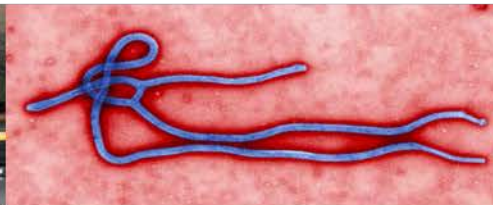


# 6th Collaborative Arrangement for the Prevention and Management of Public Health Events in Civil Aviation (CAPSCA) Meeting

Protea Hotel Midrand, Johannesburg South Africa

12 – 16 October 2015

## BIO-HAZARDOUS WASTE & AIRCRAFT PEST CONTROL BEN WHITE



# BIO-HAZARDOUS WASTE

- Waste generated during communicable disease incidents on-board an aircraft.
- Contaminate material e.g. seat cushions, seat covers, blankets, carpets, etc.
- Material is removed and sealed in plastic bags by ground handling agent and transported to SAAT`s bio-hazardous waste area.
- Disposal done via incineration

# BIO-HAZARDOUS WASTE

- Major incident – when Port Health place aircraft under quarantine.
- SAA aircraft is towed to SAAT premises.
- Contaminated area is disinfected by bio-hazardous waste contractor.
- Aircraft declared serviceable by Port Health after disinfection completed.

# SAA TECHNICAL AVIATION PEST MANAGEMENT

- Pest Management Industry in SA and the Legislative requirements,
- History & Significance of Aviation Pest Management,
- Integrated Pest Management Programme on aircraft: Elimination of crawling & flying insects as well as rodents,

# SAA TECHNICAL AVIATION PEST MANAGEMENT

- Procedures used: Disinsection, Disinfestation, Disinsectization,
- De-ratting & Fumigation;
- Other Aircraft Disinsection Techniques: Non-toxic Trapping, Mechanical Trapping and Vacuuming;
- Pesticides used on aircraft: Tested and Approved,

# SAA TECHNICAL AVIATION PEST MANAGEMENT

- Safety in the transportation, handling and application of Pesticides;
- Pest Management: A vital link between Vectors of common Disease and Public Health,
- Closing.

# MEDICAL CENTRE (Occupational Health)

- Aircraft disinfection kits for disinfection of contaminated surfaces are packed and dispatched to stores and Line stations.
- Calla 1452 disinfectant is the one used to disinfect contaminated surfaces
- In the change of hepa-filters on the aircraft and safe disposal thereof, enforcement on the wearing of PPE is strictly monitored to control to prevent the spread of respiratory diseases.
- Demonstrations are held for the correct fitting of PPE for technicians.

**THANK YOU**



SOUTH AFRICAN AIRWAYS



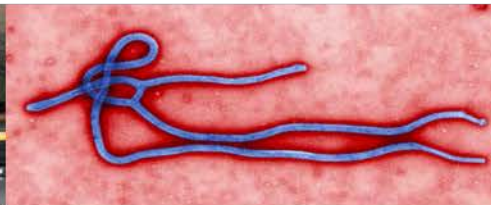
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## AIRCRAFT CLEANING

### BUSHY M



BIDAir Services (Pty) Ltd is an all South African organisation rendering ground handling services to a broad spectrum of Domestic, Regional and International airlines at 6 ACSA airports within South Africa.



- As an ISAGO Accredited Ground Handling Agent all procedures pertaining to all areas of operation are documented and implemented? Reaccreditation begins in the first 6 months of next year.

IATA / ISAGO  
WHO  
CATS & CARS

- Certain Ground Personnel are familiar with World Health Organization (WHO) global influenza preparedness plan, but not a large section, only critical management ,supervisory and Team Leader members? However, BIDAir Services has a detailed Local Emergency Response and Contingency Procedures 2015 Manual which contains a chapter (19) on Mass Sickness (Management of Public Health Events in Civil Aviation) which has had sections tested over the last few years from the days of "Swine Flu" through to events with Ebola last year



- All personnel at BIDAir Services undergo a training programme, made up of two areas, mandatory training and functional training. Mandatory training (initial training valid for 24 months) includes:-

- Airside Safety
- Aviation Security Awareness
- Communicable Diseases – This includes a section on Ebola.
- Dangerous Goods
- Human Factors

Refresher training coincides with the bi annual issue of the Airport Permit Chapter 1.11 deals with all the requirements of staff development.



**Functional Training – Each staff member will attend whatever course is required for them to perform their function:-**

- ❖ Aircraft Cleaner
- ❖ Baggage Driver
- ❖ Passenger Handling Agent

**All staff must write a test and where systems or equipment are operated they must also be certified as competent to do the designated task.**

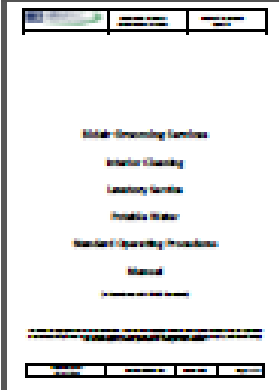
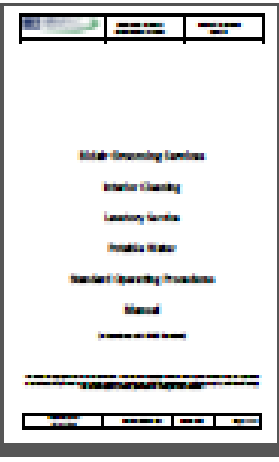


**AIRCRAFT CLEANING  
SERVICE  
TRAINING**



**As cleaners do not interface directly with passengers it is not required that they are familiar with procedures regarding prompt assessment, care and reporting of ill travellers. At the time of heightened activity of public health events, presentations were done to the staff about Ebola and all the preventative measures required to be safe. Furthermore staff notices were left on Notice Boards as well as Duty Management are updated daily with the latest developments regarding the health event.**



AIRCRAFT CLEANING	Reference
<p><b>During Heightened Public Health Events in Civil Aviation the cleaning has to be focused as follows:-</b></p> <ul style="list-style-type: none"> <li>● <b>Contaminated area of the aircraft – A special team is dedicated to this event.</b></li> <li>● <b>Bio Hazardous disposal of the contaminated human matter</b></li> <li>● <b>General Cleaning of the aircraft</b></li> </ul>	
<p><b>A special emergency team of senior cleaners is on standby for cleaning contaminated areas of an aircraft. This team are familiar with all the cleaning requirements of a cordoned off area, where the cabin has been contaminated. An Emergency Cleaning Kit is kept at the BIDAir Grooming Stores and is to be used in such a case.</b></p>	<p><b>The Emergency Cleaning Kit has been made up based on the IATA Universal Precaution Kit</b></p>
<p><b>During handling of a public health event contaminated aircraft, cleaning crews will:-</b></p> <ul style="list-style-type: none"> <li>➤ <b>Wear impermeable disposable gloves and where applicable will wear bio hazard suits.</b></li> <li>➤ <b>Remove and dispose of the gloves when soiled. This becomes part of the “bio-hazardous” waste to be disposed of.</b></li> <li>➤ <b>Hands are washed with a sanitizer after removing the gloves.</b></li> <li>➤ <b>Disinfect upholstery, carpets, and storage bins when soiled by bodily fluids. Disinfection must happen before any vacuuming to prevent re-aerosolization</b></li> <li>➤ <b>All soiled materials are placed in the “bio-hazardous material” bag, which is then sealed, labelled and taken to the SAA Technical Area where there is a designated handling point.</b></li> </ul>	

Additional Measures are implemented during “heightened public health events in civil aviation” and these include:-

- Daily status up date by Port Health. This looks at particular flights from the high risk areas and in particular at any flight reports received which require the use of the Emergency Kit or Emergency Team.
- Duty Manager briefings to cleaning crews, allocation of resources, PPE and use of the emergency kit.
- Enforcement by observation and disciplinary action to ensure staff wear applicable PPE in all areas of the aircraft cleaning.
- Disinfectants are used for hand cleaning
- All cleaning equipment is thoroughly disinfected after each use.

World  
Health  
Organisation  
Guidelines

**THANK YOU!**

**THANK YOU**



SOUTH AFRICAN AIRWAYS

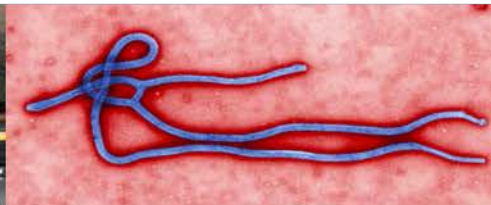
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## AIRLINE CRISIS COMMUNICATION PLAN

# TLALI TLALI



# Aims and Objectives

- To provide clear and concise direction to manage crisis situation effectively and efficiently by working together with key stakeholders
- To protect the reputation of the business
- To be the reliable source of accurate and relevant information
- To maintain public confidence across stakeholder



# Roles and Responsibilities

- **Media Liaison** – management of media interests, media briefings; positioning and statement approvals; media contact for SAA
- **External Communication** – content generation, packaging and external distribution
- **Internal Communication** – content distribution through internal channels
- **Social Media** – information management on social media and monitoring
- **Stakeholder Management** – coordination of overall stakeholder relations including government/shareholder

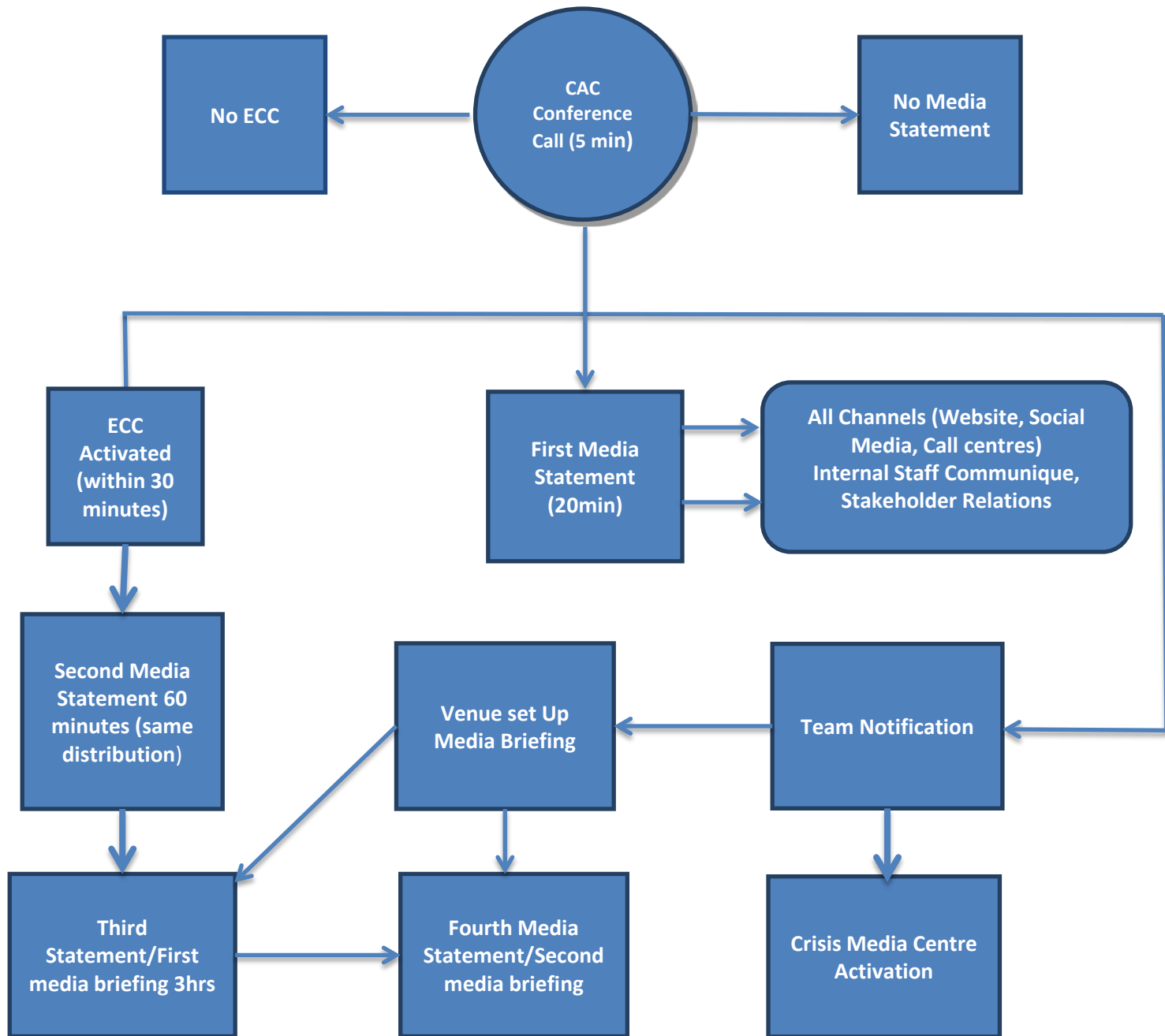
# Processes and Procedures

Notification of the Group Corporate Affairs team leaders to implement relevant elements of the Crisis Communications Plan. These include:

- Preparation and distribution of the first media statement
- Notification of the Shareholder Department (Communications team)
- Internal distribution of the statement to support divisions (IT; staff; Call Centres; etc.)
- Ensure the translation of the media statements to be available in other languages
- Team leaders to confirm that all members have been activated for tasks and/or shifts
- Re-route corporate affairs cell phones to land lines in the media centre

# Processes Continued....

- Arrange press briefings, media interviews and finalise the production of background material for media relations purposes where necessary
- Brief and dry-run spokespeople ahead of press conferences and media interviews
- Coordinate the finalisation of scripts for call centres, radio messages, others as required
- Manage all media enquiries and redirect other enquiries
- Media monitoring



# Extract from media statements SAA published in 2014

**JOHANNESBURG. 13 August 2014** – South African Airways’ (SAA) decision to continue operating in West Africa is consistent with the position adopted by the World Health Organization (WHO) and the International Air Transport Association (IATA). The Emergency Committee of the WHO on the Ebola outbreak, held a meeting in Geneva from 06 - 07 August 2014 and concluded that “there should be no general ban on international travel or trade” to that region. Having noted the announcement by the WHO, SAA has stepped up measures aimed at protecting its passengers, crew and ground staff. The measures include ensuring that the airline has in place vigilant staff that will be on the lookout for passengers who bear specific and visible associated communicable diseases symptoms. The staffs are adequately trained to manage incidents of this nature, should a need to do so arise.

In cases where a passenger may bear visible symptoms associated with the infection at check in, such passengers will be isolated from the others. This will be followed with passenger interviews and tests conducted by the health authorities in order to determine the possible cause(s) of the symptoms. In the event that there is any doubt regarding the medical condition of any suspected passenger, SAA may elect to deny such passenger/s to board its aircraft.

Think special, feel special,  
and never fail to astonish the customer.



# Thank You

Q & A