

The AviancaTACA logo is displayed in white, bold, uppercase letters. It features a stylized white bird icon to the left of the text. The background of the slide is a dark red with abstract, flowing shapes in shades of orange and yellow.

Management of a suspected case of H1N1

Mayo 2011

General Objective

Show the protocol executed in a possible H1N1 case, based on the guidelines from the WHO (World Health Organization) for a contagious infectious disease that has acquired the status of pandemic to be conducted in an airline according to the event, following national authorities and international health organizations guidelines, in order to minimize the impact on the population of employees, customers and community

Face No 5



Characteristics:

Detected one or more larger clusters, but transmission from person to person is still limited, which indicates that the virus is becoming increasingly better adapted to humans but may not yet be fully transmissible (substantial pandemic risk).

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Medical support to operations

Personalized attention:

The Health and medical area of the Company will answer the employees concerns in the different bases

Provision of personal

protective equipment to those working in all operational areas, especially those who have direct contact with customers, baggage and cargo.

It is important to mention that this is a preventive measure

Inform statistics of possible pandemic cases to the control entities that want it in accordance with each airport requirements.

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With crew members

It is the obligation of the Company, to maintain permanent information on measures taken in each phase

Tracking the health status of the crew members with an emphasis on particular signs and symptoms of the disease is being monitored by the Occupational Health Department

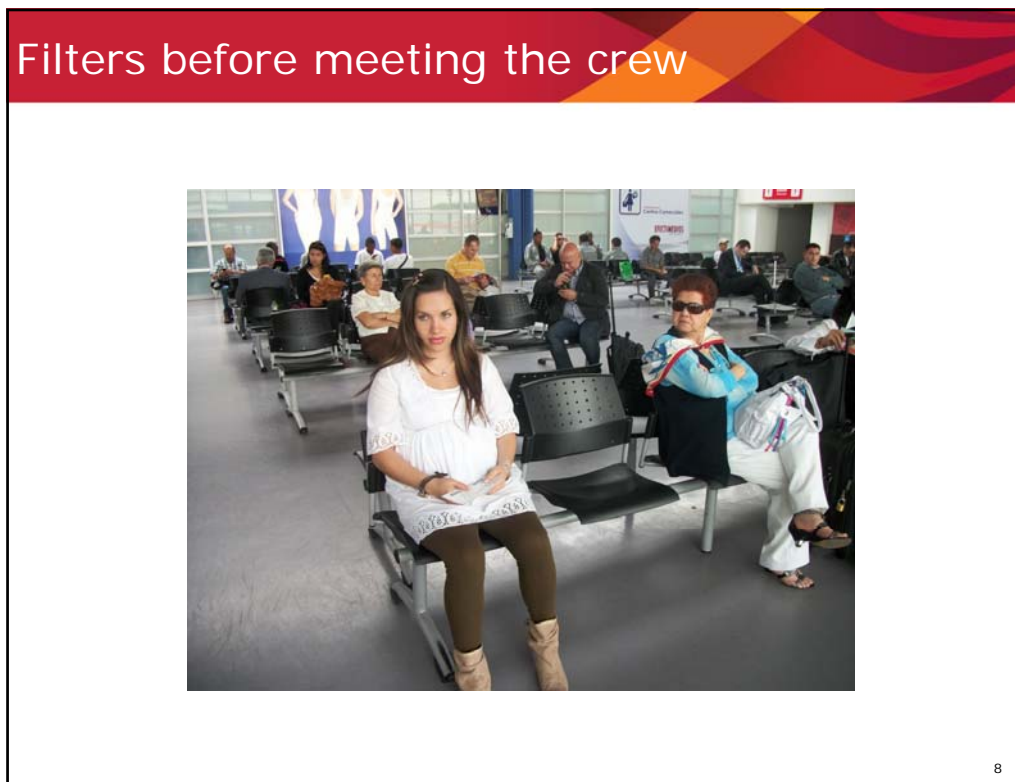
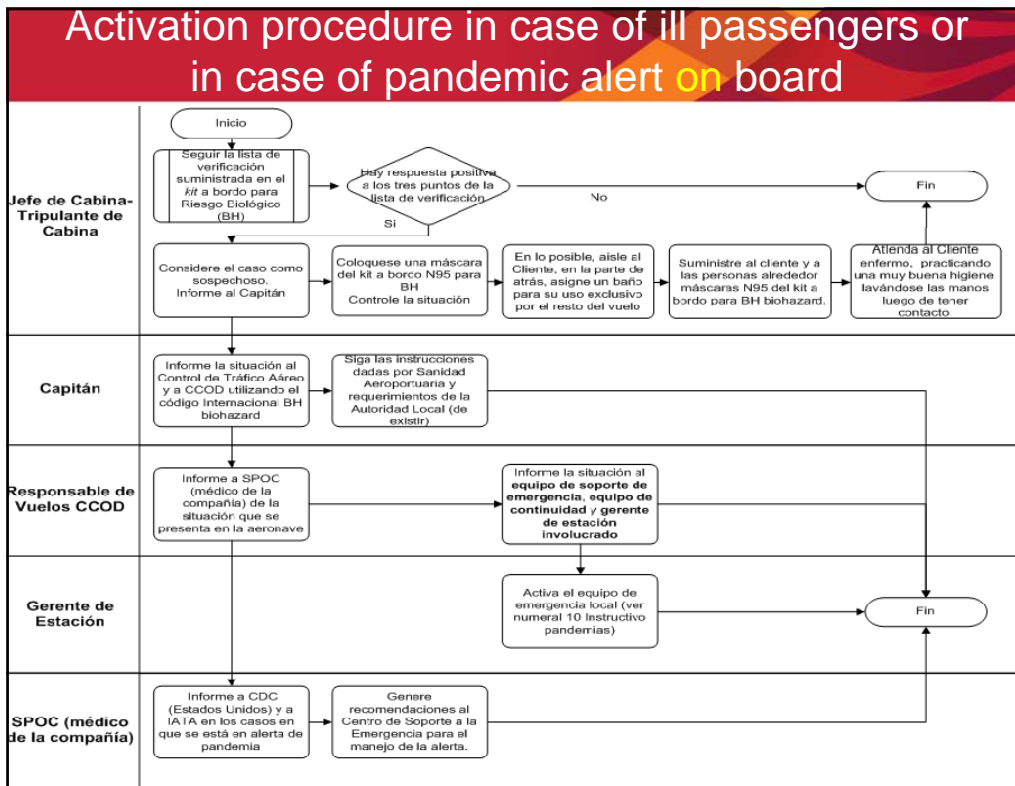
Processing of permits required under the aviation safety regulations to ensure crews to reduce the level of risk to manageable levels (e.g. for the international flights on board service will be conducted with face masks and disposable gloves, Do not have a night over in high-risk countries if it is possible, use of anti-bacterial gels)

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Biohazard kit on aircrafts

Biohazard kit to the attention of potential cases on board must contain the following elements: nitrile gloves, N95 masks, transparent goggles, Tyvet garments and red bags (biohazard bags), towels of absorbent material, along with the instruction manual.





Filters before meeting the crew



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Filters before meeting the crew



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Filters before meeting the crew



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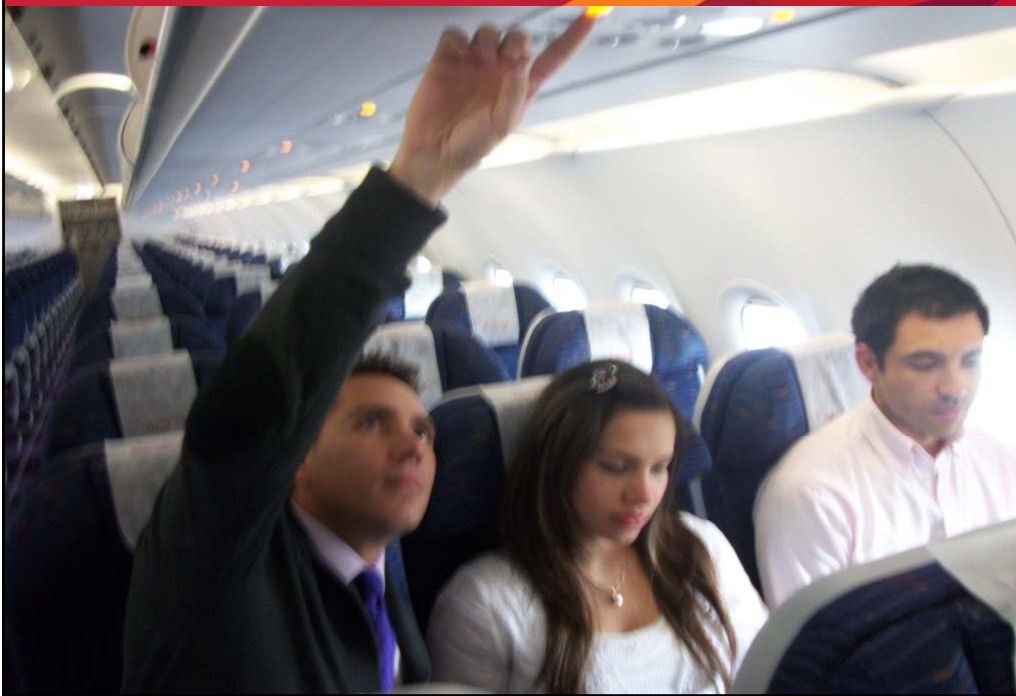
Detection process



Due to the different tasks the cabin crew members have to perform during a flight, they may not detect the symptoms of pandemic disease travelers, but passengers who are around, perceive the strong sneezing, dry cough, chills or sweating.

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Advise to the crew



The flight crew member must:



The flight crew member must:

Take the case as suspicious and tell the captain about the event by providing all the information they have, feed back him as soon as they have more information later on.



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The flight crew member must locate:



The kit on the top right side luggage rack that includes the checklist.

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The flight crew member must:

Wear a mask N95 for BH from the kit on board
Control the situation



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The flight crew member must:

If the flight has seats available, try to isolate the passenger in the back of the cabin (back row). Relocate passengers if necessary.



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The flight crew member must:

Ask the passenger in a friendly way to wear the safety mask.

Be polite when requesting other passengers in the same row, in front and behind to wear protective masks.



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The flight crew member must:

- Take special care of the passenger, practicing good hygiene, washing hands after contact with sick traveler.

Basic hygiene: wash hands intensely with soap and water after any contact with the passenger, after removing gloves, before and after leaving the plane.

Avoid rubbing your eyes and nose during duty time

- **Stay calm and calm others**

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The captain must:

- Report the situation to Air Traffic Control and Flight operations Control using the International Code BH biohazard. Immediate notification to health authorities, through flight operations control and they will inform control tower using BH code, when the pandemic alert is in progress



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Flight crew must:

- Follow the instructions of Airport Health Department through Traffic Controllers or Flight Operation Control. Follow the requirements of the Local Authority.



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Patient Transportation :

On arrival, the sick passenger should be assessed by medical staff taking into account airport health bio security measures. From the moment the patient is to be transferred from the aircraft to the health office and from there to the hospital, all measures of isolation must be applied (ambulance must be used)



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Occupational Health Department care



The patient receives appropriate treatment assessment to determine whether or not it is a positive case of pandemic diseases

Upon notification, the station manager and the company's doctor will activate the emergency team and report to the COC if necessary



Follow up



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Thanks