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**Second Virtual Meeting of Civil Aviation General Directors of the
South American Region on the Response to COVID-19**
(Lima, Peru, 22 May 2020)

Agenda Item 2:

**Exchange of information on the current situation and progress of the States for the restarting
of operations**

**PROTOCOL FOR THE OPERATION OF AIRPORTS IN THE CONTEXT OF THE
EMERGENCY DUE TO THE SARS-COV-2 (COVID-19) PANDEMIC**

(Presented by AEROCIVIL Colombia)

SUMMARY

This working paper presents the progress made by Colombia in the Biosafety protocol for the operation of airports in the context of the emergency due to the SARS-CoV-2 (COVID-19) pandemic, as a preliminary tool while health measures are standardised worldwide.

1. INTRODUCTION

1.1 The **COVID-19** pandemic will require global standardisation of health regulations, which will be subject to adjustment or elimination when no longer needed. In the meantime, Colombia has developed these biosafety measures in face of a slow but progressive reactivation of the industry.

1.2 The aeronautical authority of Colombia, in coordination and cooperation with various public and private entities, worked on the “**Protocol for the operation of airports in the context of the emergency due to the SARS-CoV-2 (COVID-19) pandemic**”, a document it wishes to share with the participants of the Second virtual meeting of civil aviation general directors of the SAM Region on the response to COVID-19. We are convinced that, only through cooperation will we be able to attain regional recovery and better address this crisis.

1.2 Although the government of Colombia has not yet established a date for resuming operations, the civil aviation authority has spearheaded the development of the protocol, with the participation of the various stakeholders. It should be noted that this document is subject to the approval of the responsible health authorities of Colombia. Likewise, various sources were used for the drafting of the aforementioned protocol, and joint efforts were made for its development, even hand in hand with other aviation authorities of the world, like China and South Korea.

2. GENERAL ASPECTS OF THE PROTOCOL

2.1. The Protocol is structured in five sections that set forth the obligations of:

- i. Passengers (before the flight, during the flight and during disembarkation).
- ii. Airport operators (passengers before the flight, airport infrastructure and passengers during disembarkation).
- iii. Airline and aircraft operators (before the flight, during the flight and during disembarkation).
- iv. Local health authorities.
- v. Special civil aviation administrative unit.

2.2. In general terms (see the details in the attached document), the new aviation reality that will accompany us for some time includes, first of all, passenger temperature measurements before the flight (and at the arrival to the destination).

2.3 Airport access will be restricted: only passengers and airport workers will be allowed. This measure is aimed at reducing and avoiding overcrowding and facilitating social distancing.

2.4 Use of personal protection elements, such as face masks, will be required. Travellers arriving at the terminal to take their flights will be required to immediately go to the departure lounge to avoid overcrowding in common areas.

2.5 Regarding disinfection and cleaning, the protocol establishes parameters for airport operators to carry out routine procedures at the departure lounge, public areas, among other spaces, and for airlines and aircraft operators to carry out surface cleaning processes before each flight and the cleaning of the aircraft at the end of the last operation.

2.6 Under the protocol, users, crews and airport employees must respect social distancing in areas such as counters, scanners and when waiting in line for boarding the aircraft. Accordingly, airport operators shall mark the airport floor to properly guide air transport users.

2.7. Inside the aeroplane, on board services will not be provided, and travellers will be advised not to use in-flight entertainment systems (such as screens, mobile phones, among others) or the lavatories.

2.8 The protocol will also instruct airports and airlines to ensure the use of personal protection elements by their personnel, and to properly train their officials in the timely identification of biohazards and timely and appropriate response thereto.

2.9 In addition to asking airlines and airports to implement special disinfection processes, they will have to update their emergency plan to include biohazard response.

2.10 Finally, it is of utmost importance to note that the values underpinning the decisions involved in the biosafety protocol revolve around the overall safety of individuals and will be governed by the principles of solidarity, responsible travel and quality communications.

2.11 Likewise, the health slot has been added to balance the capacity of the airport to process a given number of passengers, avoiding overcrowding, and compliance with the proposed biosafety measures.

3. SUGGESTED ACTION

3.1 The Virtual Meeting of Civil Aviation General Directors of SAM States is invited to:

- a) take note of the information provided in this working paper; and
- b) give feedback on the documents presented and consider them as input for the work being carried out by the SRVSOP Aviation Medicine Panel on a health protocol as guidance material for the States.

- END -

Protocol for the operation of airports in the context of the emergency due to the SARS-CoV-2 (COVID-19) pandemic

Following the declaration by the World Health Organization (WHO) of the public health emergency of international concern (PHEIC) due to SARS-CoV-2 (COVID-19) on 30 January of this year, and taking into account the guidelines on air transport issued by the national government as a result of the new COVID-19 coronavirus, especially Decrees 439 and 457 of 2020 and Resolutions 380 and 385 of the Ministry of Health and Social Protection, and taking into account that the reopening of national airports is of commercial importance for the country, it is necessary to establish the following protocol to be applied by the entire airport and aviation sector and the health sector responsible for its implementation.

First of all, and in accordance with **Resolution XXX of 2020**, this protocol shall be applied by all the entities and individuals involved in airport operations.

In accordance with the regulatory powers of the Ministry of Health and Social Protection, the following requirements have been established for the adoption of the necessary measures to reduce the risk of exposure to acute respiratory infection due to COVID-19, strictly following the guidelines of the Ministry of Health and Social Protection.

More information can be found in the website of the Ministry of Health and Social Protection www.minsalud.gov.co, specifically in the microsite entitled "Nuevo Coronavirus COVID-19" at <https://d2jsqrio60m94k.cloudfront.net/>:

All those involved in this protocol shall take action to comply with the provisions established below for each of them:

1. Airport operators

1.1. General

- 1.1.1. Coordinate PHEIC plans with migration, customs, police and health authorities, as appropriate, defining activities aimed at minimising risk at the terminal, in accordance with the protocols defined to that end.

- 1.1.2. Coordinate the enforcement of any health measure established by the health authority.
- 1.1.3. Airport operators that have public address systems (PAS) shall broadcast instructions at least every 20 minutes, to maintain the recommended distances and to frequently wash hands, *inter alia*.
- 1.1.4. Display signs or issue audio-visual programmes to give recommendations to prevent COVID-19.
- 1.1.5. Install banners, signs, posters, and other advertising items prescribing social distancing, frequent washing of hands and other prevention recommendations.
- 1.1.6. Airport operators must recommend all passengers and all personnel entering the airport, to install the **CoronApp-Colombia** application in their cell phones or mobile devices and to provide, when so required and at least once a day, the information requested therein.
- 1.1.7. Follow the guidelines established by the environmental authority for comprehensive management of conventional wastes.
- 1.1.8. Install red pedal-and-lid waste bins, identified with the biohazard logo, provided with red bags, for handling hazardous wastes, such as personal protection elements (gloves, face masks, among others), in compliance with Decree 1076 of 2015, Decree 351 of 2014, Decree 1609 of 2002 and Resolution 1164 of 2002. Waste bins should be located in areas of major flow of passengers, crews and other airport personnel, and close to antibacterial gel dispensers.
- 1.1.9. Ensure the provision of airport medical services, as appropriate, in accordance with Resolution 01019 of March 2012, issued by the Special Civil Aviation Administrative Unit or the standards that supersede or modify them.
- 1.1.10. Implement the necessary measures, as detailed below, to promote social distancing in air terminals.
- 1.1.11. The reactivation of services provided by airport tenants shall take place in accordance with the ordinary and extraordinary instructions and guidelines issued by the national government and environmental and health control authorities.

Note: As part of self-control activities, airport operators shall make sure that airport tenants comply with these measures, and in case of non-compliance, immediately notify local health authorities, as appropriate, and the air transport office, which will carry out the corresponding investigation.

- 1.1.12. In case external transport services are provided between terminals, airport operators shall:
- Clean up the bus after each time it is used to transport people, in order to mitigate the likelihood of spread of COVID-19 from an infected person through surfaces or inanimate objects.
 - Once the passengers leave the bus, the windows, screens, seats, arm rests, air vents, overhead compartments, handrails and, in general, all fittings that could have been in contact with passengers must be cleaned.
 - Limit bus occupancy, ensuring social distancing between people.

1.2. Emergency and contingency plan

- 1.2.1. Keep the emergency plan up to date, with special emphasis on the public health emergency chapter and the protocol for public health emergencies of international concern (PHEIC).
- 1.2.2. Every two months, or whenever required by the aeronautical authority, carry out desktop drills of the emergency plan and the PHEIC protocol.
- 1.2.3. Carry out virtual meetings to share the emergency plan and its PHEIC protocol with officials of all control authorities, aircraft operators, and aerodrome operation and security personnel.
- 1.2.4. Coordinate with the public health and migration authority of Colombia the implementation of controls at the arrival of international flights (at the time applicable) as defined in PHEIC protocols, and in accordance with their respective functions.
- 1.2.5. Immediately report to the Health Secretariat any suspected case occurring at the airport, and activate the PHEIC protocol.

1.2.6. Arrange to have an area available to isolate COVID-19 suspected cases, in coordination with the Ministry of Health.

1.3. Passenger control

1.3.1. Airport access

1.3.1.1. Airport operators shall install signs outside of passenger entrance areas forbidding parking of vehicles for extended periods of time while dropping off passengers and their baggage, in order to avoid congestion of people and vehicles in those areas, and shall coordinate with transit authorities for imposing penalties for disregarding this regulation.

1.3.1.2. Airport operators will make sure that passengers enter the airport terminal no more than 2 hours before the estimated time of departure of the flight. The airline or travel agency shall communicate this restriction at the time of purchase of the air ticket.

1.3.1.3. Airport operators will only give access to the terminal to airport workers duly identified with an airport ID card, airport authorities, and passengers who present an identification document, as appropriate, and their check-in boarding pass in printed or electronic format. In the case of passengers requiring special assistance or minors, access will be allowed to an escort.

Note: In exceptional cases of passengers who have not been able to do their check-in in advance, they will be allowed in and will be directed to the airline check-in counter.

1.3.1.4. Airport operators shall limit the number of doors to access the landside of the terminal and will arrange for security personnel to be posted at each operating door in order to control access of passengers and officials of the various public and private organisations.

1.3.1.5. Local health organisations, with the support of airport medical services, where available, shall measure the temperature of all individuals before entering the terminal, using thermometers that do not require physical contact with the passenger. If a suspected case is identified, it shall be immediately communicated to local health authorities, as appropriate, to take charge of the situation.

Note: In all cases, airport operators shall ensure temperature measurement at the entrance to the terminal.

1.3.2. Inside the terminal

- 1.3.2.1. Airlines and/or aircraft operators shall have check-in modules for passengers and, to ensure social distancing, the airport operator must install signs on the floor in such a way as to ensure a separation of 1.5 m between passengers or family groups, avoiding, inasmuch as possible, use of line separator bands; if used, they shall be periodically disinfected by the airline or aircraft operator.
- 1.3.2.2. Airport operators shall install protection barriers in check-in counters used by airlines and/or aircraft operators for processing users, in order to ensure social distancing between passengers and airline personnel.
- 1.3.2.3. Crowding of customers in business establishments is not allowed, and a distance of 1.5 m between individuals, whether officials or customers, must be ensured inside the assigned space.
- 1.3.2.4. Business establishments shall follow the recommendations of authorities for cleaning commercial spaces, using the appropriate biosafety implements. They shall also publish, in a visible place, the prevention measures adopted by each commercial establishment.
- 1.3.2.5. Workers of commercial establishments shall wear protection elements when serving the public, and the establishments must have antibacterial gel available.
- 1.3.2.6. Tenants providing services at the airport shall have information available on measures to prevent infection by COVID-19, and shall strictly comply with health authority requirements.
- 1.3.2.7. The airport operator will require the owner or holder of vending machines and automated teller machines to disinfect these machines every hour, in accordance with the protocol established to that end by the airport operator.
- 1.3.2.8. Airport operators shall have personnel to inform passengers, when entering the airport, that if they have no baggage to check, they must go directly to the departure lounge. When exiting, they will be instructed to leave the terminal as soon as possible.
- 1.3.2.9. The control posts of the security personnel in charge of checking travel documents and the (physical or electronic) boarding pass must have at least a 1.5 m spacing between each other.

- 1.3.2.10. To cross-check the identification document with the boarding pass and the holder, the security personnel does not need to have contact with such elements, and the passenger does not need to remove the face mask. This cross-check will be accomplished by just taking a look at the boarding pass and the identification document, and if additional validation is required, it will be done in an agile but efficient verbal manner.
- 1.3.2.11. Along the waiting lines for checking travel documents and the (physical or electronic) boarding pass, as well as for security screening, signs on the floor must be installed in such a way that there is a minimum separation of 1.5 m between passengers or family groups.
- 1.3.2.12. Until further notice, the “*Secondary random and unpredictable screening method*” measure is suspended at passenger check points (security screening).
- 1.3.2.13. Airport operators may reduce their human resources at passenger check points (security screening), based on the criteria established in Attachment 21 to RAC 160, following approval by the Air Navigation and Airport Service Standards Bureau (*Dirección de Estándares de Servicios de Navegación Aérea y Servicios Aeroportuarios*) of the Special Civil Aviation Administrative Unit.
- 1.3.2.14. Airport operators shall use the security officer acting as rigger to reinforce the procedure of removing all metal items that might set off the alarms and that would need to be removed by other means, including physical search, to avoid the latter.
- 1.3.2.15. Until further notice, carriage of gels and antibacterial liquids or antiseptics in the hand baggage is permitted, up to a maximum of 355 millilitres per person.

1.3.2.16. Airport operators shall ensure that all the seats available in the departure lounge have enough space on both sides. Disabled intermediate seats will be marked as “UNAVAILABLE SEAT” to guarantee social distancing.

1.3.3. **Upon arrival at the destination**

1.3.3.1. Upon arrival of a (domestic or international) flight, local health entities, with the support of airport medical services, where available, shall conduct the screening and temperature measurement of passengers, using thermometers that do not require physical contact with the passenger. If a suspected case is identified, the PHEIC protocol shall be activated.

1.3.3.2. In case the airport is notified of a passenger suspected of having COVID-19 in the flight, it shall activate the PHEIC protocol.

1.3.3.3. In order to ensure social distancing, the airport operator must install signs on the floor of the baggage delivery area in such a way that there is a separation of 1.5 m between passengers or family groups, and must coordinate with ground support companies so that baggage delivery will take place as quickly as possible.

1.3.3.4. For UNCLAIMED baggage handling, the airport operator shall have a protocol for coordinating with local health entities and airport medical services.

1.4. **Measures to protect individuals working at the airport facilities**

1.4.1. To the extent possible, airport operators shall designate an access exclusively for persons working at the airport facilities.

1.4.2. To the extent possible, airport operators shall establish a security filter exclusively for persons working at the airport facilities, and place signs on the floor in such a way as to ensure a separation of at least 1.5 m between employees.

1.4.3. Airport operators, ground support companies (*i.e.*, ground handling services, aircraft maintenance organisations, and others providing ground support to air operations), and airport authorities shall ensure that the

personnel having contact with, or in close proximity to, passengers, crews, or baggage, wear biosafety elements, such as face masks and gloves.

- 1.4.4. Airport operators, ground support companies, and airport authorities shall require that all persons circulating in the terminal or entering aircraft wear face masks in the correct manner, in accordance with the guidelines of the Ministry of Health and Social Protection.
- 1.4.5. Airport operators, ground support companies, and airport authorities shall provide in-house training to their personnel to make them aware of the protocols and procedures to be followed in case of detecting or being notified of a passenger or airport official with COVID-19 symptoms.
- 1.4.6. Airport operators, ground support companies, airport authorities, tenants and contractors must establish permanent communication channels (e-mail, landline phone, mobile phone, among others) and require their employees to install the application **Coronapp-Colombia** and manage the information contained therein, so that workers and collaborators may report their health condition when necessary and at least once a day. In case they present signs and symptoms consistent with COVID-19, it shall be reported to the corresponding local health entity and suspend the activities of the worker for his/her respiratory protection. The corresponding company will take the necessary steps to ensure service continuity, as needed.

1.5. Cleaning and disinfection of terminal areas

- 1.5.1.1. Airport operators shall have a protocol for cleaning and disinfecting areas, electromechanical systems, and equipment, including the elements to be used in each process, specifying the timing of such activities.
- 1.5.1.2. Airport operators shall clean and disinfect the boarding bridge once embarkation has been completed and the aircraft door has closed.
- 1.5.1.3. Airport operators shall clean and disinfect each departure lounge after it has been used.

- 1.5.1.4. To the extent possible, and if the terminal infrastructure permits, airport operators shall have natural ventilation systems.
- 1.5.1.5. Airport operators shall increase the frequency and intensity of cleaning and disinfection of restrooms, and of public, administrative and restricted areas of each terminal.
- 1.5.1.6. Airport operators shall intensify maintenance and cleaning of air conditioning systems in all terminal areas.
- 1.5.1.7. The airport must establish a cleaning, disinfection and waste collection schedule that is consistent with its operations and following the guidelines of the Ministry of Health.
- 1.5.1.8. Airport operators shall perform the cleaning and disinfection of baskets and technological devices used in security operations at screening posts.
- 1.5.1.9. Ground support companies shall have a protocol for cleaning and disinfecting check-in counters, lounge modules, baggage measuring devices, and, in general, any element that may have been in contact with passengers or baggage, including the elements used in each process, specifying the timing of such activities.

1.6. Measures to protect the public in general

- 1.6.1. Airport operators shall have soap, disposable towels and/or hand driers available at all times in the restrooms of the terminal.
- 1.6.2. Airport operators shall install antiseptic gel dispensers as needed in all areas of the terminal, making sure they are properly replenished.
- 1.6.3. Airport operators shall mark drinking fountains as out of service.

2. Airlines and/or aircraft operators

2.1. General

- 2.1.1. Coordinate and develop promotion and prevention activities, together with the area responsible for management, safety and health at work, aimed at reducing exposure to, and contagion of, acute respiratory infection due to COVID-19.
- 2.1.2. Develop communication strategies to make their collaborators aware of the importance of maintaining social distancing, which means keeping a distance of 1.5 m between individuals, avoiding shaking hands, hugging, kissing or being close to people presenting any of these symptoms: fever of 38°C or more, cough, breathing difficulties, sore throat, fatigue (<https://www.minsalud.gov.co/Ministerio/Institucional/Procesos%20y%20procedimientos/GIPS05.pdf>).
- 2.1.3. Have permanent communication channels (e-mail, landline and mobile phone, among others), and require employees to install the application **Coronapp-Colombia** and provide the information requested therein when necessary and at least once a day. In case they report the presence of signs and symptoms consistent with COVID-19, the corresponding local health entity shall be notified and the activities of the workers suspended to facilitate their respiratory protection. The corresponding company will take the necessary steps to ensure service continuity, as necessary.
- 2.1.4. Require that all individuals (passengers and officials) circulating through the terminal and entering aircraft make proper and mandatory use of face masks, in accordance with the guidelines of the Ministry of Health and Social Protection.
- 2.1.5. At the time of electronic or face-to-face check-in, the airline and/or aircraft operator shall recommend all passengers to install the application **CoronApp- Colombia** in their mobile phones or devices and provide the information requested therein when necessary and at least once a day during 14 days following the respective flight.
- 2.1.6. Instruct their crews that any crew member presenting the same symptoms must inform company personnel.
- 2.1.7. Remove all advertising material available in seat pockets, such as magazines.

- 2.1.8. Maintain the safety cards showing emergency procedures in place. If possible, these shall be disinfected or changed periodically.
- 2.1.9. Make sure that the personnel has personal protection elements available, based on a risk analysis to be conducted by each airline, the minimum being gloves, face masks and disposable gown.
- 2.1.10. Collect and promptly provide passenger contact information when so requested by the responsible authorities.
- 2.1.11. Airlines and/or aircraft operators shall limit the use of wheel chairs to only those passengers with reduced mobility or medical certificate that warrants their use.

2.2. Pre-flight operation

- 2.2.1. Airlines and/or aircraft operators shall not start embarkation until the aircraft is completely ready for passengers to board.
- 2.2.2. Airlines and/or aircraft operators shall use announcements in the departure lounge to instruct passengers to maintain a separation of at least 1.5 m between passengers, and that boarding will take place by rows, calling first the last rows of the aircraft, and calling a maximum of 3 rows or 10 passengers at a time.
- 2.2.3. For registering passengers prior to embarkation, it is not necessary to have contact with the physical or electronic boarding pass. Registration will be accomplished by just visually validating the boarding pass, or having the passenger pass the boarding pass over the reading machine.
- 2.2.4. Airlines and/or aircraft operators shall use announcements in the departure lounge to recommend passengers not to use the lavatories on board and remind them of mandatory use of face masks during the entire flight.
- 2.2.5. Airlines and/or aircraft operators shall have an antibacterial gel dispenser in the pre-embarkation module in case a passenger may need it.

2.3. In-flight operation

On passengers

- 2.3.1. Passengers shall use face masks all the time, in accordance with the guidelines of the Ministry of Health and Social Protection.
- 2.3.2. If the passenger does not have a face mask, the airline or aircraft operator shall immediately provide one.
- 2.3.3. Passengers shall follow the instructions of the cabin crew.
- 2.3.4. Passengers shall immediately advise the cabin crew if they present any of these symptoms during the flight: fever of 38°C or more, cough, breathing difficulties, sore throat, or fatigue.
- 2.3.5. Passengers shall remain seated until the cabin crew authorises disembarkation, which shall be done in an orderly fashion, by rows, starting with the first row and moving backwards, following the instructions of cabin crew, to ensure social distancing.

On the crew

- 2.3.6. Require their crews to use the face mask at all times, when arriving at the airport terminal, on disembarkation, until reaching their final destination (hotel or home).
- 2.3.7. Recommend crews staying overnight at hotels to maintain social distancing, avoid crowded areas and, to the extent possible, ask for room service.
- 2.3.8. The passenger cabin crew shall use biosafety elements at all times (gloves, face mask, and disposable gown).
- 2.3.9. Allow access to the cockpit only to the flight crew.
- 2.3.10. The passenger cabin crew shall make announcements of biosafety measures during the flight.
- 2.3.11. The passenger cabin crew shall instruct travellers to immediately notify if they have any of the following symptoms during the flight: fever of 38°C or more, cough, breathing difficulties, sore throat, or fatigue
(<https://www.minsalud.gov.co/Ministerio/Institucional/Procesos%20y%20procedimientos/GIPS05.pdf>).
- 2.3.12. The cabin crew shall make announcements instructing passengers that, if they present symptoms consistent with the pandemic during the 14 days following their flight, they shall report it through the application **Coronapp-Colombia**, as well as to their healthcare provider (HCP) and the airline.

- 2.3.13. Until further notice, the cabin crew shall recommend passengers not to use the lavatories during the flight.
- 2.3.14. Until further notice, the cabin crew shall not provide services on board.
- 2.3.15. Until further notice, the cabin crew shall not distribute blankets, pillows, or other elements for the personal use of passengers.
- 2.3.16. Until further notice, cabin crews shall, to the extent possible, refrain from physical contact with passengers.
- 2.3.17. Until further notice, airlines and/or aircraft operators shall disable in-flight entertainment systems, informing and recommending passengers not to manipulate them.
- 2.3.18. The cabin crew shall observe and look for symptoms in passengers; and if COVID-19 symptoms are suspected, they shall inform the aircraft commander, who will activate the protocol for a public health emergency of international concern, with full respect and consideration to the integrity of the person.
- 2.3.19. When greeting passengers through the loudspeaker, the commander shall remind them of the need to strictly comply with the health and biosafety measures, as instructed.

2.4. Cleaning and disinfection of aircraft

- 2.4.1. Airlines and/or aircraft operators shall comply with Circulars 027 and 036 of 2020 of the Special Civil Aviation Administrative Unit, with emphasis on:
 - Before starting the flight, all areas and surfaces must be cleaned with a broad-spectrum viricidal chemical substance approved by the airline operator or the EPA or FDA, applied in accordance with the biosafety principles established in the Technical Guide for Aircraft Disinfection.

- Mandatory cleaning of the aircraft at the end of the last operation of the day, with the same characteristics as described in the previous paragraph.
- In-depth cleaning (for each PHEIC suspected case).

2.4.2. Airlines and/or aircraft operators shall clean the cockpit.

2.4.3. Airlines and/or aircraft operators shall require ground support service providers to clean and disinfect ground equipment, especially equipment in direct contact with passengers, such as stairs, buses, support equipment for persons with reduced mobility, among others, always in compliance with the established protocols and the guidelines of the health authority.

2.4.4. In case of deployment and use of oxygen masks, the disinfection procedure shall be applied, and measures taken to avoid a potential risk of contagion to other crews and passengers.

2.5. Measures for the use of buses in support of aircraft embarkation and disembarkation operations

2.5.1. Airlines and/or aircraft operators, together with their ground support company, shall comply with Circular 036 of 2020 of the Special Civil Aviation Administrative Unit, with special emphasis on:

- After each use, clean the buses that have carried passengers, in order to reduce the likelihood of spread of COVID-19 from an infected person to others through surfaces and inanimate objects.
- Once passengers have left the bus, the windows, screens, seats, arm rests, air vents, overhead compartments, hand rails, and, in general, all fittings that may have been in contact with passengers must be cleaned.

2.5.2. Limit bus occupancy, ensuring social distancing between individuals.

2.6. Emergency plan

- 2.6.1. Airlines and/or aircraft operators shall keep their emergency plan up to date, with special emphasis on the chapter concerning public health emergencies and the PHEIC protocol.
- 2.6.2. Airlines and/or aircraft operators shall instruct all their officials on the biosafety measures and having a stock of personal protection elements available.
- 2.6.3. Provide training to their personnel on the protocols or procedures to be followed in case of detecting or being notified of a passenger or official with COVID-19 symptoms.
- 2.6.4. Provide training to their personnel on the PHEIC protocol, so that they will know what to do in case of detecting a passenger with COVID-19 symptoms.

3. Local health entities

- 3.1. The local health entities of each city shall be present with their personnel during the operating hours of the airport, with the support of airport medical services, where available. They shall carry out public health inspection, surveillance and control activities related to passenger screening at the entrance to the terminal and at the arrival of flights, using thermometers that do not require physical contact with individuals. If a suspected case is identified, the PHEIC protocol shall be activated.
- 3.2. Local health entities shall participate in the meetings and activities in preparation for the restart of passenger transport operations in their respective territories.
- 3.3. When the protocol for public health emergencies of international concern (PHEIC) is activated, the local health entities shall coordinate with the Centre for Regulating Urgencies and Emergencies (*Centro Regulator de Urgencias y Emergencias – CRUE*), the air carrier, and the airport operator for the disembarkation of passengers.
- 3.4. The local health entities of each city shall carry out the inspection, epidemiological surveillance, and health control of the terminal and the aircraft.
- 3.5. Provide training and technical assistance on control actions for containing COVID-19 when so required by the various operators.

3.6. Keep the local or sectional port health committees activated, as appropriate.

4. Special civil aviation administrative unit

4.1. AEROCIVIL shall share with the aeronautical industry the guidelines, protocols, circulars, and other provisions issued by the Ministry of Transport and the Ministry of Health and Social Protection.

4.2. AEROCIVIL will coordinate with the responsible authorities, airport operators, and aircraft operators the response to, and management of, possible public health events that occur at the airport.

4.3. AEROCIVIL will process the reports of non-compliance with this protocol and will conduct the corresponding administrative investigations.

5. Passengers

5.1. Passengers will only be able to enter the terminal no more than 2 hours 90 minutes before the estimated time of departure of their flight. (The airline and/or travel agency shall inform their passengers of this restriction).

5.2. All passengers are advised to install the application **CoronApp- Colombia** in their mobile phone or device and provide the information requested therein when so required or at least once a day.

5.3. Comply with all the instructions given by airport authorities and airport operator or airline officials.

5.4. Upon entering the airport terminal, go straight to the departure lounge, following the instructions of airport personnel.

5.5. Upon arrival of the flight, go straight to the exit, following the instructions of the airport personnel.

5.6. Advise the HCP and the airline if any symptoms consistent with COVID-19 are present during the 14 days following their flight.

5.7. Use of protection elements is mandatory from the moment they enter the airport, during the flight, and at the airport of arrival, in accordance with the provisions established by the health authority, the minimum being a face mask, which shall be worn in the appropriate manner.

- 5.8. Obey the signage installed by the airport to ensure social distancing and, in its absence, respect a minimum distancing of 1.5 metres.

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