

# COVID-19 BRIEFING

## ACCRPG BRIEF ON MALAYSIA AIRLINES COVID-19 PREVENTIVE MEASURES

- MH'S APPROACH
  - PREPAREDNESS, RESPONSE, RECOVERY
- APPLYING AVIATION SAFETY MANAGEMENT SYSTEM
  - ICAO CART TAKE-OFF SURVEY
  - ISSUES AND CHALLENGES



# MAB'S APPROACH IN MANAGING COVID-19

## Holistic Approach – Safety and Health

### Principles

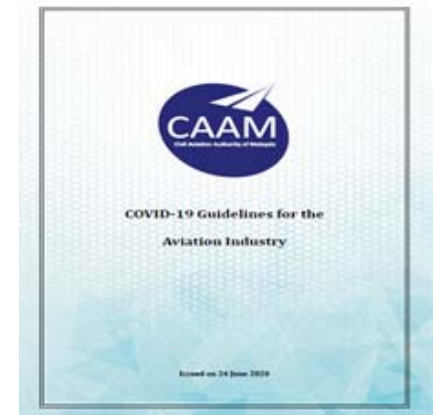
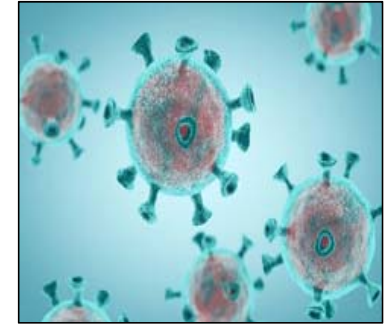
- Safe and Secure Operations
- Workforce Health Protection
- Passenger Safety, Health and Comfort
- Compliance to Regulations

## Pandemic Disaster – Preparedness, Response and Recovery

### Applying the Aviation Safety Management Four Pillars and Twelve Elements

### Evidence based management and medicine

- Spreads by droplets and possible short distance airborne small droplets – Protection – Physical distancing and if unable Mask and Safety Glasses
- Spread by contaminated surface in small percentage – Protection - wash hands
- Does not spread on skin to skin contact – No overall/PPE suit required
- Pax are not patient and cabin crew are not healthcare worker – no aerosolization procedure in-flight - No overall/PPE suit required



# COVID-19 PREPAREDNESS, RESPONSE & RECOVERY

## PREPAREDNESS



### National and Airline Level

- Pandemic Preparedness Plan
- Manuals
- KLIA Airport Disaster Committee Pan-Flu TTX July 2019
- Stockpile of mask and administration of influenza vaccine to front-liners

Participate in Collaborative Arrangement for Public Health Events in Civil Aviation (CAPSCA)

- BKI – 2017
- BKK – 2018
- DAC - 2019

## RESPONSE



Special Board Safety Sitting on 17 Feb 2020  
Emergency Operations Committee (EOC)  
MAG Safety & Health Policy for COVID-19  
MAG Safety & Health Manual for COVID-19

COVID-19 Notification of MAG Employees  
Employee Assistance Programs  
Psychological Well-Being Survey  
Weekly Airport Pandemic Disaster Committee Meetings

## RECOVERY



MH Fly Confidently  
CAAM COVID-19 Guidelines and ICAO CART Take-Off  
Harmonization of Preventive Health practice to mitigate COVID-19

- Immediate recovery during pandemic
- Long term recovery

Identifying Gaps in implementation  
Surveillance Flight by Airline Health Inspectors  
MH Heart



# ICAO CART TAKE-OFF IMPLEMENTATION - SUMMARY

Areas	Recommendation	Implemented	Work in Progress (WIP)	Not implemented/Not applicable (NI/NA)	Remarks
Aircraft 6	60	33	1	26	<p>1. WIP - Orderly Pax disembark started Aug 2020.</p> <p>2. NI/NA of disinfection of flight deck, cargo hold, engineering panels due to Health Risk Assessment (HRA) is Low</p>
Aircrew 4	69	66	1	2	<p>1. WIP – Crew repatriation when COVID-19. Under medical review.</p> <p>2. NI – Not practiced as HRA low.</p>
Airport 8	119	97	5	17	<p>1. WIP – investment in Contactless Technology.</p> <p>2. NI/NA – Airport and AvSec SOPs or infrastructure</p>
Cargo 4	55	52	-	3	<p>1. NI/NA – staff rotation every 14 days. Daily Staff Health Monitoring and HRA is Low</p>
Total = 22	303	81.8% (248)	2.3% (7)	15.8% (48)	<p>Implemented                    248/303 = 81.8%</p> <p>WIP                                    7/303 = 2.3%</p> <p>NI/NA                                48/303 = 15.8%</p>

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# ISSUES AND CHALLENGES

ICAO CART Take-Off  
Airports  
International  
Domestic

Aircraft  
Jet/Props

Health Risk  
Assessment

Airline/Airport  
investment in non-  
contact technology

G to G and Public  
Health Authority for  
reopening

CAA requiring crew  
to undergo COVID-  
19 testing to enter  
country for layover

CAA requiring pax  
to wear PPE suit  
inflight with face  
shield if no middle  
seat distancing

- Risk in cabin fire
- Risk in cabin  
depressurization

CAA have no  
uniform Health  
Declaration Cards  
Some have  
introduced QR  
Code Apps

CAA requiring  
cabin crew to  
measure all pax  
temperature before  
Top-of-Descent.  
Unnecessarily  
increase risk to  
cabin crew.

Carriage of excess  
amount of Alcohol  
Hand Sanitizer in  
the risk of fire in  
cockpit or cabin

Pax Behaviour and  
unruly Pax

Not out of the  
ordinary  
Compliance high in  
flights

Extension of crew  
training certs

Loss of recency  
Back-log

Flight Ops tracking  
and monitoring

Special corridor to  
facilitate crew  
training

Aircraft  
Manufacturer  
Use of new  
technology

Aircraft Disinfection  
– to research  
UVC and Far UVC  
Nano-Technology

Public Health  
research  
Breathalyzer-like  
Glucometer-like

Thank  
you

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AIRCRAFT MODULE

Area	Recommendation	Implemented	Work in Progress	Not implemented/Not applicable	Remarks
Pax & Crew	8	6	1	1	1. Pax orderly disembarkation (WIP) 8. Plexiglas barrier crew and pax (NI)
Flight Deck	11	1	-	10	9. Use SaniComm to clean some areas (I) (Health Risk Assessment Low)
Disinfect Cabin	8	8	-	-	
Disinfect Cargo	8	1	-	7	1. In communication with OEM (Health Risk Assessment Low)
Disinfect Maintenance	6	3	-	3	2. Panels to be disinfected 3. Review personnel at aircraft 4. Review procedure post deck disinfection (Health Risk Assessment Low)
Air System Ops	19	14	-	5	1. Use of APU instead unfiltered external air (HRA low) 2. NA (All MAB Aircraft have HEPA) 8. NA (All MAB Aircraft have HEPA) 10. MEL – NA 14. High flow – NA
6 Areas	60	33	1	26	33/60 x 100 = 55%

AIRCREW MODULE
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Area	Recommendation	Implemented	Work in Progress	Not implemented/Not applicable	Remarks
Crew Member	25	24	-	1	26. Crew issued with personal bedding (NI)
Flight Crew	15	15	-	-	
Cabin Crew	11	10	-	1	4. Safety demo eqpt not shared (use of video - NA)
Layover	18	17	1	-	12. COVID-19 positive crew repatriated (present SOP to be treated at host country until cleared to prevent spread on return flight)
4 Areas	69	66	1	2	66/69 x 100 = 95.6%

AIRPORT MODULE
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Area	Recommendation	Implemented	Work in Progress	Not implemented/Not applicable	Remarks
Terminal Building	23	22	1	-	17. KUL Completed. WIP in other AP.
General Check-In	11	9	2	-	6, 7, 9 and 10. Contactless Technology (WIP)
Security	25	19	-	6	Security items.
Airside	21	19	1	1	Airport infra.
Aircraft Terminal Gate	8	4	-	4	3,5,6 and 8 Airport infra
Disembark	14	11	1	2	2,3,7 and 8 CIQ authority
Baggage Claim	12	8	-	4	5,7,8 and 9 Lost Baggage – Health Risk Assessment Low
Airport Terminal Access	5	5	-	-	
8 Areas	119	97	5	17	97/119 = 81.5%

CARGO MODULE
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Area	Recommendation	Implemented	Work in Progress	Not implemented/Not applicable	Remarks
Road Feeder-Freighter	18	18	-	-	
Within Cargo Facility	12	11	-	1	3. Crew rotation every 14 days (Health Risk Assessment Low)
Cargo Facility to Ramp	11	10	-	1	5. Crew rotation every 14 days (Health Risk Assessment Low)
Aircraft Loading/Unloading	14	13	-	1	6. Crew rotation every 14 days (Health Risk Assessment Low)
4 Areas	55	52	-	3	52/55 x 100 = 98.1%