | | 100% | | 100% | | 100% | 100% |
| | | 0% | | 0% | | 0% | | 0% | 0% |
| | | 0% | | 0% | | 0% | | 0% | 0% |
| AIRLINE C | | 100% | | 100% | | 100% | | 100% | 100% |
| | | 0% | | 0% | | 0% | | 0% | 0% |
| | | 0% | | 0% | | 0% | | 0% | 0% |
| AIRLINE D (TURBO-PROP) | | 78% | | 92% | | 91% | | 86% | 87% |
| | | 0% | | 0% | | 0% | | 12% | 3% |
| | | 22% | | 8% | | 9% | | 12% | 10% |
| | <ul style="list-style-type: none"> • Due to lack of man power • multitasking driver need to get down to do additional task. | | | | | | | | |

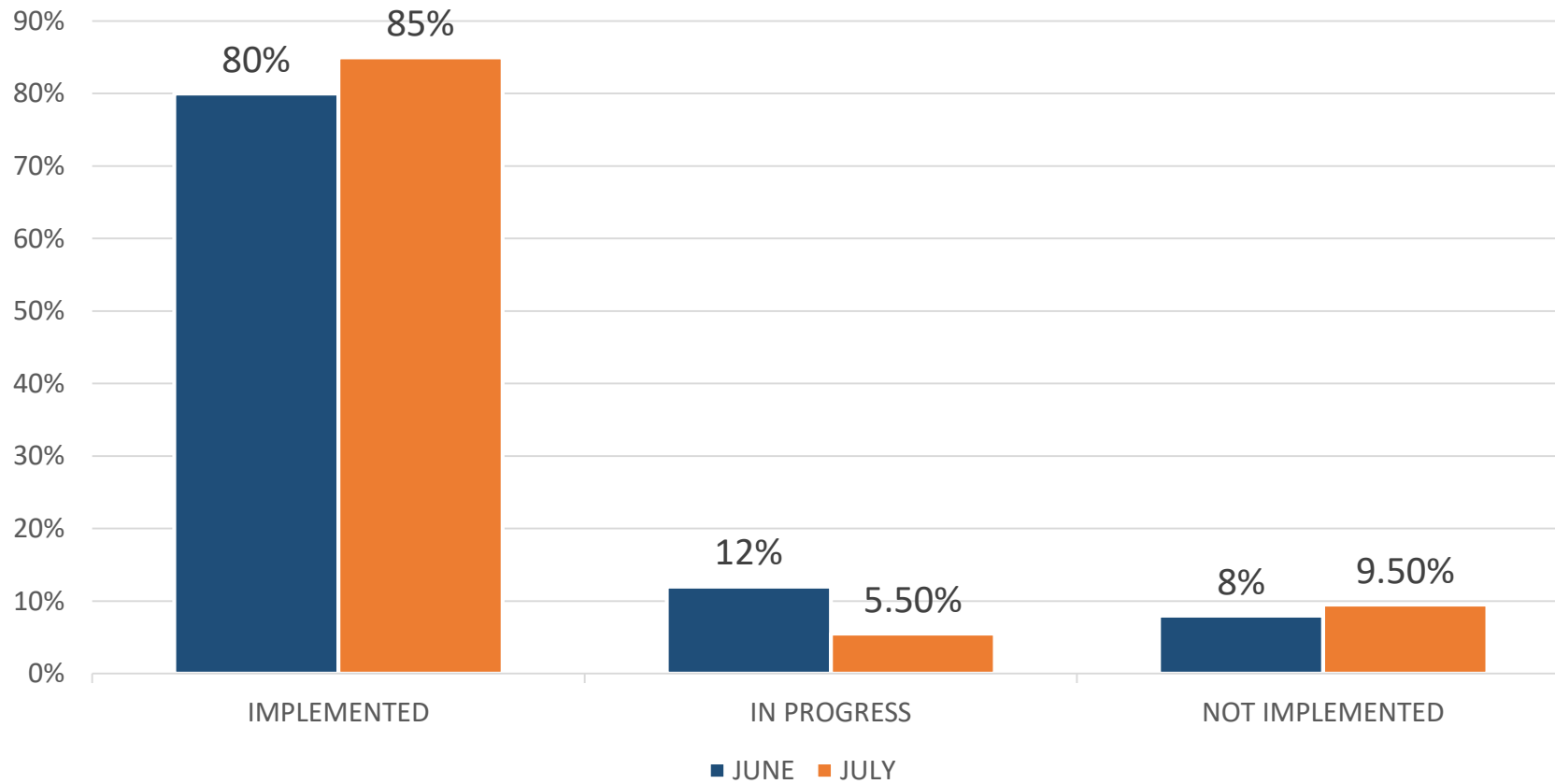


UPDATED GAP ANALYSIS : NON-IMPLEMENTATION AREAS IN CARGO MODULE





UPDATED GAP ANALYSIS : CREW MODULE





UPDATED GAP ANALYSIS : CREW MODULE



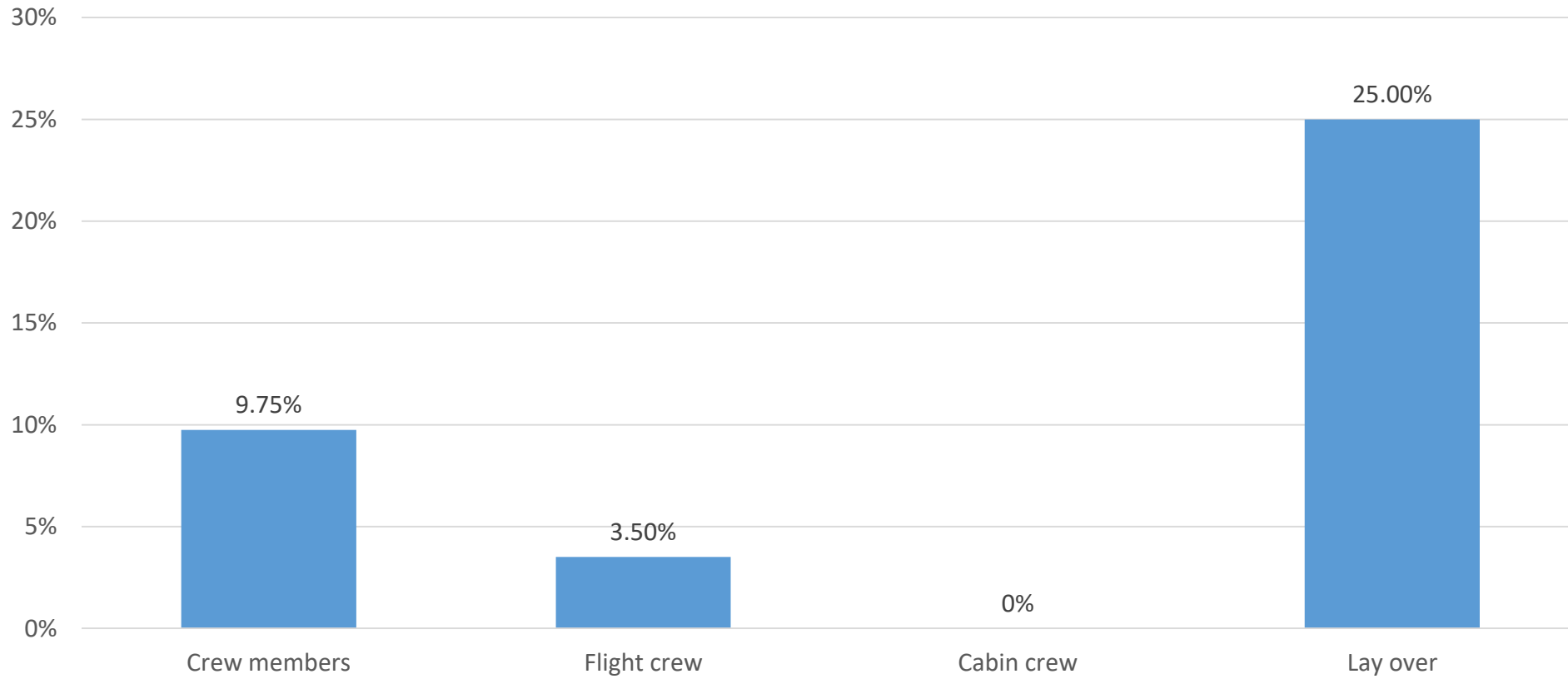
| | CREW MEMBERS | | FLIGHT CREW | | CABIN CREW | | LAY OVER | | OVERALL |
|-------------------------------|---|------|-------------|------|------------|------|----------|------|---------|
| AIRLINE A | | 100% | | 100% | | 100% | | 100% | 100% |
| | | 0% | | 0% | | 0% | | 0% | 0% |
| | | 0% | | 0% | | 0% | | 0% | 0% |
| | <ul style="list-style-type: none"> No issues documented | | | | | | | | |
| AIRLINE B | | 94% | | 93% | | 91% | | 95% | 93% |
| | | 3% | | 7% | | 9% | | 5% | 6% |
| | | 3% | | 0% | | 0% | | 0% | 1% |
| | <ul style="list-style-type: none"> The O2 mask temporarily not utilized in flight training device. However, a touch drill is a must. | | | | | | | | |
| AIRLINE C | | 77% | | 86% | | 100% | | 0% | 66% |
| | | 0% | | 7% | | 0% | | 0% | 2% |
| | | 23% | | 7% | | 0% | | 100% | 32% |
| | <ul style="list-style-type: none"> still in a discussion on this with Training Department with regard wearing face mask + donning oxy mask. Malindo Air doesn't have any layover's for now. For long sectors we are utilizing 2 sets of crew. We have also come up with layover procedures if we need too carry out layovers. | | | | | | | | |
| AIRLINE D (TURBO-PROP) | | 80% | | 73% | | 91% | | 79% | 81% |
| | | 7% | | 20% | | 9% | | 21% | 14% |
| | | 13% | | 7% | | 0% | | 0% | 5% |
| | <ul style="list-style-type: none"> Not implemented - not applicable to aircraft type | | | | | | | | |



UPDATED GAP ANALYSIS : NON-IMPLEMENTATION AREAS IN AIRPORT MODULE

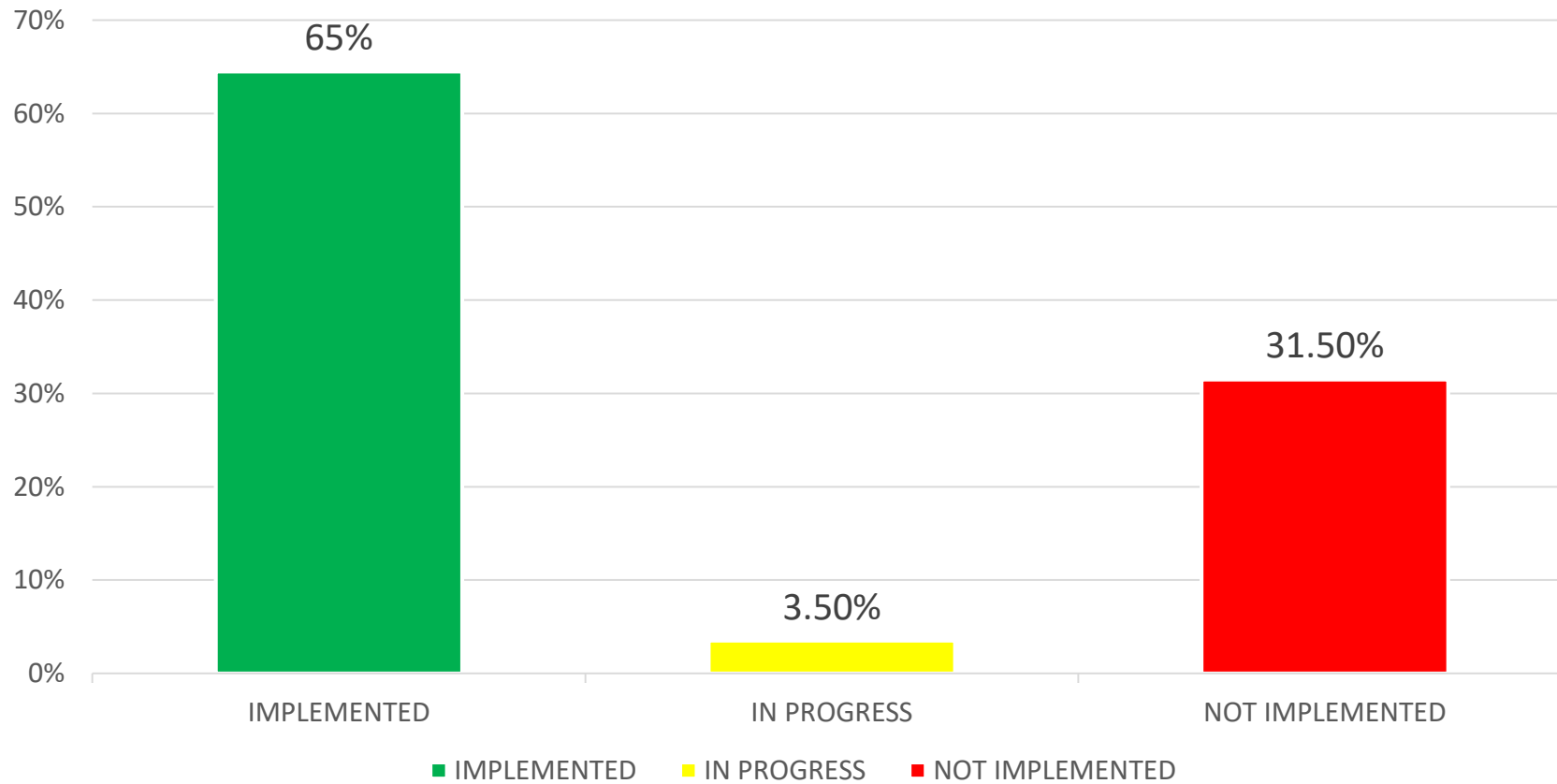


July



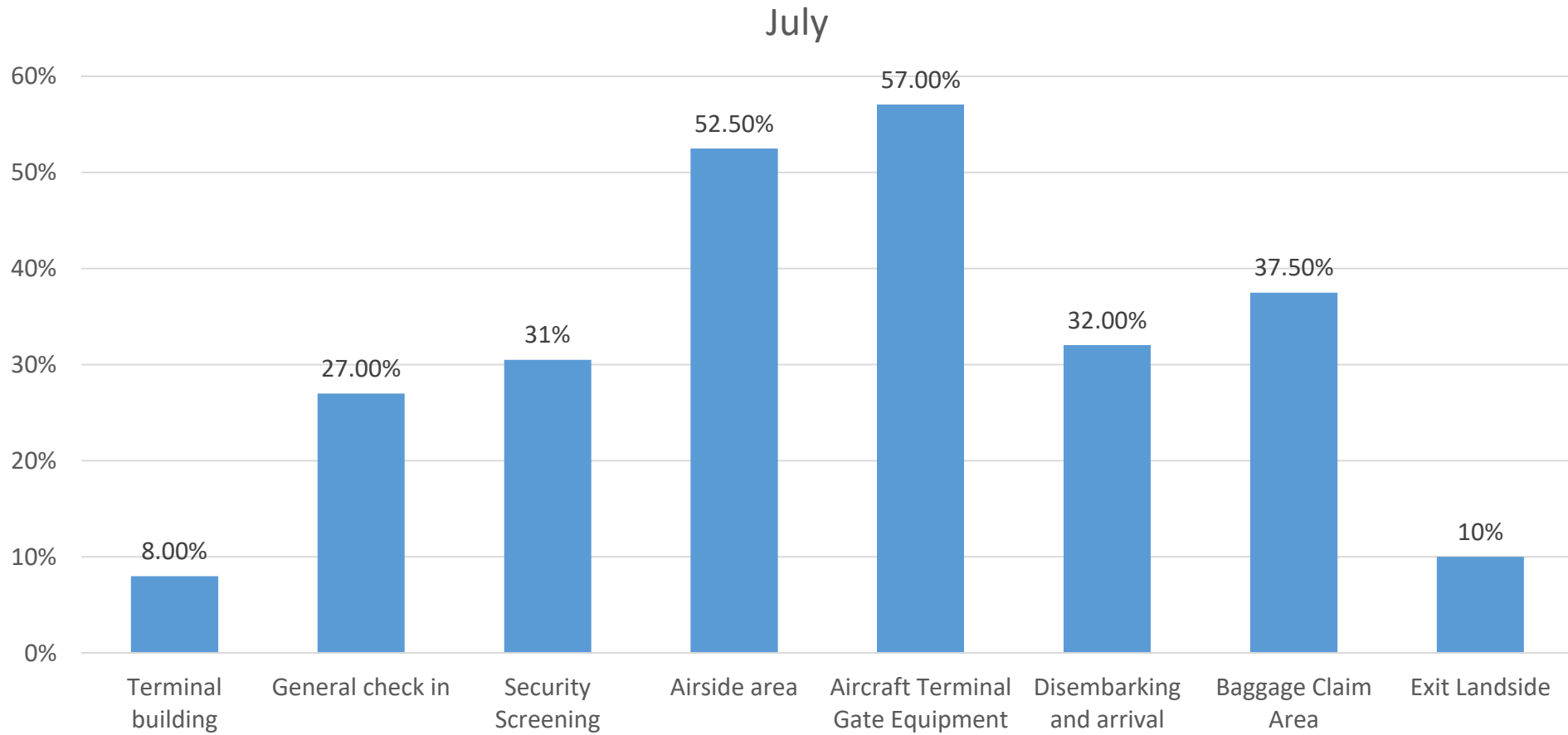


UPDATED GAP ANALYSIS : AIRPORT MODULE





UPDATED GAP ANALYSIS : NON-IMPLEMENTATION AREAS IN AIRPORT MODULE

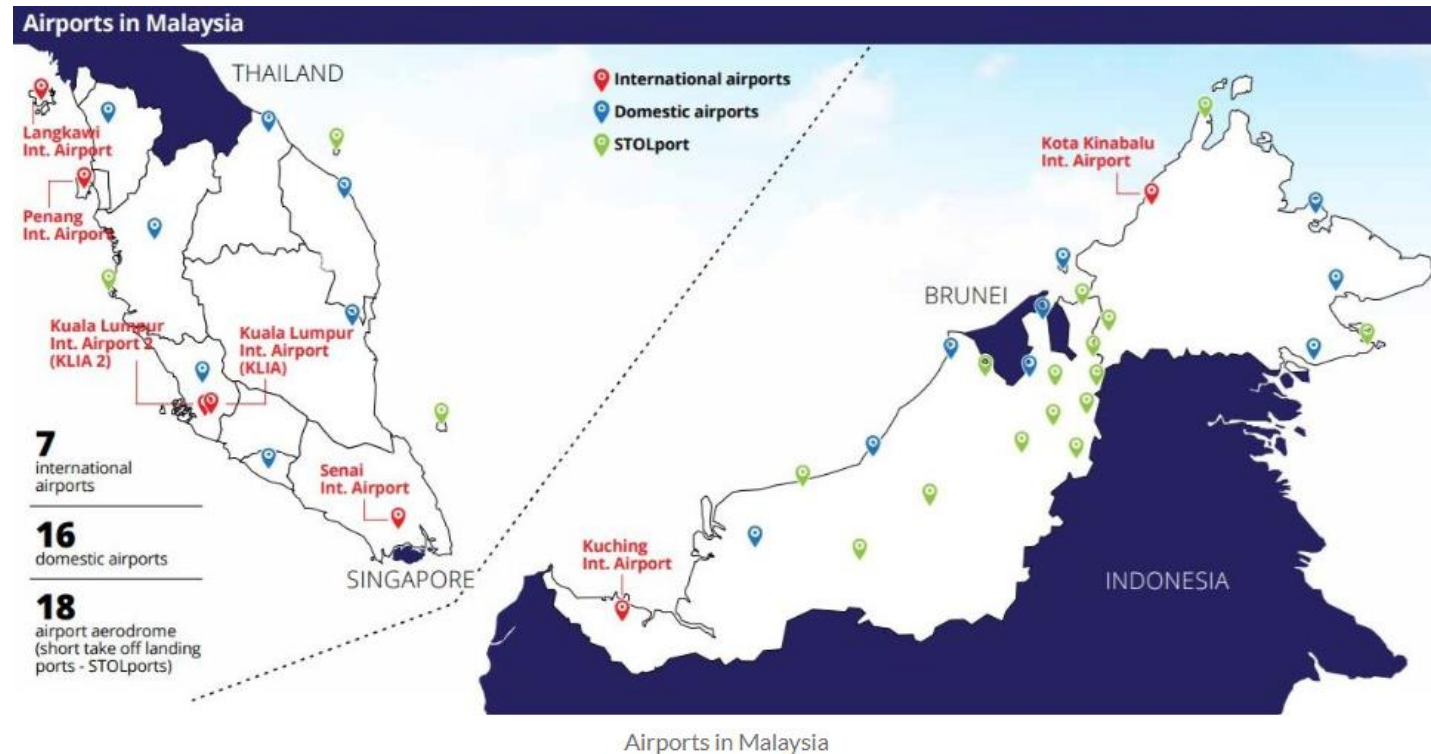




CHALLENGES



- Inconsistencies in Public Health Mitigation Actions among Member States
- Lack of Evidence Based Aviation Public Health data and practices
- Balancing Aviation Safety, Security and Health
- Managing Airport Infrastructure
 - International
 - Domestic
 - STOLports
- Some of these challenges may affect restart of cross-border travel
- Implementation of harmonized measures will allow for unilateral or multilateral travel bubbles
- Passenger and public confidence





PREPAREDNESS, RESPONSE, RECOVERY



PREPAREDNESS



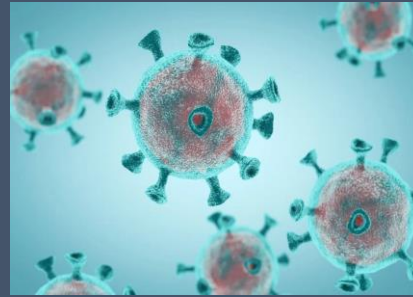
National and Industry Level

- Pandemic Preparedness Plan
- Airport Emergency Response Plan
- Airline Crisis Management Plan
- Airline PHEIC Manual
- Airline Stockpile of mask and administration of influenza vaccine
- TTX July 2019
- KLIA MOH JEE Sep 2019

Collaborative Arrangement for Public Health Events in Civil Aviation (CAPSCA) – Annual Meetings (Dhaka Nov 2019)

- Capacity Building
- Capability Building
- Networking

RESPONSE



06 Jan 2020

KLIA – Joint Agency Disaster Committee
CAAM-Aviation Industry-MOH Group

Jan 2020 – Present

CAPSCA COVID-19 Periodic Updates
IATA General and Medical Updates

18 Mar 2020

MCO Declared by NSC
MOH Technical Lead Agency
Prevention and Control of Communicable
Disease Act 1988 and Regulations
Transport – Essential Services

4-6 Apr 2020

Development of Standard Operating
Procedure (SOP) for Aviation Sector

RECOVERY



27 May 2020

ICAO Council Aviation Recovery Task Force
Harmonization of Safety & Health practice to
mitigate COVID-19

- Immediate recovery during pandemic
- Long term recovery

General Module

Four Sub-Modules

- Airport
- Aircraft
- Aircrew
- Cargo

Member of ACCRPG

Converted Document to Check-List for easy
Survey or “Audit” on Operators
Work in Progress in some areas



SUMMARY



- Malaysia's One Nation Approach resulted from lessons learned from previous outbreaks
- CAPSCA-AP Membership has helped in aviation pandemic preparedness
- Plan, Implement, Improve
- ICAO CART Take-Off Guidance welcomed to narrow the gaps and harmonize the Aviation Sector
- Evidence based Aviation Public Health practice and managing passenger and public perception remains a challenge

