MALDIVES AIRPORTS Co
your journey : our business

PUBLIC HEALTH EMERGENCY PREPAREDNESS

VELANA INTERNATIONAL AIRPORT

MALDIVES AIRPORTS COMPANY LIMITED

PRESENTER

Azina Abdul Matheen
General Manager, Airport Emergency & Business Continuity
Airport Emergency Services
Maldives Airports Company Limited
15 Years in Aviation Industry

Academic Background:

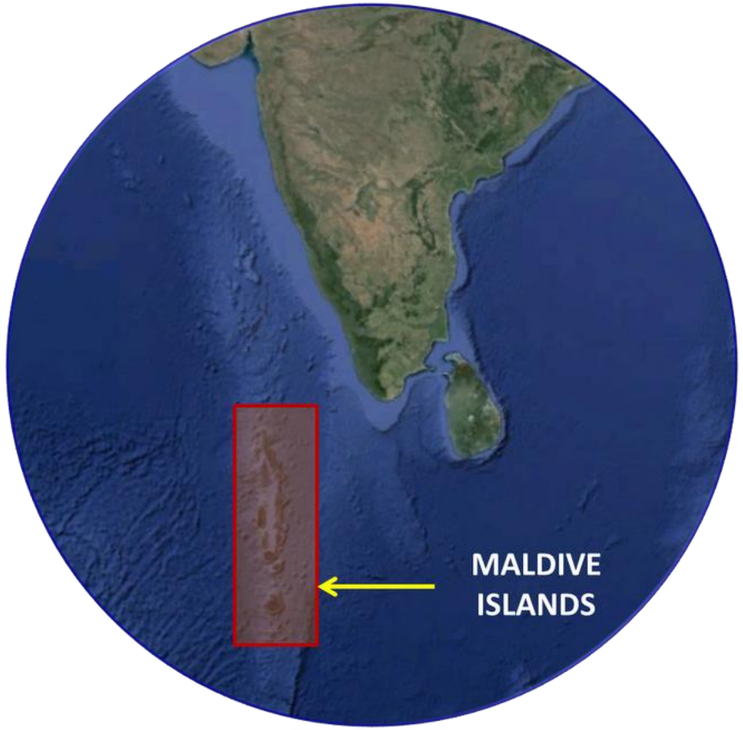
- Bachelors of Arts in Business Administration – University of Bedfordshire
- Associate Degree in Business Management – Pearson
- Disaster Management (1Year) – TATA Institute of Social Sciences
- Diploma In Airside Operations - ACI

Professional Trainings:

- Certificate in Airport Rescue and Fire Fighting – ACI
- Lead Auditor – ISO9001:2015 Quality Management
- SMS Trainer – IATA/ACI
- Certificate of WORC (The world of Red Cross & Red Crescent
- Emergency Management – ICAO/SAA
- Health Emergency Risk Compliance Management – EIFEC
- Emergency & Crisis Management – Ciconia Aviation Services
- Aircraft Recovery – KUNZ
- Root cause Analysis – IATA
- Document Control System – IATA
- Overview of ICAO ASM Part7:Airport Emergency Plan – Malaysia Airports
- Aerodrome Emergency Exercise Design – Malaysia Airports
- ICAO Crisis Management

MALDIVES

The Republic of the Maldives is a chain of around 1200 islands stretching 750km across the Indian Ocean with the northernmost island at 7°06" N and the southernmost island just crossing the Equator at 0° 42" S.

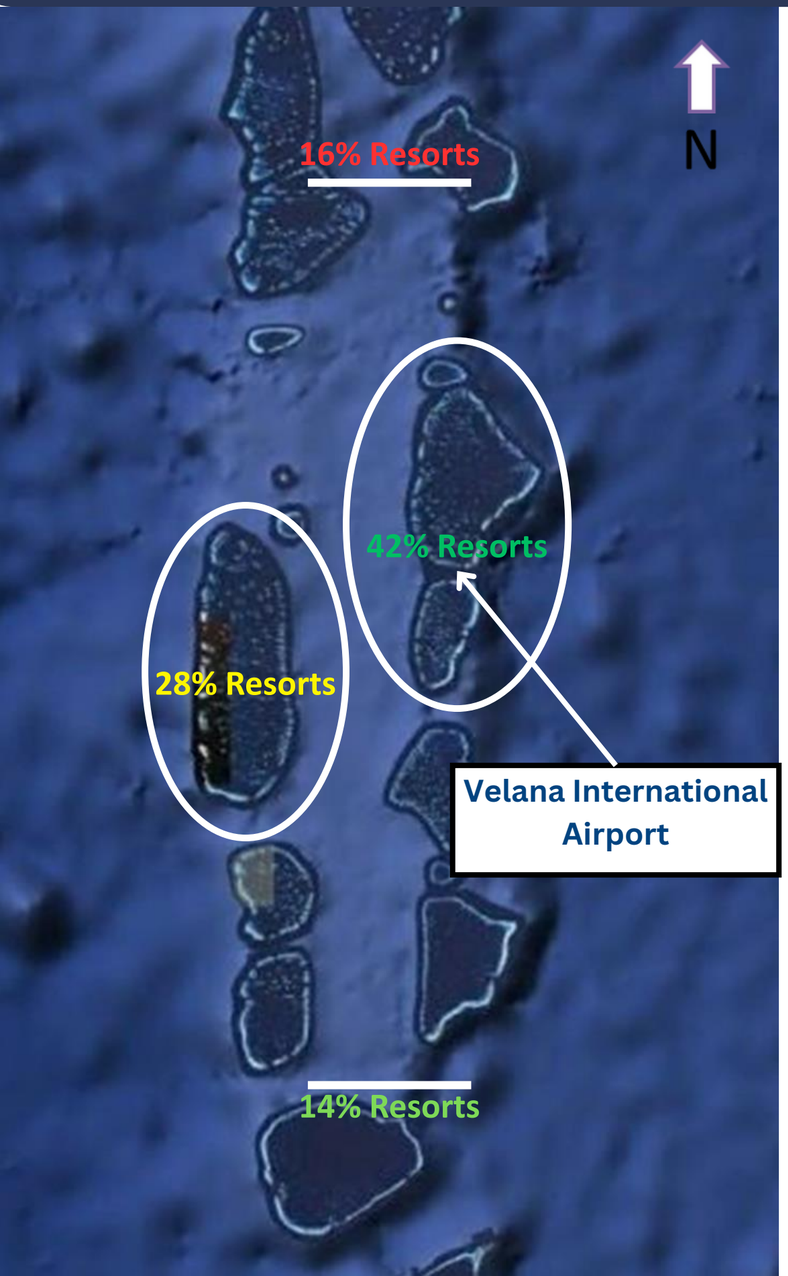


Made up of:

- 99% Water
- 1% Land

MALDIVES AIRPORTS Co
your journey : our business

MALDIVES



Islands	1192
Inhabited Islands	200
Tourist Resorts	102
International Airports	05
Domestic Airports	14
Platforms for Seaplane Operations	100+
Population	436,330

Tourist Resort Distribution within the Maldives	
Male' Atoll (Around the Capital City Male')	42%
Ari Atoll (West of Capital)	28%
Northern Atolls	16%
Southern Atolls	14%

MALDIVES AIRPORTS Co
your journey : our business

MALDIVES AIRPORTS COMPANY LIMITED

Operator of Velana International Airport and Ground Handling Agent

100% government owned limited liability company governed by board of directors appointed by the President of Maldives.

Services:

- Operational services
- Subsidiary Company – MNATS (Air Navigation Services)
- Fuel Services
- Emergency Services
- Commercial (Aero / Non-Aero)

VELANA INTERNATIONAL AIRPORT (VIA)

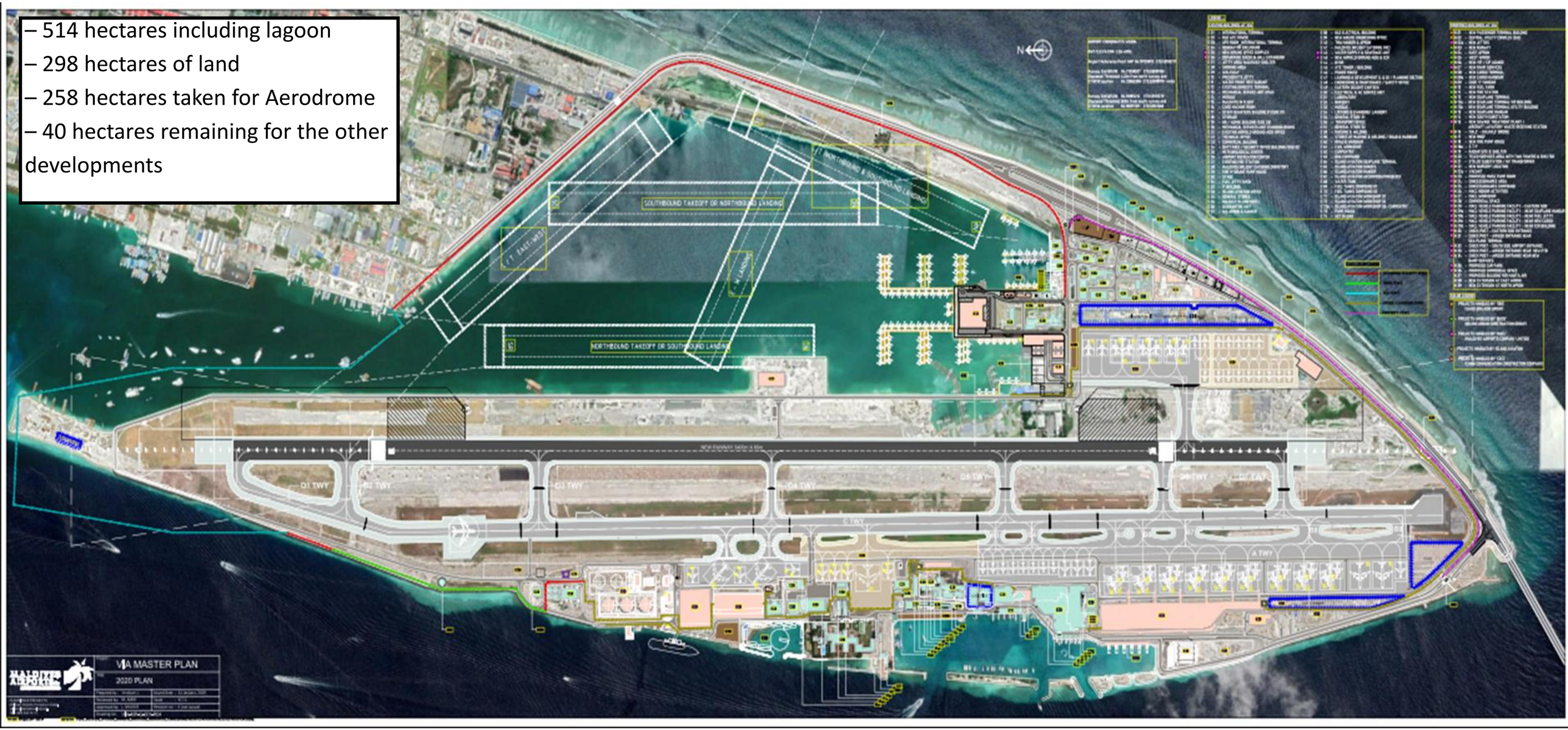
- 62% of the tourists arriving VIA travel to the Resorts on seaplanes.
- Seaplanes carry more that **1,000,000** passengers annually.

VIA is the leading International Airport. On an average (daily) it handles:

- 85 International Movements
- 85 Domestic Movements
- 400 Seaplane Movements

VELANA INTERNATIONAL AIRPORT - ONGOING DEVELOPMENTS

– 514 hectares including lagoon
– 298 hectares of land
– 258 hectares taken for Aerodrome
– 40 hectares remaining for the other developments

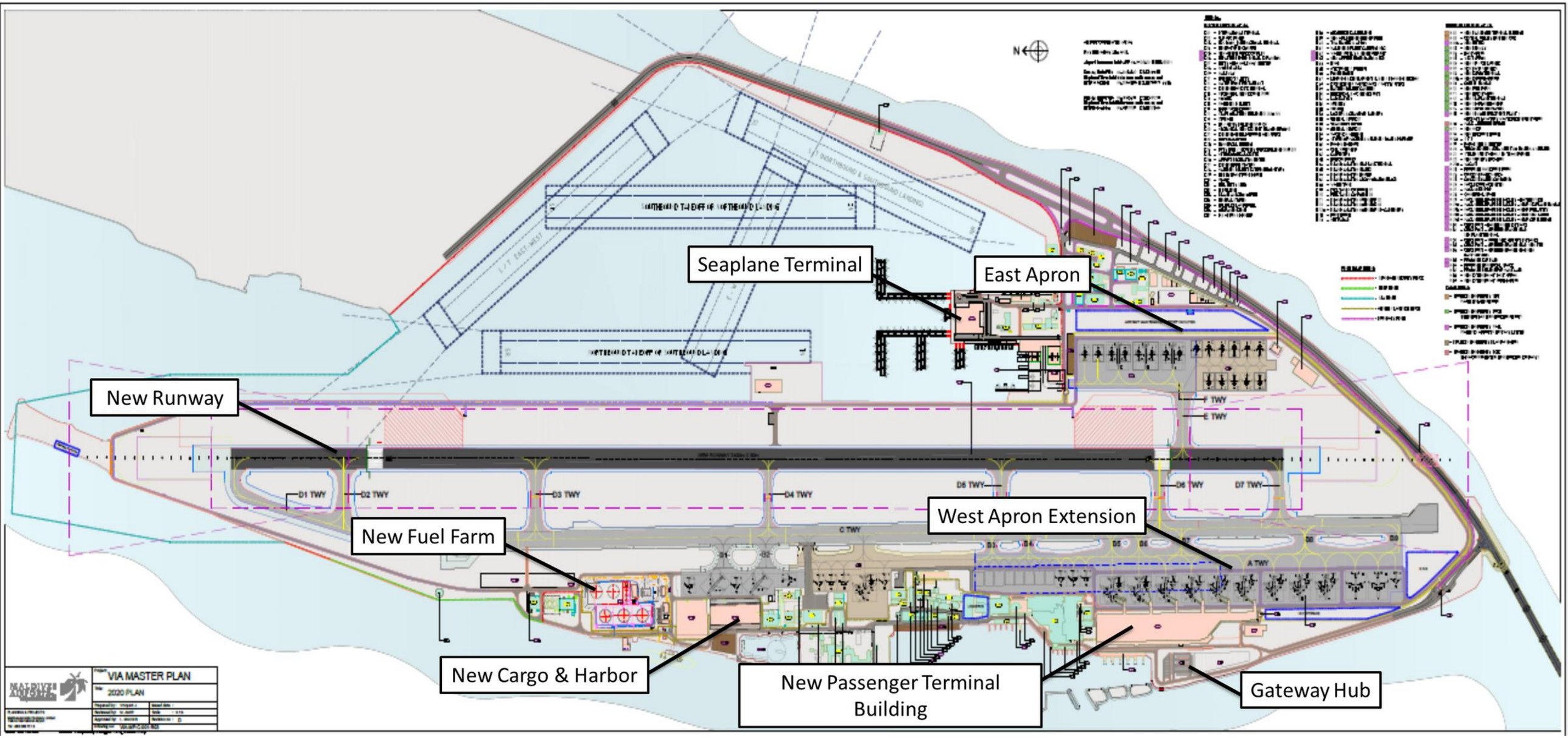


VELANA INTERNATIONAL AIRPORT - ONGOING DEVELOPMENTS

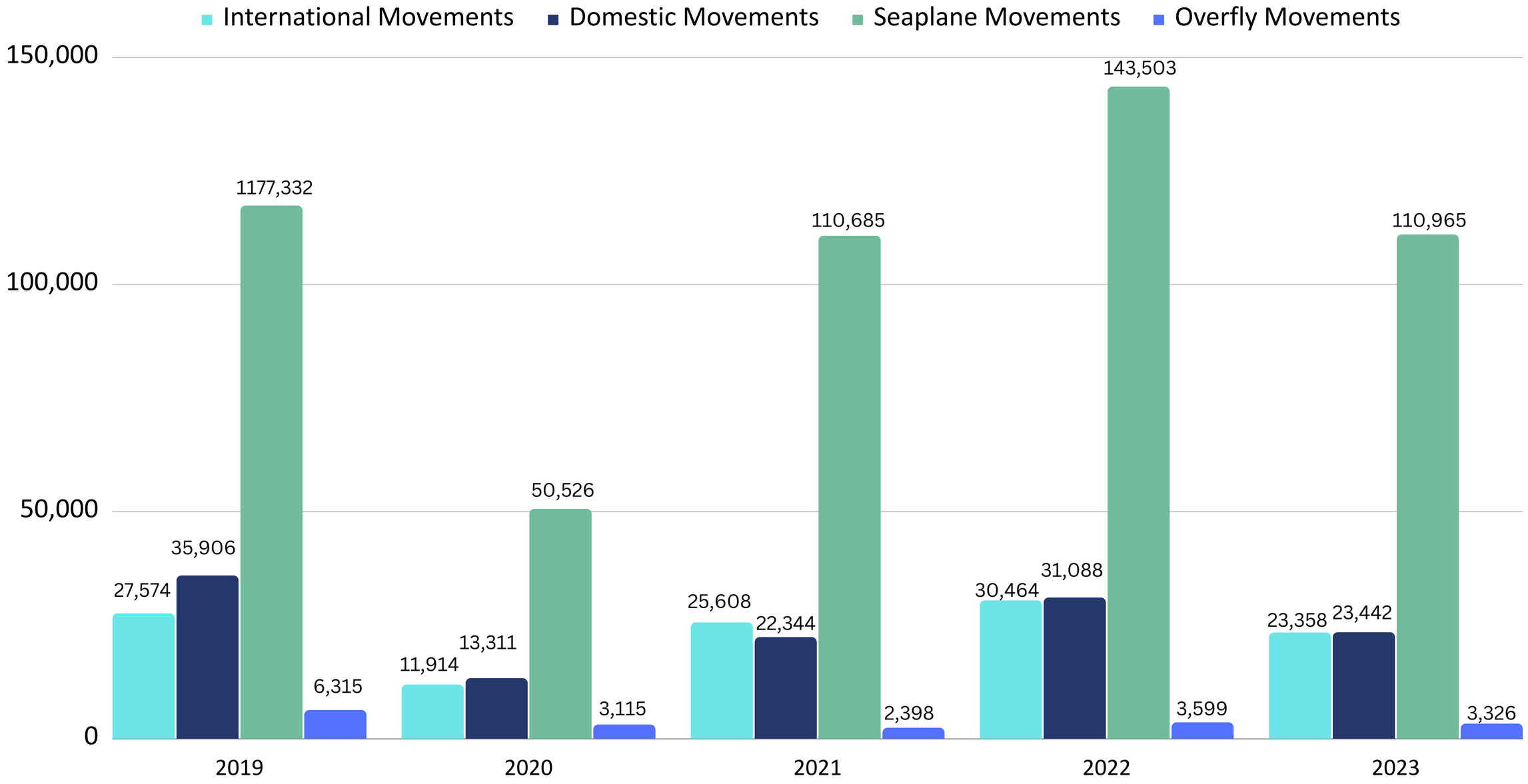
- Code F Runway
- Apron (2F, 12E, 6C upper, 8C (12 MARS)
- PTB
- Fuel Farm
- Cargo
- Seaplane Terminal (75 docks)
- Maintenance Facilities
- Water Runways
- VIP / CIP
- Fire Station
- Security Fence
- Other Facilities
- Aprons (1F, 2E, 7C upper, 16C (12 MARS)
  (3F, 14E, 13C upper, 24C (12 MARS)
- PTB expansion to north and south (including domestic)
- Cargo to West and North

MALDIVES AIRPORTS Co
your journey : our business

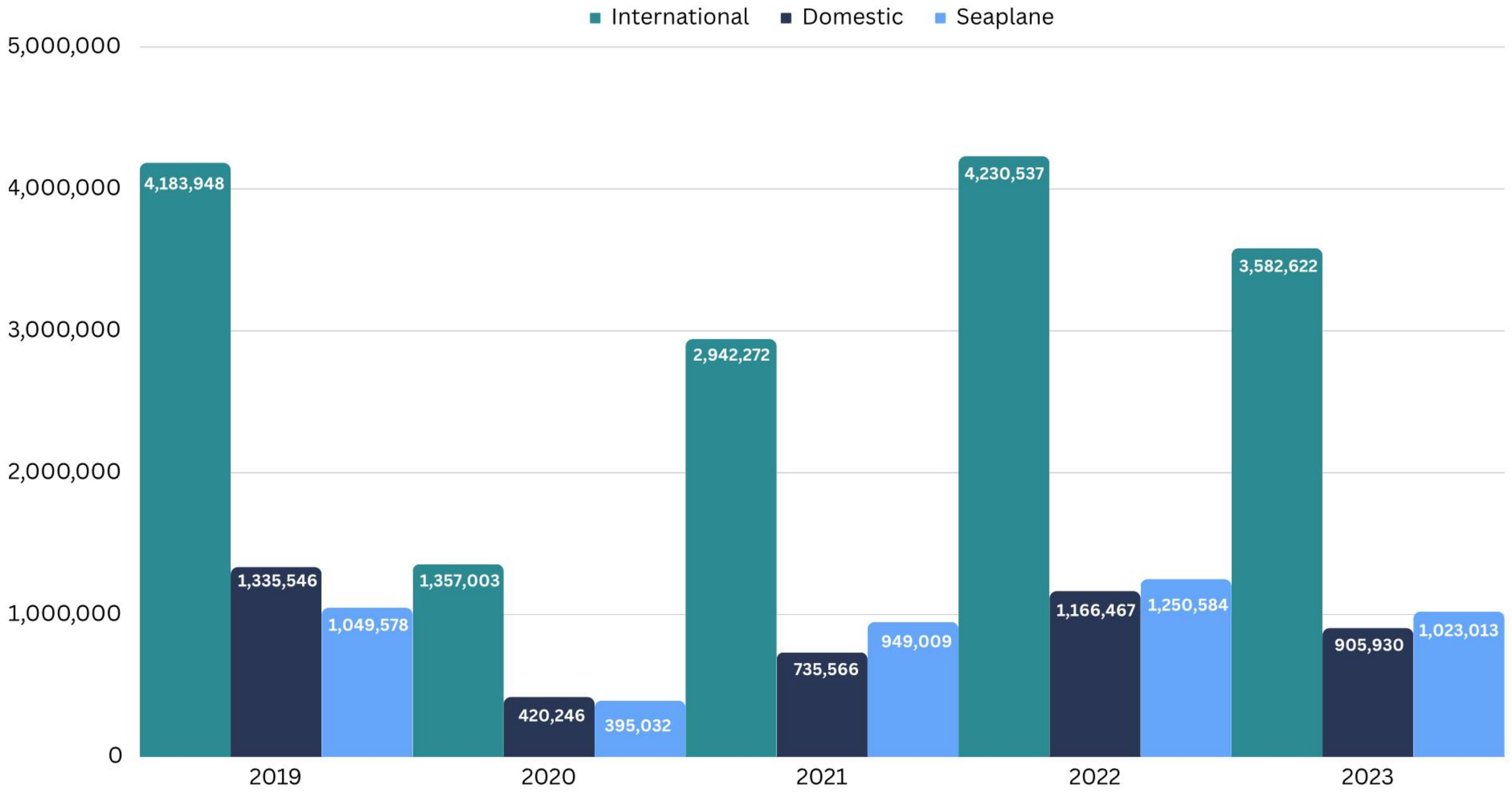
ONGOING DEVELOPMENTS MAJOR PROJECTS AND FACILITIES



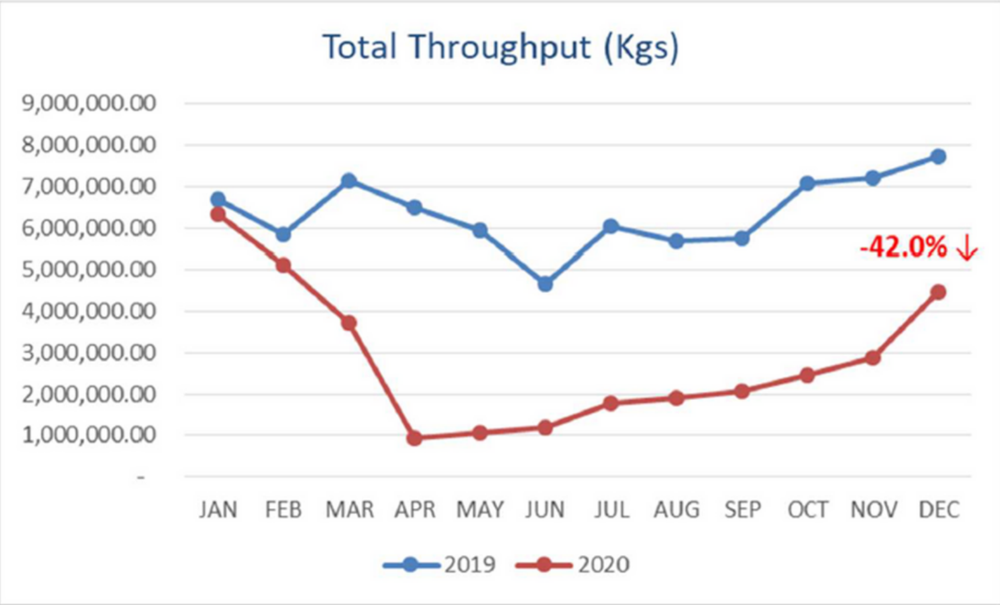
AIRCRAFT MOVEMENT - AS OF SEPTEMBER 2023

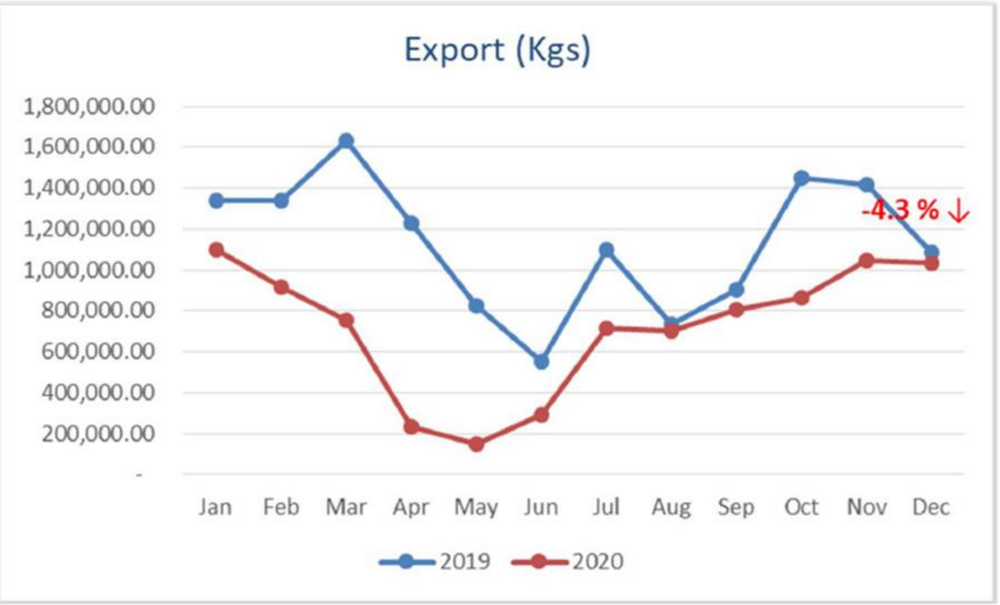


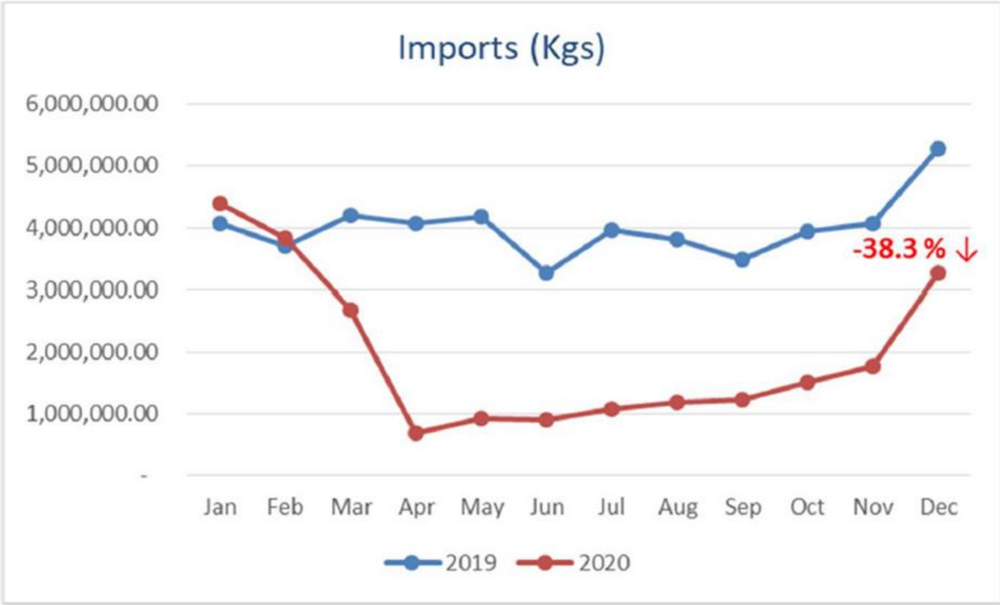
PASSENGER MOVEMENT - AS OF SEPTEMBER 2023

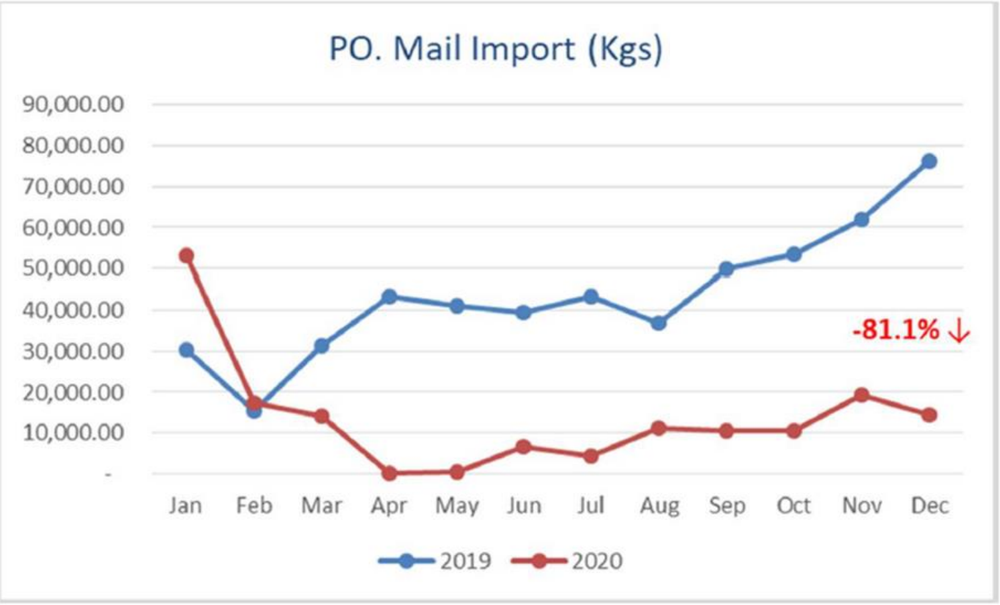


CARGO STATISTICS

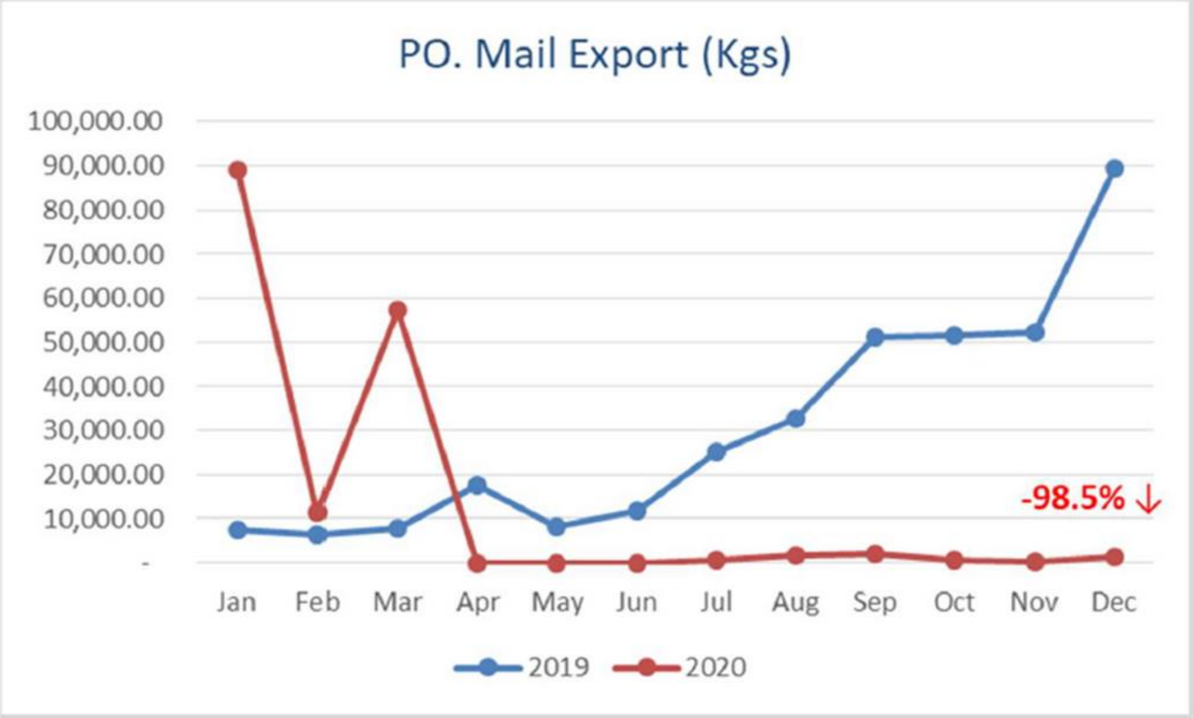


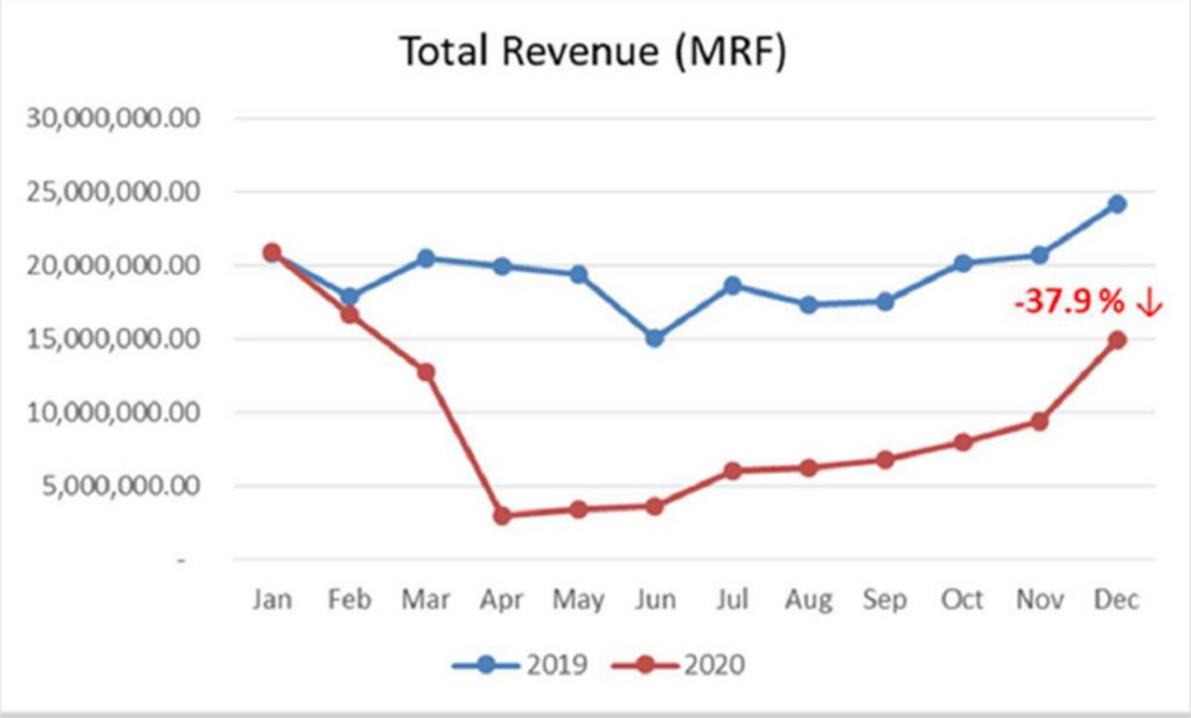






CARGO STATISTICS

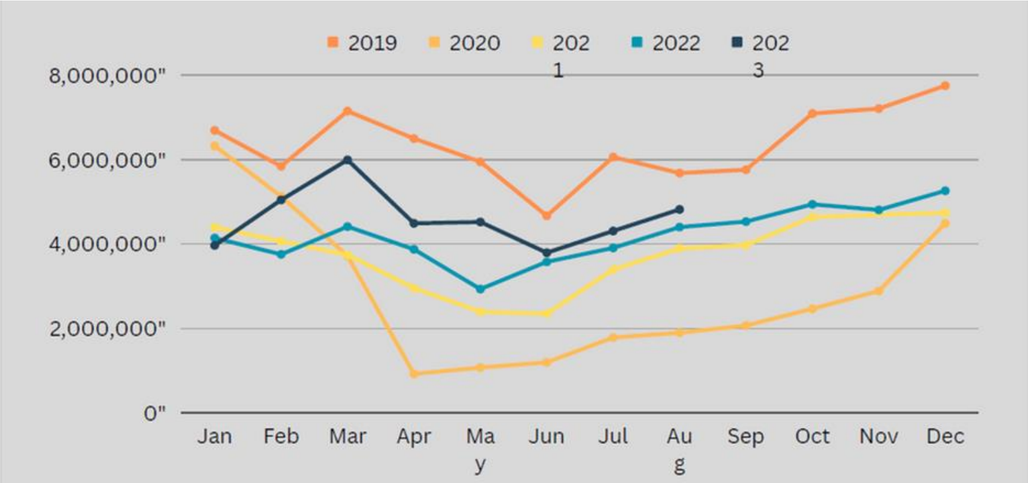




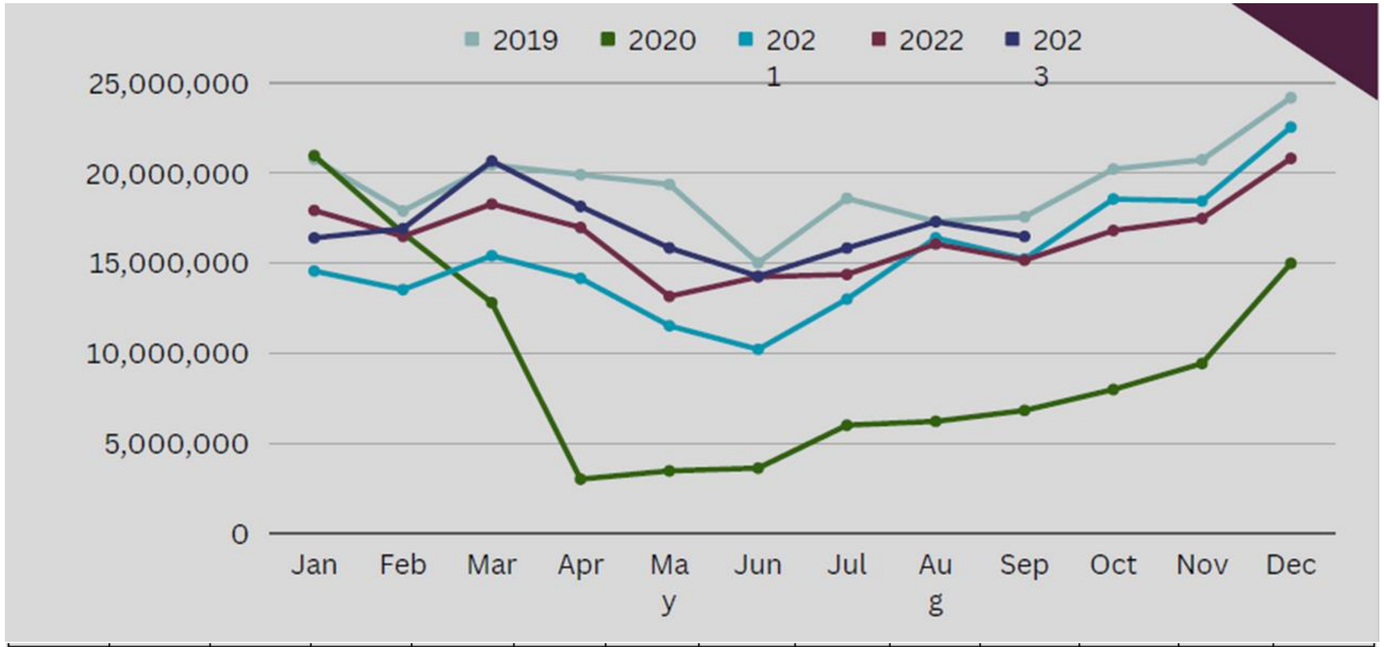
MACL Special Assistance to COVID-19 - CARGO

Charges Wavied Off on Government request to Covid related shipments											
Type	**Mar**	**Apr**	**May**	**June**	**July**	**August**	**September**	**October**	**November**	**December**	**Total**
Government	31,965.20	610,674.78	48,603.00	614,380.00	2,539.40	83,752.00	25,991.00	88,378.41	**213,826.46**	**115,526.06**	1,835,636.31
Demurrages	-	-	2,371,623.00	3,013,339.00	-	-	-	-	-	-	5,384,962.00
Total	**31,965.20**	**610,674.78**	**2,420,226.00**	**3,627,719.00**	**2,539.40**	**83,752.00**	**25,991.00**	**88,378.41**	**213,826.46**	**115,526.06**	**7,220,598.31**

CARGO STATISTICS - AS OF SEPTEMBER 2023



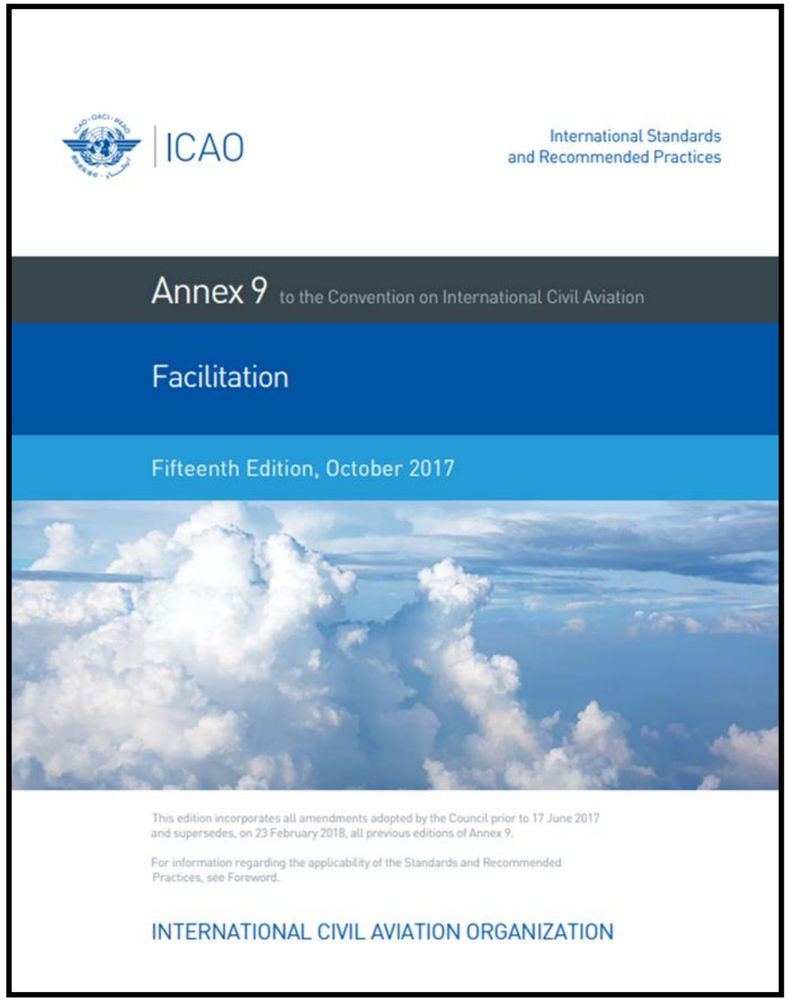
Year	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
2019	6,683,690	5,835,879	7,140,836	6,491,131	5,941,767	4,664,679	6,053,540	5,675,694	5,753,995	7,082,853	7,198,832	7,741,165
2020	6,315,061	5,125,202	3,715,808	926,857	1,077,959	1,201,675	1,788,530	1,901,905	2,070,291	2,467,216	2,889,162	4,486,401
2021	4,394,329	4,065,169	3,740,142	2,957,644	2,394,788	2,349,488	3,393,283	3,894,144	3,970,861	4,637,572	4,331,467	4,736,625
2022	4,139,976	3,753,131	4,410,598	3,873,250	2,932,364	3,577,078	3,906,115	4,398,114	4,528,646	4,936,765	4,804,585	5,256,956
2023	3,964,769	5,040,307	5,987,249	4,485,847	4,519,393	3,792,635	4,306,278	4,815,722	4,371,168			
%	41%	14%	17%	31%	24%	19%	29%	15%	24%			

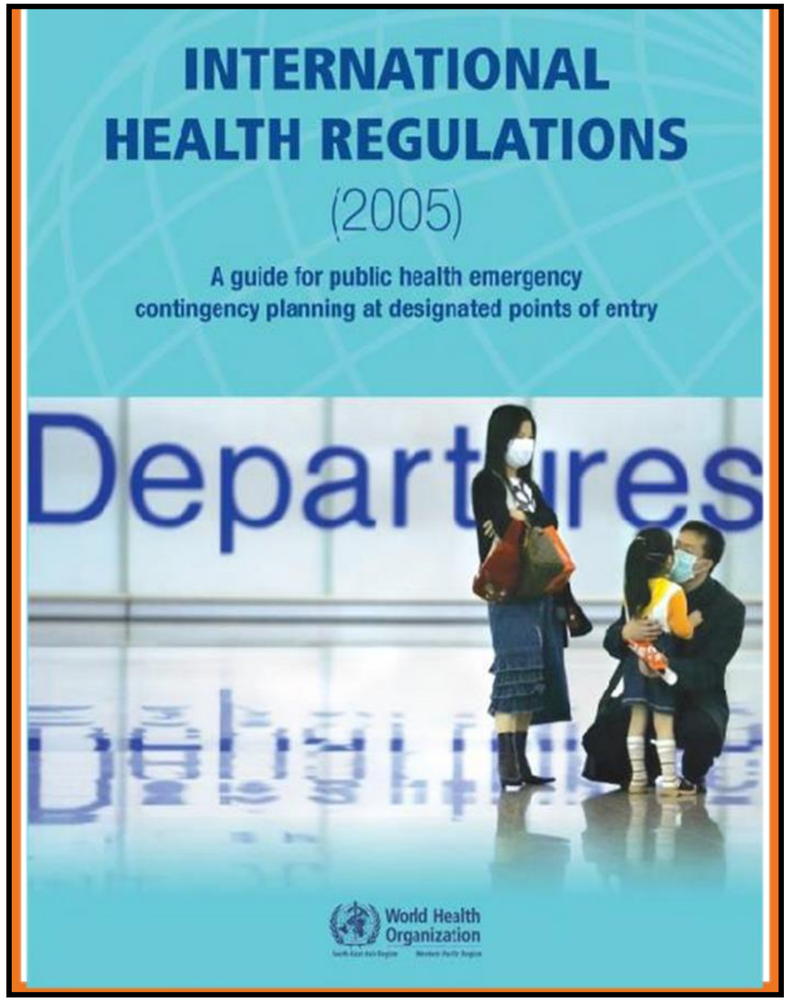


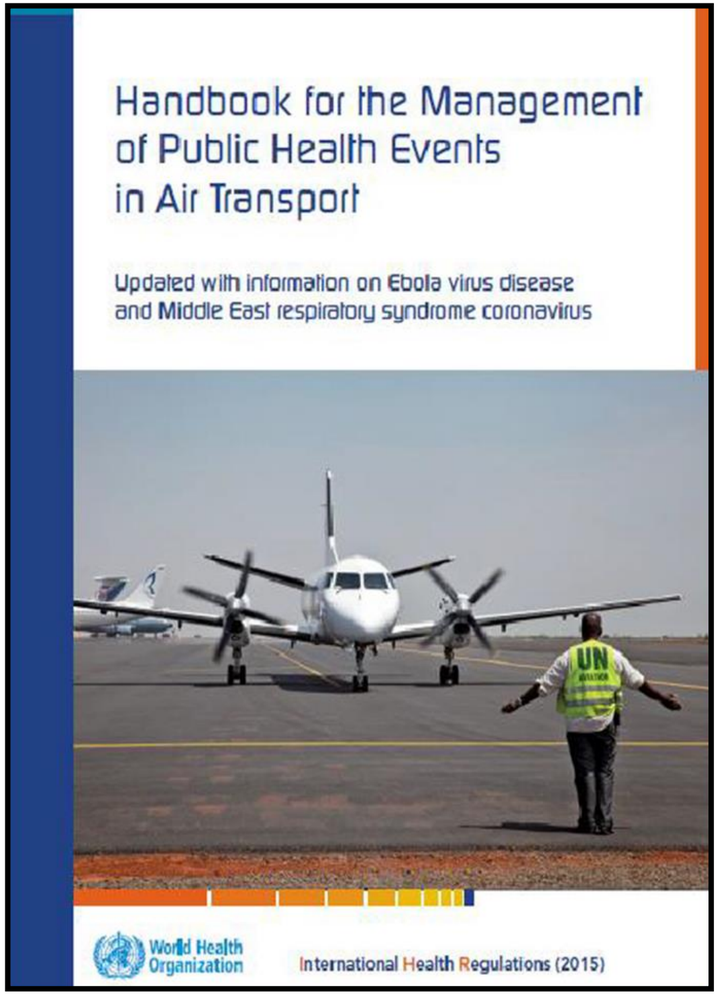
%	21%	5%	1%	9%	18%	5%	15%	0%	6%			

MALDIVES AIRPORTS Co
your journey : our business

PUBLIC HEALTH EMERGENCY PREPAREDNESS - REGULATORY COMPLIANCE







MALDIVES AIRPORTS Co
your journey : our business

PUBLIC HEALTH EMERGENCY PREPAREDNESS - REGULATORY COMPLIANCE

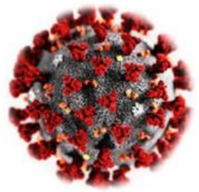
International Civil Aviation Organization

Council Aviation Recovery Task Force (CART)

Take-off: Guidance for Air Travel through the COVID-19 Public Health Crisis
Fourth Edition

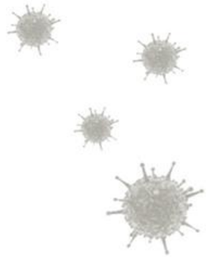
Montréal, Canada, 5 October 2021

Version 10
30th June 2020

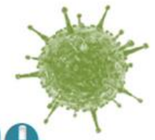


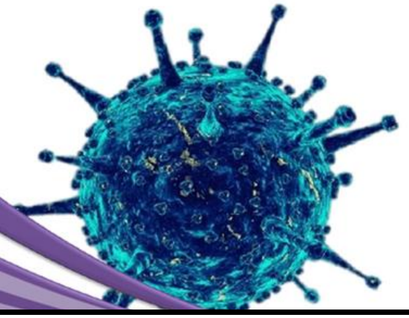
COVID-19 Quick Reference Guidelines

Jan 01, 2021



Response Guideline for the Points of Entry

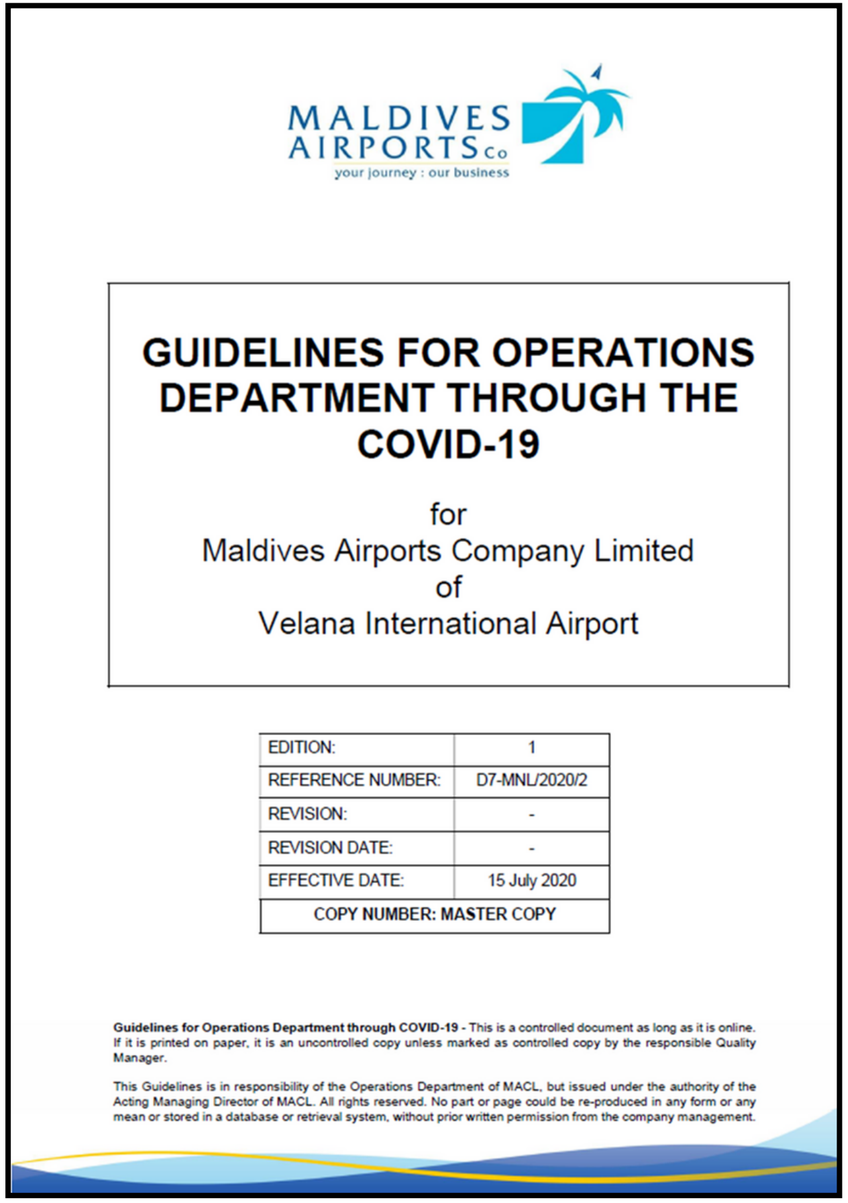




Health protection Agency
Ministry of Health
Maldives

MALDIVES AIRPORTS Co
your journey : our business

PUBLIC HEALTH EMERGENCY PREPAREDNESS - LOCAL PLANS



MALDIVES AIRPORTS Co
your journey : our business

GUIDELINES FOR OPERATIONS DEPARTMENT THROUGH THE COVID-19

for
Maldives Airports Company Limited
of
Velana International Airport

EDITION:	1
REFERENCE NUMBER:	D7-MNL/2020/2
REVISION:	-
REVISION DATE:	-
EFFECTIVE DATE:	15 July 2020
COPY NUMBER: MASTER COPY	

Guidelines for Operations Department through COVID-19 - This is a controlled document as long as it is online. If it is printed on paper, it is an uncontrolled copy unless marked as controlled copy by the responsible Quality Manager.

This Guidelines is in responsibility of the Operations Department of MACL, but issued under the authority of the Acting Managing Director of MACL. All rights reserved. No part or page could be re-produced in any form or any mean or stored in a database or retrieval system, without prior written permission from the company management.

MALDIVES AIRPORTS Co
your journey : our business

PUBLIC HEALTH EMERGENCY PREPAREDNESS - LOCAL PLANS

MALDIVES AIRPORTS Co
your journey : our business

MALDIVES AIRPORTS COMPANY LIMITED

GUIDELINE FOR DURING AND POST COVID-19

VELANA INTERNATIONAL AIRPORT

EDITION:	1
REFERENCE NUMBER:	116-M./MIS//2020/43
REVISION:	1
REVISION DATE:	04th March 2021
EFFECTIVE DATE:	07th March 2021
COPY NUMBER: MASTER COPY	

THE INFORMATION CONTAINED IN THIS PUBLICATION IS SUBJECT TO CONSTANT REVIEW IN THE LIGHT OF CHANGING GOVERNMENT REQUIREMENTS AND INTERNATIONAL REGULATIONS

Airport Emergency Planning
Crisis Management
Airport Emergency Services

STANDARD OPERATING PROCEDURE FOR COVID-19 REPATRIATION MOVEMENTS AT VIA

1. INTRODUCTION

With the prolongation of Health Emergency in Maldives following exposure of COVID-19 infections across the country, MACL is subjected to carryout COVID-19 repatriation movements at VIA. Such movements include departure of positive / primary contacts after obtaining special permits from their destination hub via Ministry of Foreign Affairs and approval of departure from the Health Protection Agency (HPA).

2. PURPOSE OF THE SOP

The purpose of this SOP is to streamline the departure process of COVID repatriation movements.

3. SCOPE OF SOP

The repatriation movement involves the below internal and external agencies.

3.1 Internal Agency - MACL

1. Airport Emergency Services
2. Terminal Services
3. Transport Section
4. Ramp Services

3.2 External Agencies

1. Health Protection Agency
2. Maldives Immigration'
3. Maldives Customs
4. Aviation Security Command
5. Airport Police
6. Resort Operator
7. Aircraft Handling Agent
8. Seaplane Operator

pg. 1

MALDIVES AIRPORTS Co
your journey : our business

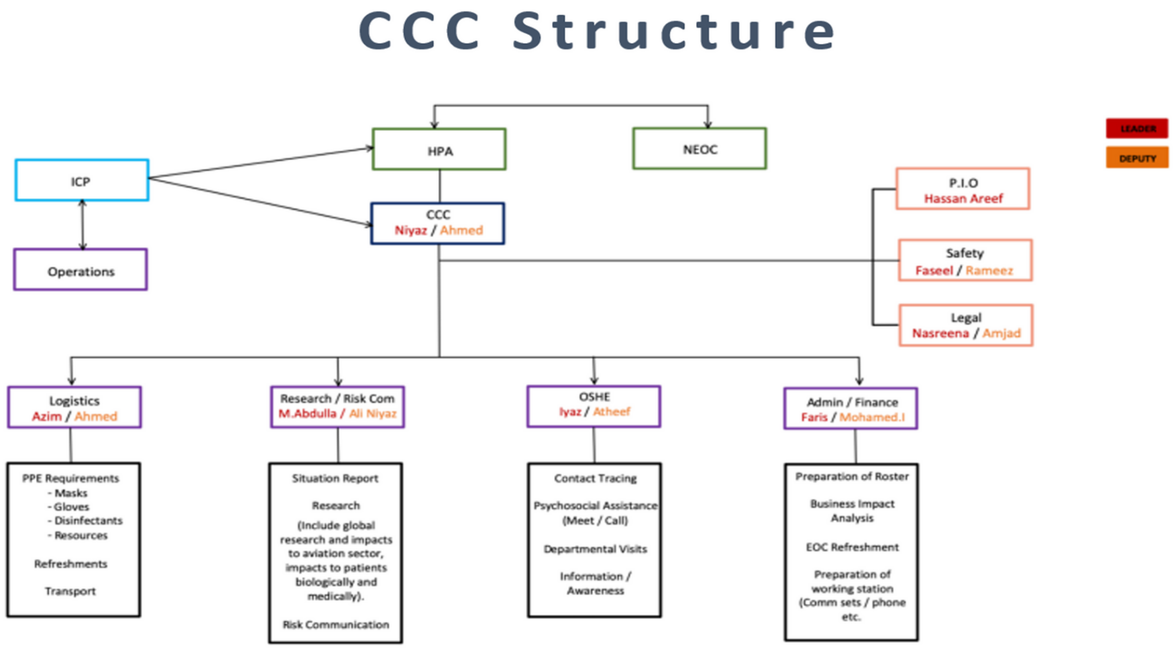
PREPARATION

This part of the presentation highlights the actions taken by MACL in collaboration with HPA to prepare Velana International Airport to combat with the global pandemic.

PUBLIC HEALTH EMERGENCY PREPAREDNESS

24th January 2020

A response team was formulated amongst the senior management of MACL



MALDIVES AIRPORTS Co
your journey : our business

PRE-ACTIONS

28 AUGUST 2019

A table-top exercise was conducted, initiated by HPA to prepare airport for public health emergencies. AEP and other response mechanisms were tested.

24 JANUARY 2020

A Covid-19 response team was formulated amongst the senior management of MACL

26 JANUARY 2020

Entry screening was established in collaboration with HPA at arrivals

26 JANUARY 2020

MACL Senior Management attended a table-top exercise conducted by HPA. Involved all relevant stakeholders

27 JANUARY 2020

Attended Multi-Agency meetings in collaboration with HPA and Ministry of Tourism

28 JANUARY 2020

MACL conducted awareness sessions. Total 1073 personnel trained

MALDIVES AIRPORTS Co
your journey : our business

PRE-ACTIONS

FEBRUARY 2020

Initiated disinfection of terminals and equipment

FEBRUARY 2020

Installed transparent barriers on frontline counters in International Terminal

FEBRUARY 2020

MACL AES conducted PPE training for Ramp Services

15 MARCH 2020

A workshop session was conducted to senior management in regard to BCP

16 MARCH 2020

Removal of carpets and installation of hand sanitizers at specific points in terminals

19 MARCH 2020

COVID Coordination Center was established for internal coordination and logistics purposes

MALDIVES AIRPORTS Co
your journey : our business

PRE-ACTIONS

MARCH 2020

Administrative leave was granted to high-risk staff with underlying medical conditions and staff above 55 years

18 MARCH 2020

Temperature screening of staff initiated at high risk areas

23 MARCH 2020

Initiated Disinfection of roads amd staff areas

24 MARCH 2020

Social distancing implemented at the canteen

MARCH 2020

Manpower reduction initiated

25 MARCH 2020

Hand hygiene areas were installed at specific locations at VIA

MALDIVES AIRPORTS Co
your journey : our business

PREPARATION

Built 02 portable decontamination chambers

Prepared PPE kits to combat with COVID-19

Health Declaration forms were prepared and distributed to be filled by all passenger arriving to Maldives.

Installed awareness posters.

Temporary Isolation facility was established at the airport with all necessary amenities.

MALDIVES AIRPORTS Co
your journey : our business

CLOSURE OF BORDER

Public Health Emergency was declared on 12th March 2020 and remained in force until 13th March 2022.

The Maldives closed its air and sea borders to tourist arrivals from March 27 – July 15, 2020.

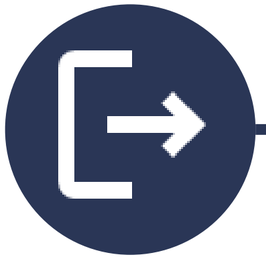
MALDIVES AIRPORTS Co
your journey : our business

Throughout Pandemic

- This part of the presentation highlights the actions taken by MACL during the declaration of lockdown and throughout pandemic.

THROUGHOUT PANDEMIC

EXIT SCREENING



All departing passengers were screened at International Terminal entrance

AIRCRAFT DISINFECTION

All incoming aircrafts were disinfected. It included sea planes which transports symptomatic / positive patients to and from different locations within the Maldives

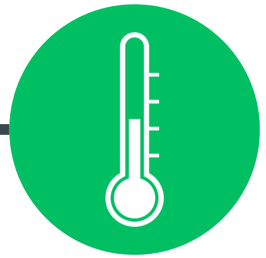
DON / DOFF

Donning / Doffing was performed for all employees carrying out high risk operations at the airport

DECONTAMINATION

All staff internal / external were decontaminated upon analyzing the nature of the operations carried out

TEMPERATURE CHECK



Daily monitoring of staff temperature and health check implemented at sections / departments

MALDIVES AIRPORTS Co
your journey : our business

THROUGHOUT PANDEMIC

DISINFECTION OF TERMINAL

Terminal and equipment inside the terminal were disinfected after each aircraft operation

SEAPLANE TERMINAL DISINFECTION

Seaplane terminal was disinfected twice every week

SIGNAGE / FLOOR MARKING

Implementation of physical distancing through signage/floor markings and announcements

COMMUNICATION

Effective communication amongst stakeholders in order to provide psychosocial support and provide hygienic and protective resources for safety & well being

PCR SAMPLE COLLECTION

PCR Sample collection at airport for tourists entering without PCR or outdated PCR

MALDIVES AIRPORTS Co
your journey : our business

THROUGHOUT PANDEMIC

REDUCE TERMINAL SEATING

In order to ensure social distancing terminal seating was rearranged and reduced

USAGE OF PPE AT AIRPORT

All employees working at airport were required to wear masks and gloves at all times

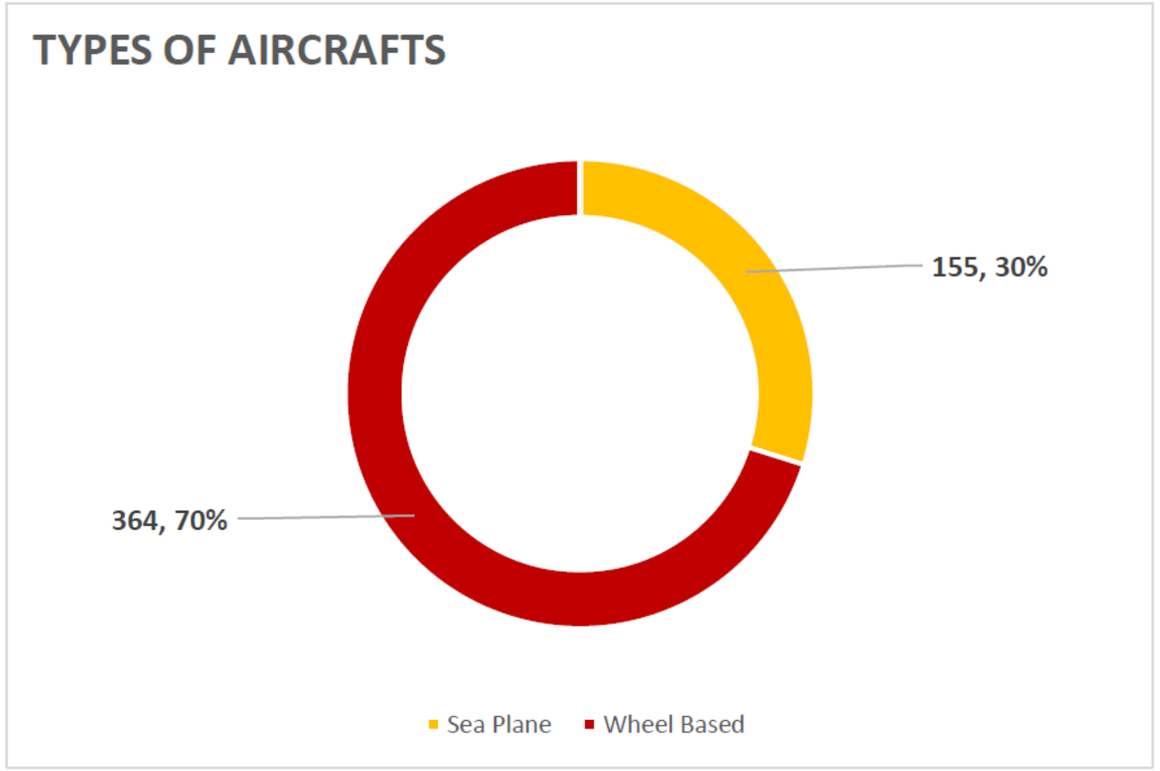
CONTACT TRACING

Pre-contact tracing implemented for each aircraft operation

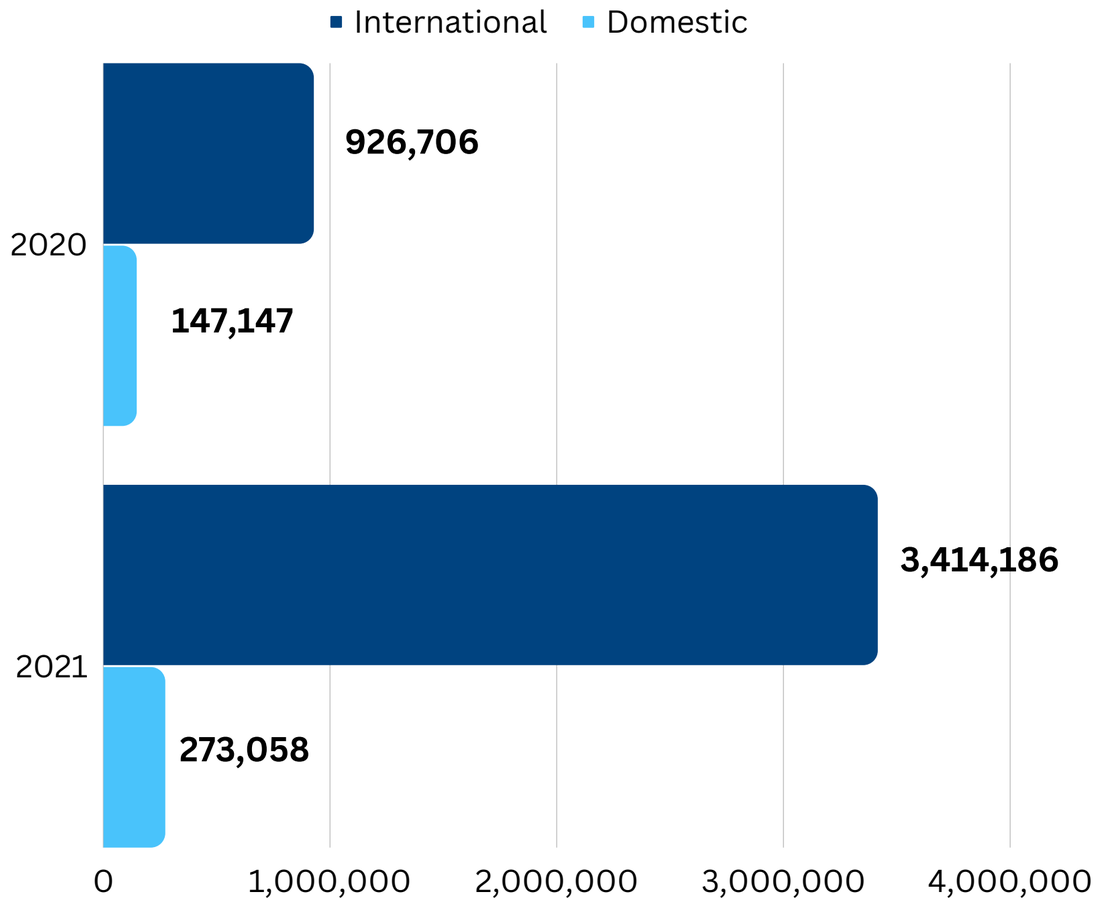
MALDIVES AIRPORTS Co
your journey : our business

AIRCRAFT DISINFECTION

A total of **519** aircrafts were disinfected during border closure.

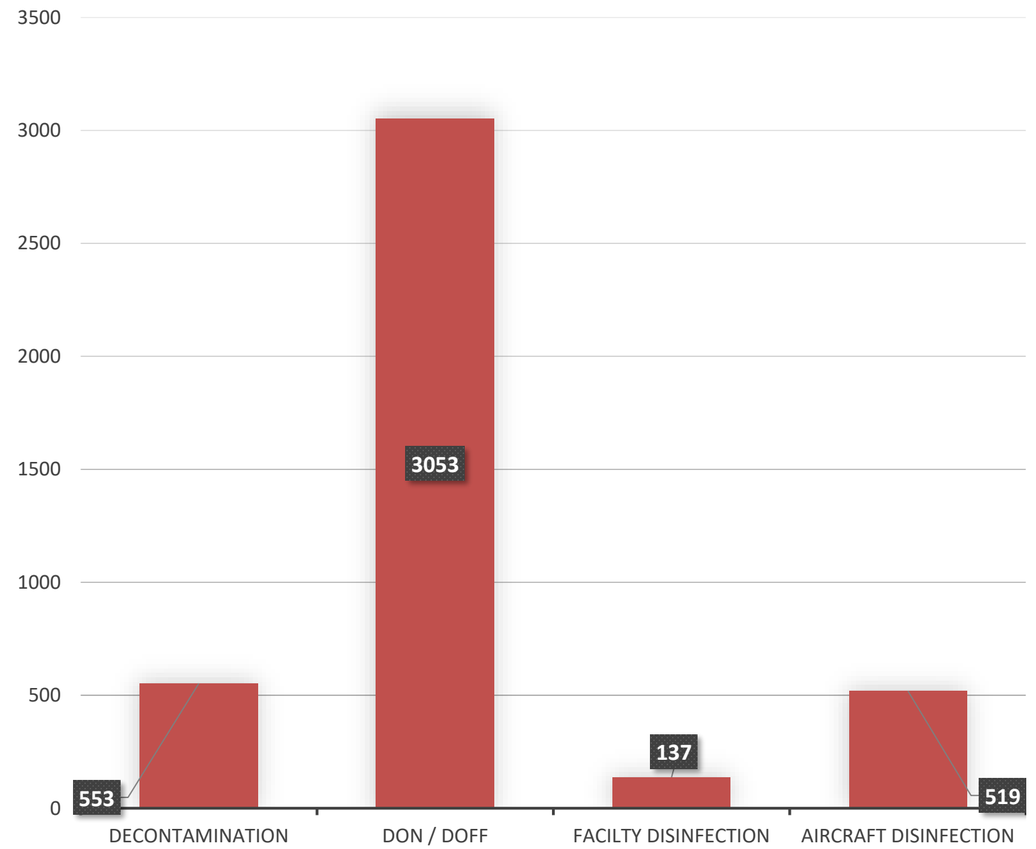


THERMAL SCREENING



MALDIVES AIRPORTS Co
your journey : our business

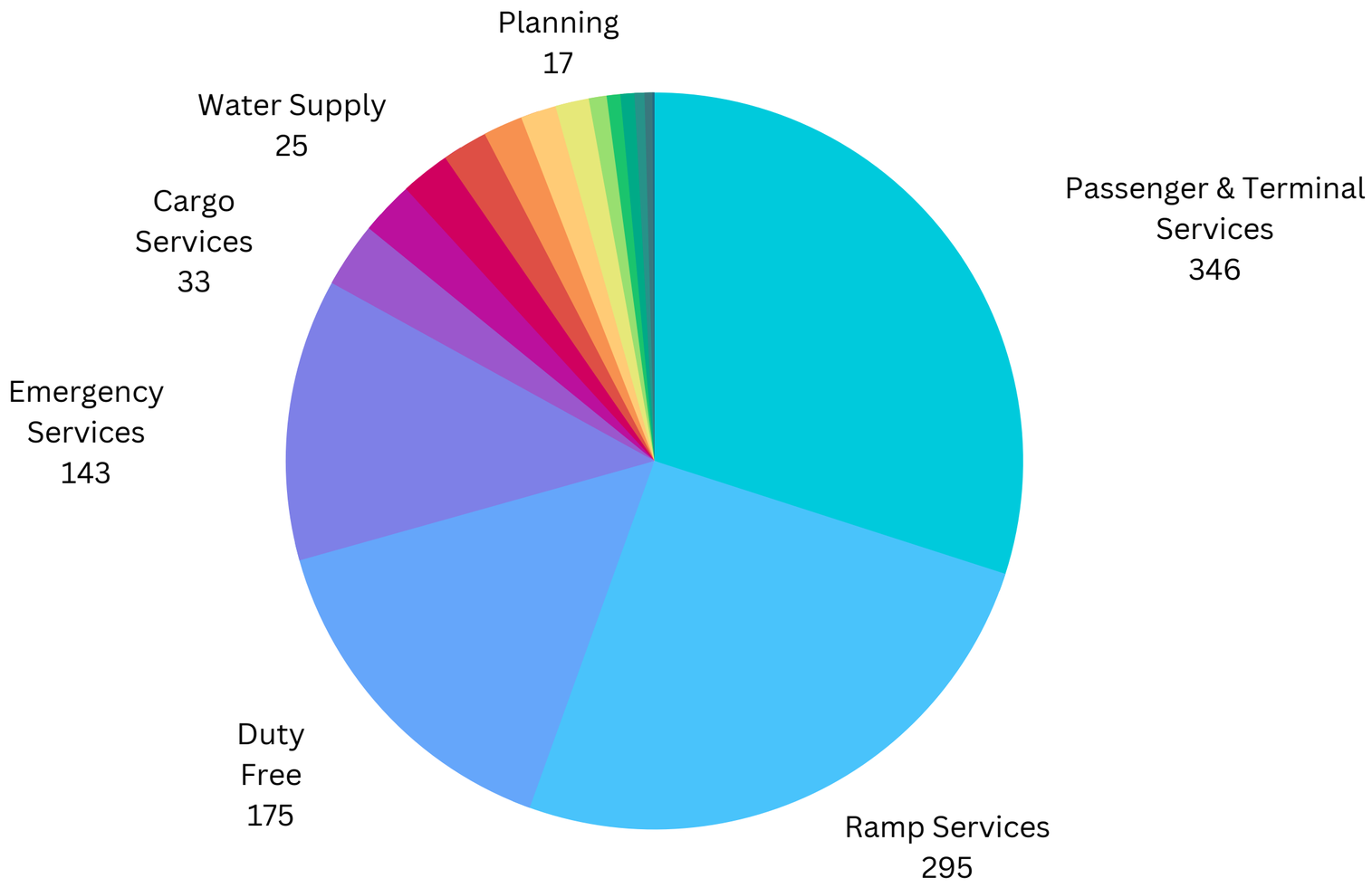
FACILITY DISINFECTION / DON-DOFF / DECON



MALDIVES AIRPORTS Co
your journey : our business

AWARENESS SESSIONS

AWARENESS SESSIONS



Department	No. of Participants
Passenger & Terminal Services	346
Ramp Services	295
Duty Free	175
Emergency Services	143
Cargo Services	33
Air Traffic Management	27
Water Supply	25
Mechanical Services	23
Immigration	20
Aerodrome & Ground Aids	18
Planning	17
Electrical	9
Corporate Affairs & HR	14
Others (IT, SSC, etc)	10

MALDIVES AIRPORTS Co
your journey : our business

INSPECTION STATISTICS

22 inspections were conducted on critical infrastructures to ensure the Business Continuity of Velana International Airport

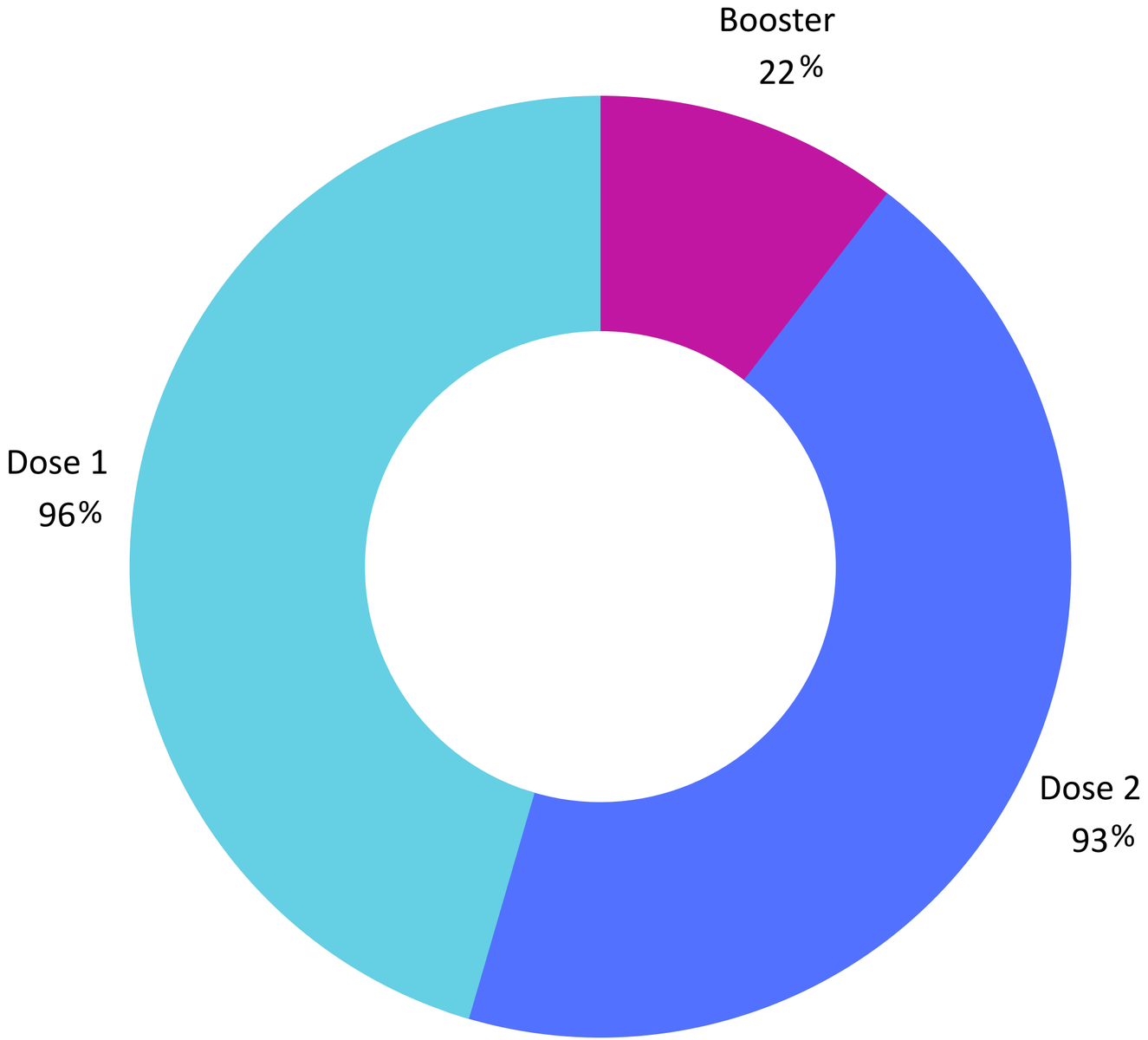
MALDIVES AIRPORTS Co
your journey : our business

VACCINATION CAMPAIGN

MALDIVES AIRPORTS Co
your journey : our business

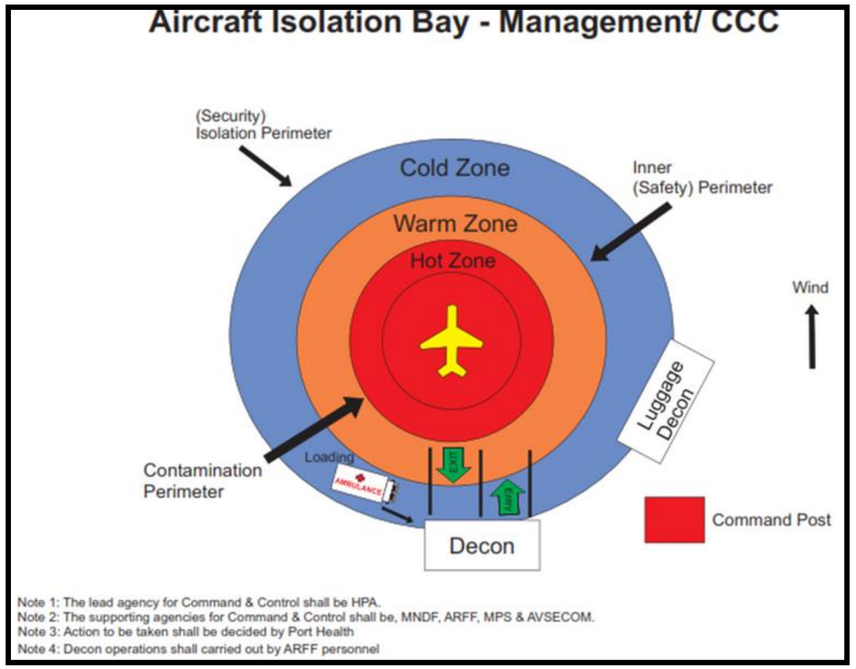
COVID-19 DHIFAAU CAMPAIGN

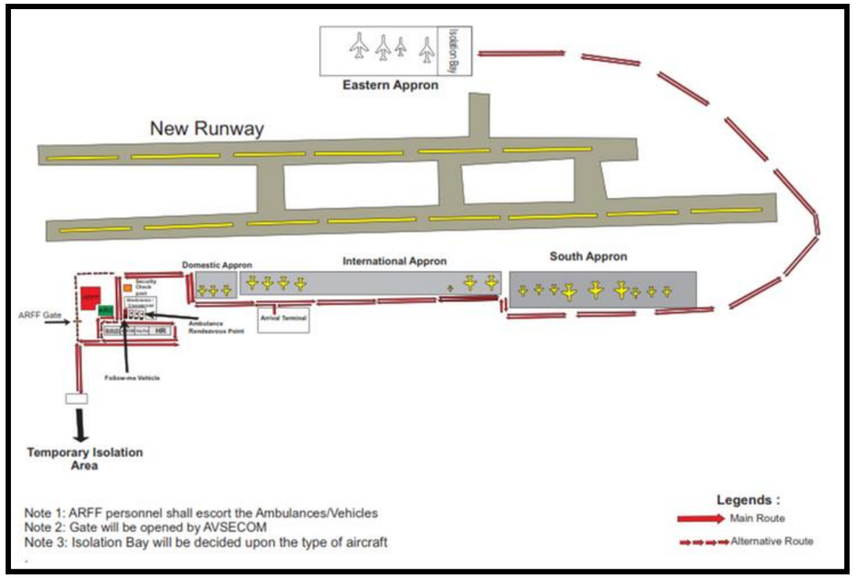
Initiated at Velana International Airport on 01st March 2021. Vaccination Center was established at the airport to administer vaccine to all employees working at the airport.

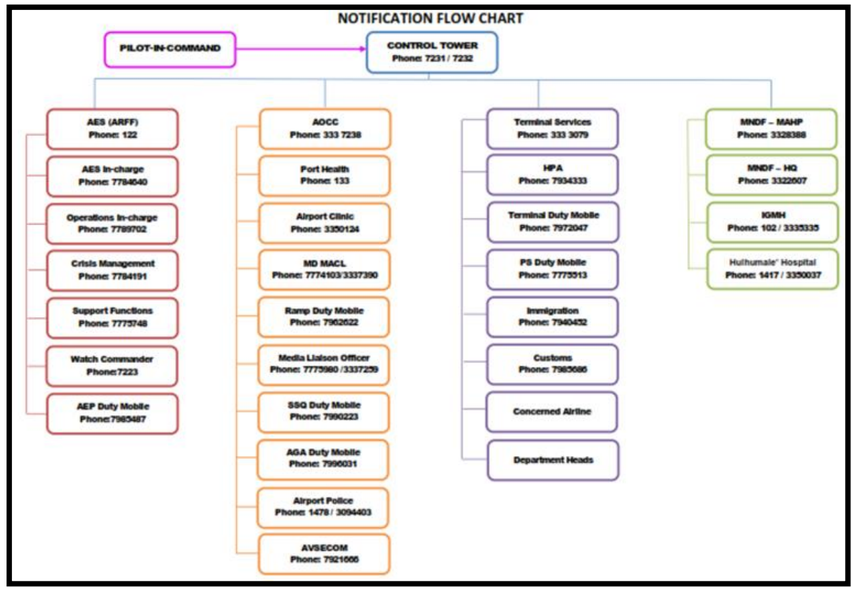


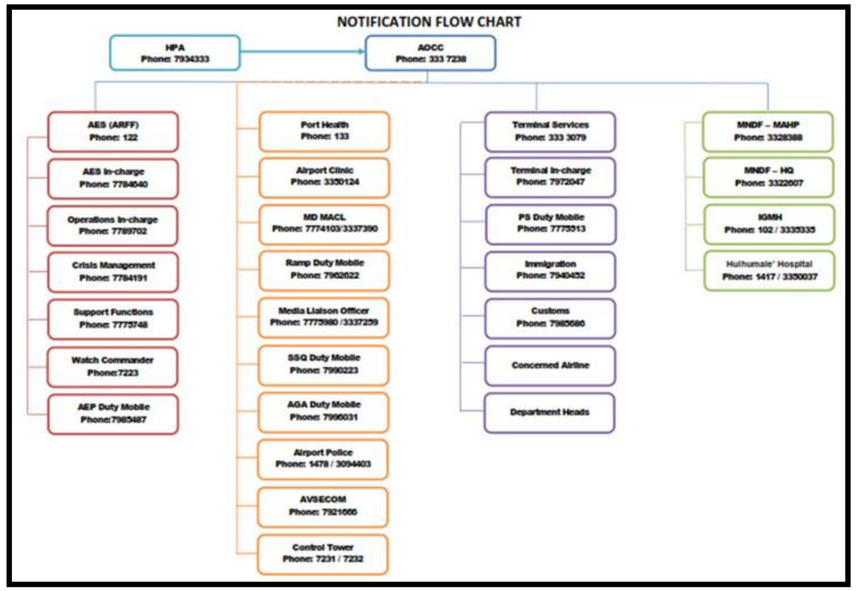
MALDIVES AIRPORTS Co
your journey : our business

AIRPORT EMERGENCY PLAN - REVISION





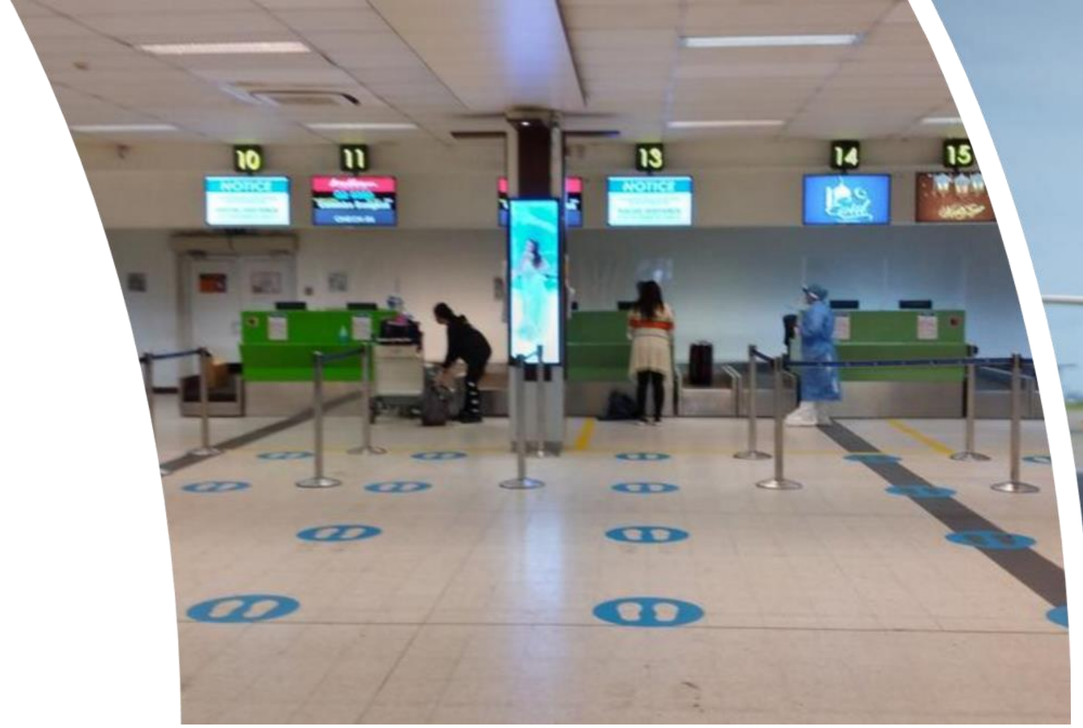




MALDIVES AIRPORTS Co
your journey : our business

CONTINUED ACTIVITIES

This part of the presentation highlights the **KEY EFFORTS** taken by MACL to open the boarders and **RECOVER**



MALDIVES AIRPORTS Co
your journey : our business

CONTINUED ACTIVITIES

BCP IMPLEMENTATION

Continued monitoring of the quarantine staff and release of them

PROMOTING HEALTH CULTURE

All employees are reminded to adhere to the health guidelines to minimize exposure. Awareness sessions and workshop conducted frequently

VACCINATION

Administration of COVID-19 Vaccine to overcome the global crisis

FACILITY INSPECTION

Inspections were continued for the critical infrastructures of the airport in accordance with ICAO Cart

IMUGA IMPLEMENTATION

Maldives Immigration implemented IMUGA Portal for Health Declarations

MALDIVES AIRPORTS Co
your journey : our business

KEY CHALLENGES

LOGISTICS

MACL faced challenges in obtaining PPE from offshore suppliers as the global supply chain was drastically implemented

HUMAN RESOURCE

Increased number of suspected / confirmed cases impacted the airport operations

INFRASTRUCTURE

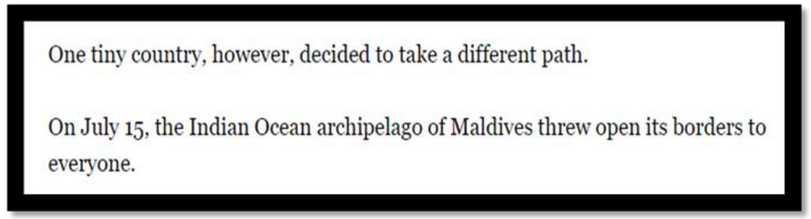
Capacity constraints to implement social distancing

FINANCIAL

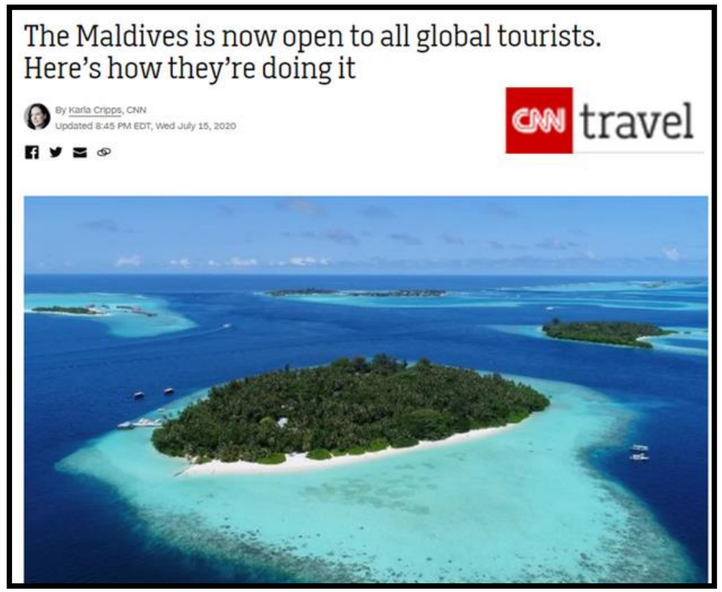
High investment with decreased revenue to ensure that employees, passengers and airport populace were protected from risk of exposure to COVID-19

KEY ACHIEVEMENTS

- ACI Health Accreditation Certificate was awarded in September 2020. Velana International Airport was the second airport from Asia Pacific and the 12th from the world to acquire the ACI Health Accreditation
- Velana International Airport received Voice of Customer Award recognizing the efforts to safe keep the passengers in 2021
- Amongst the first South Asian countries to open the borders for tourism.

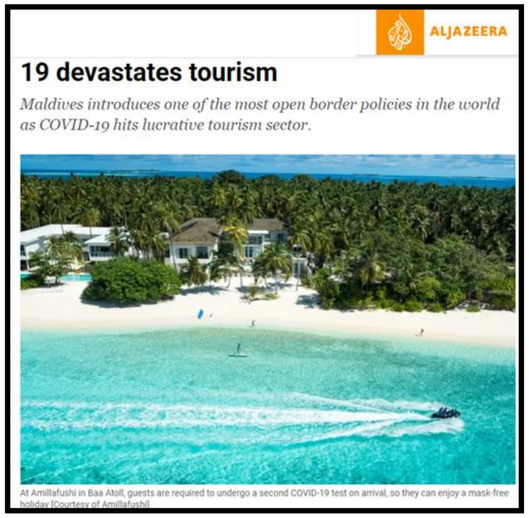

One tiny country, however, decided to take a different path.

On July 15, the Indian Ocean archipelago of Maldives threw open its borders to everyone.


The Maldives is now open to all global tourists. Here's how they're doing it

By Karla Cripps, CNN
Updated 8:45 PM EDT, Wed July 15, 2020

CNN travel



MALDIVES AIRPORTS Co
your journey : our business

DID WE LEARN THE LESSON?

Build resilience to overcome unexpected business disruptions and recover to acceptable continuing operations

ARE YOU READY FOR THE NEXT PHE?

MACL collaborated with International Organization for Migration to strengthen its core capacities in accordance with the International Health Regulation. As such IOM entered into a cooperation agreement with Government of Japan (GOJ) on 17th October 2022 to implement the project titled **"Strengthening Capacity of Border Management for Responding to Infectious Disease in Southeast Asia"** to strengthen the overall government and management of capacity in Maldives to prevent the spread of infection diseases that would impede the revitalization of cross-boarder mobility.

Project scope is distributed to **Velana International Airport and Gan International Airport**.

OBJECTIVES ACHIEVED: streamline the boarder management operations at the POE in compliance with the IHR2005 which contribute to revitalization of International travel and return to pre-pandemic levels of cross border mobility.

On 15th August 2023, the POE assessment at the airport was conducted. And below baseline activities have initiated

1. Upgrade the biometric-based staff access control system at VIA
2. Design, Supply and Install fixed temperature screening camera system
3. Supply and installation of TD verified for Immigration
4. Supply of one fully equipped ambulance
5. Upgrade of Isolation Facility
6. Upgrade of healthcare facilities with required equipment.

MALDIVES AIRPORTS Co
your journey : our business

IOM
UN MIGRATION

ARE YOU READY FOR THE NEXT PHE?

It is important to apply a risk-based approach for response to PHE at an airport and address on the business continuity aspects to ensure operationalization of the airport.

1) Health Emergency Risk Early Warning System (HER-EWS)
(Actors: MACL, IMUGA …)

MALDIVES AIRPORTS Co
your journey : our business

Health Emergency Risk Compliance
in epidemic context

Compliance Management System Manual

(HER-CMS)

of

Maldives Airports Company Limited (MACL) for

Velana International Airport (MLE)

Republic of Maldives

(Standard **EIFEC ES2001.06:HBY/HER**)

EDITION:	1
ISSUE DATE:	XX May 2021
REFERENCE NUMBER	M.-MNL/2021/XX
REVISION:	0
REVISION DATE:	-
EFFECTIVE DATE:	XX May 2021
COPY NUMBER: MASTER COPY	

Health Emergency Risk Compliance Management System Manual (HER-CMS) © MACL - This is a controlled document as long as it is online. Printed copies of this document are UNCONTROLLED unless marked as controlled copy by the MACL HER Compliance Officer.

This Manual is a responsibility of the HER-CMS of MACL but issued under the authority of the Managing Director of MACL. All rights reserved. This Manual should not be copied, distributed, or reproduced in whole or in part in any form or by any mean or stored in a database or retrieval system without written permission from the company management.

EIFEC

Brief analysis of critical likely non-compliance risks and recommended remedies / risk mitigation measures
A risk-based approach perspective for MACL Operations

Executive Summary

Epidemic outbreaks of communicable diseases, such as the current COVID-19 pandemic, require an **urgent and nationally coordinated response** to address the huge economic and social consequences.

We need to build **fully resilient Maldives from an economic, social and institutional perspective**, and therefore it is critical to strengthen MACL's role in the Maldives health security framework, since it is the **Gatekeeper** of this "islands nation" against epidemic assaults through the **Velana International Airport** (the key infrastructure hub for travelers moving in and out of the country).

Through an **enhanced collaboration between MACL and the main country stakeholders** (such as IMUGA, HPA, MoH and others to be identified, if any) it is possible to build **stronger capacities and reinforced multisectoral cooperation**, thus enabling **a more rapid, integrated and effective global response to any outbreaks**.

Moving from the external and internal Context, this risk-based approach analysis:
- assesses **MACL's Compliance risks/controls**
- checks reality to identify both **inherent Risk/Compliance risk areas** (mainly, the difficulty of maintaining the respect of physical distancing and the lack of separation of risks) and **main Risk Contact Points** (Arrivals and Baggage Claim area), and
- proposes proper **enhancements and remedies** to fill the existing Compliance gaps.

In particular, together with a **reorganization of airport facilities**, the document proposes to MACL the creation of **two main proactive risk mitigation mechanisms**, to be shared and agreed upon in advance with the competent authorities:
1. **Health Emergency Risk Early Warning System (HER-EWS)**, which similarly to a Tsunami Early Warning System aims to **forecast the potential arrival of new epidemic waves in the country and their relevant negative consequences** not only on the airport but also on the whole country and (at least potentially) on every nation connected by the available air routes, and to **classify each arriving passenger according to a risk level coding**;
2. **Emergency Break Mechanism (EBM)**, based on the HER-EWS tool and capable of allowing MACL to **urgently adopt temporary restrictions** on all incoming travelers classified (or re-classified) under an **"extreme risk" level**.

Both of them could be developed and implemented **within a timeframe of a couple of months**, and EIFEC remains of course available to discuss ways to make its experts available should you need any support to create these mechanisms.

We believe that the adoption of the measures and enhancements proposed in this document would allow Malè International Airport to become **one of the safest and most efficient airport facilities in the world** in terms of **health emergency risk control and management in times of epidemics**.

MOU SIGNED BETWEEN MACL AND EIFEC TO IMPLEMENT THE HEALTH EMERGENCY RISK COMPLIANCE MANAGEMENT SYSTEM AT VIA.

10 Mar 2021

MALDIVES AIRPORTS Co
your journey : our business

EIFEC

WHAT MALDIVES COULD OFFER TO STRENTHEN CAPSCA WITHIN APAC REGION

The Maldives stands out as one of the rare island national that effectively managed the COVID-19 Pandemic, swiftly opening its borders to the outside world in cooperation with both the local stakeholders and international partners. Moreover, the Maldives has established and put into action strong protocols to safeguard against any potential future pandemics.

In this context, the Maldives is eager to welcome and support other island states that wishes to visit and gain insight from our experiences. However, it is essential to note that the Maldives is currently in the process of recovering from financial repercussions of the COVID-19 Crises. As a result, we are unable to commit to any voluntary contributions at this critical stage of economic recovery.

MALDIVES AIRPORTS Co
your journey : our business

THANK YOU