



IATA Health Safety Standards Checklist for Airline Operators

Edition 1 – August 2020



Supported by



| ICAO



DISCLAIMER

The information contained in this publication is subject to constant review in the light of changing government requirements and regulations.

No subscriber or other reader should act on the basis of any such information without referring to applicable laws and regulations and/or without taking appropriate professional advice.

Although every effort has been made to ensure accuracy, the International Air Transport Association shall not be held responsible for any loss or damage caused by errors, omissions, misprints or misinterpretation of the contents hereof. Furthermore, the International Air Transport Association expressly disclaims any and all liability to any person or entity, whether a purchaser of this publication or not, in respect of anything done or omitted, and the consequences of anything done or omitted, by any such person or entity in reliance on the contents of this publication.

© International Air Transport Association. All Rights Reserved. No part of this publication may be reproduced, recast, reformatted or transmitted in any form by any means, electronic or mechanical, including photocopying, recording or any information storage and retrieval system, without the prior written permission from:

Senior Vice President
Safety and Flight Operations
International Air Transport Association
800 Place Victoria
P.O. Box 113
Montreal, Quebec
CANADA H4Z 1M1



Table of Contents

Revision Record	4
Revision Table	4
Introduction	4
1. Purpose	4
2. Structure.....	4
3. Sources for Standards and Recommended Practices (IHSARPs)	5
4. Applicability of IHSARPs.....	5
5. Explanation of IHSARPs	5
6. Internal assessment	6
7. Checklist Revision.....	7
8. Definitions and Abbreviations.....	7
Checklist	8
1.1 General.....	8
Health safety Management	8
Emergency Response Plan Preparedness	10
Quality Control of Outsourced Operations.....	11
General	13
1.2 Pre-arrival notification	16
1.3 Check in	17
1.4 Embarkation and Disembarkation	18
1.5 Aircraft Cleaning.....	19
1.6 Onboard Air Quality	21
1.7 In-flight Operations	23
1.8 Flight and Cabin Crew - General	26
1.9 Crew Layover	29
1.10 Airport Facilities.....	30

Revision Record

Symbol	Meaning
□	Addition
△	Amendment
⊗	Deletion

Revision Table

Edition	Issue Date	Chapter	Description
Ed. 1	August 2020	N/A	Initial

Introduction

1. Purpose

The IATA Health Safety Checklist for Airline Operators is published to provide the standards and recommended practices (IHSARPs), associated guidance material and other supporting information necessary for an operator to self-assessment.

This checklist is developed with the intent to support oversight of the ICAO Public Health Corridor (PHC) as recommended by Collaborative Arrangement for the Prevention and Management of Public Health Events in Civil Aviation (CAPSCA).

This checklist may also be used as a guidance for any operator desiring to structure its Health operational management and control systems in accordance with the latest industry operational practices.

2. Structure

The Checklist is organized as follows:

- Section 1.1 → General;
- Section 1.2 → Pre-arrival notification;
- Section 1.3 → Check in;
- Section 1.4 → Embarkation and Disembarkation;
- Section 1.5 → Aircraft Cleaning;
- Section 1.6 → Onboard Air Quality;
- Section 1.7 → In-flight Operations;
- Section 1.8 → Flight and Cabin Crew – General;
- Section 1.9 → Crew Layover;
- Section 1.10 → Airport Facilities.

Each section in this checklist is assigned an HLT identifier. The reference number for every standard or recommended practice within a section includes the specific 3-letter identifier for that section (e.g. HLT 1.1.1).



3. Sources for Standards and Recommended Practices (IHSARPs)

The guidance provided by the ICAO CART group in collaboration with WHO EU/EASA, ICAO, ACI, IATA, ICCAIA and CAPSCA are the primary source for specifications contained in the IHSARPs. This checklist also includes recommendations provided by FAA and EASA.

To ease reading and understanding of the main references for this checklist, reported in black refers to recommendations as per ICAO CART and CAPSCA, text reported in **red** refers to recommendations specific for FAA and text reported in **blue** refers to recommendations specific per EASA.

4. Applicability of IHSARPs

Applicability Guidance

To provide guidance to operators, an Applicability box with a general description of the applicability of the IHSARPs is reported before the operational sections.

The applicability of individual standards or recommended practices is always determined by the auditor. As a means to assist with the interpretation of individual application, some IHSARPs begin with a conditional phrase.

5. Explanation of IHSARPs

IHSARPs contained in this manual have been developed for any Airline Operator self-assessment use and contain the operational criteria upon which the provisions are based. IHSARPs are not regulations.

IHSARPs Identifiers

All provisions are preceded by an identifier that consists of the three-letter abbreviation and a string of three numbers separated by two decimal points (e.g. HLT 1.1.1).

Stabilization of the IHSARPs identifiers is an important goal, primarily for facilitating use of the IHSARPs by operators, auditors and others, but also for the purpose of ensuring an accurate statistical basis. Therefore, when revising the HIS checklist, every effort is made to minimize any re-numbering of the IHSARPs.

In certain instances, new provisions must be inserted into an existing series of IHSARPs. Normally this is done when it is important that the new provision has a logical locational relationship with another existing provision. When this occurs, an additional upper-case letter is attached to the identifier of the applicable provisions as the means of avoiding the re-numbering of other IHSARPs that follow in the series.

Standards

Standards are specified systems, policies, programs, processes, procedures, plans, sets of measures, facilities, components, types of equipment or any other aspect of operations under the scope of the checklist that have been determined to be an operational necessity, and with which an operator shall be in conformity .

Standards always contain the word “shall” (e.g. “The Operator shall have a process...”) in order to denote that conformance is a requirement.

Recommended Practices

Recommended Practices are specified systems, policies, programs, processes, procedures, plans, sets of measures, facilities, components, types of equipment or any other aspects of operations under the scope of the checklist that have been determined to be operationally desirable, but conformance is optional by an operator. Recommended Practices always contain the italicized word “should” (e.g. “The Operator should have a policy...”) to denote conformance is optional.



Conditional Phrase

Certain provisions (i.e. standards or recommended practices, or sub-specifications within certain provisions), may begin with a conditional phrase. The conditional phrase states the conditions (one or more) that serve to define the applicability of the provision or sub-specification to the individual operator. A conditional phrase begins with the words “If the Operator...”

When assessing an operator against a provision or sub-specification that begins with a conditional phrase, the Auditor will first determine if an operator meets the condition(s) stated in the conditional phrase. If the operator meets the stated condition(s), the provision or sub-specification is applicable to the operator and must be assessed for conformance. If the operator does not meet the condition(s), the provision or sub-specification is not applicable to that operator, and such non-applicability will then be recorded as N/A.

Notes, and Symbols

A bold italicized **Note** within a provision contains information relevant to the specification(s) in the provision and is an integral part of the provision.

A **(GM)** symbol in bold text following the last sentence of a provision indicates the existence of associated guidance material. (Guidance Material is addressed in subsection 6 below.)

6 Guidance Material

Guidance material is informational in nature and supplements or clarifies the meaning or intent of certain IHSARPs. IHSARPs that are self-explanatory do not have associated guidance material.

Guidance material is designed to ensure a common interpretation of specifications in IHSARPs and provide additional detail that assists an operator to understand what is required in order to achieve conformity. Where applicable, guidance material also presents examples of acceptable alternative means of achieving conformity. Guidance material associated with an individual standard or recommended practice is co-located with the relevant provision and is preceded by the bold sub-heading Guidance.

6. Internal assessment

To determine conformity with any standard or recommended practice, the internal auditor shall gather evidence to assess the degree to which specifications are documented and implemented. In making such an assessment, the following information is applicable.

Documented

Documented shall mean the specifications in the IHSARPs are published and accurately represented in a controlled document. A controlled document is subject to processes that provide for positive control of content, revision, publication, distribution, availability and retention.

Documentation is necessary for an operator to ensure systems, programs, policies, processes, procedures and plans are implemented in a standardized manner, and to further ensure such standardized implementation is sustained on an on-going basis. Documentation provides the standards that govern the way personnel perform tasks within the management system and in operations. Such documented standards are necessary for an operator to:

- Provide continuity in the flow of information to personnel;
- Ensure personnel are properly trained;
- Conduct evaluations (e.g. audits, inspections, performance assessments).

Implemented

Implemented shall mean the specification(s) in the IHSARPs are established, activated, integrated, incorporated, deployed, installed, maintained and/or made available, as part of the operational system, and is (are) monitored and evaluated, as necessary, to ensure the desired outcome is being achieved.

The continuity of implementation is directly linked to documentation. To ensure standardization within the management system and in the conduct of operations, an operator must ensure specified systems, programs, policies, processes, procedures and plans are implemented as published in its controlled documents. The requirement for specifications to be documented and implemented is inherent in IHSARPs unless indicated otherwise.



Outsourced Operational Functions

Where an operator has chosen to outsource operational functions specified in this checklist to external service providers, conformity with those provisions will be achieved if acceptable processes are in place (i.e. processes that are documented and implemented) for monitoring such external service providers to ensure fulfillment of applicable operator and regulatory requirements affecting the safety and security of operations. Auditing is recommended as an effective method for an operator to monitor external service providers.

7. Checklist Revision

This checklist is periodically revised in accordance with IATA policy, to maintain alignment with the reference documentation.

Should critical issues arise that affect the content of the checklist, a temporary revision (TR) will be issued.

8. Definitions and Abbreviations

The IATA Reference Manual for Audit Programs (IRM) contains the Glossary of Terms and the List of Abbreviations that are associated with this checklist.



Checklist

Supported by



ICAO

Applicability

All HLT sections address the organization and management system of an operator for the purpose of ensuring the health safety of aircraft operations.

In general, these provisions are aimed at all AOC holders.

Where an operator outsources the performance of operational functions to external service providers, the operator retains overall responsibility for ensuring the management of health safety in the conduct of such operations and must demonstrate processes for monitoring applicable external service providers in accordance with HLT 1.1.2.

Definitions of technical terms used in this checklist, as well as the meaning of abbreviations and acronyms, are found in the IATA Reference Manual for Audit Programs (IRM).

1.1 General

Health safety Management

HLT 1.1.1 The Operator shall have a health hazard identification program that is implemented and integrated throughout the organization, to include:

- (i) A combination of reactive and proactive methods of hazard identification;
- (ii) Processes for health data analysis that identify existing hazards, and may predict future hazards, to healthy operations. **(GM)**

Auditor Actions

- **Identified/Assessed** organizational health hazard identification program (focus: program identifies hazards to aircraft operations; describes/defines method(s) of health data collection/analysis).
- **Interviewed** Occupational health Safety manager and/or designated management representative(s).
- **Examined** selected records/documents that illustrate organizational integration (focus: coordinated involvement of all operational disciplines in hazard identification process).
- **Examined** selected examples of hazards identified through data collection/analysis.
- **Other Actions** (Specify)

Guidance

The methods used to identify health hazards will typically depend on the resources and constraints of each particular organization. Some organizations might deploy comprehensive, technology-intensive health hazard identification processes, while organizations with smaller, less complex operations might implement more modest health hazard identification processes. In addition, health hazards could be part of a general SMS hazard registry or part of an occupational Health and Safety registry. Regardless of organizational size or complexity and registration method, to ensure all health hazards are identified to the extent possible, hazard identification processes are necessarily formalized, coordinated and consistently applied on an on-going basis in all areas of the organization where there is a potential for health hazards that could affect aircraft operations. To be effective, reactive and proactive processes are used to acquire information and data, which are then analyzed to identify existing or predict future (i.e. potential) health hazards to aircraft operations.

HLT 1.1.2 The Operator shall have a health safety risk assessment and mitigation program that includes processes implemented and integrated throughout the organization to ensure:

- (i) Hazards are analyzed to determine corresponding health safety risks to operations;
- (ii) Health Safety risks are assessed to determine the requirement for risk mitigation action(s);
- (iii) When required, health risk mitigation actions are developed and implemented in operations.

(GM)

Auditor Actions



- **Identified/Assessed** organizational health safety risk assessment/mitigation program (focus: health hazards analyzed to identify/define risk; risk assessed to determine appropriate action; action implemented/monitored to mitigate risk).
- **Interviewed** Occupational health Safety manager and/or designated management representative(s).
- **Examined** selected records/documents that illustrate organizational integration (focus: coordinated involvement of all operational disciplines in health risk assessment/mitigation program).
- **Examined** selected examples of health risk assessment/risk mitigation action(s).
- **Other Actions** (Specify)

Guidance

To be completely effective, a health risk assessment and mitigation program would typically be implemented in a manner that:

- Is active in all areas of the organization where there is a potential for health hazards that could affect operations;
- Has some form of central coordination to ensure all existing or potential health hazards that have been identified are subjected to health risk assessment and, if applicable, mitigation.

The health safety risks associated with an identified existing or potential health hazard are assessed in the context of the potentially damaging consequences related to the health hazard. Safety risks are generally expressed in two components:

- Likelihood of an occurrence;
- Severity of the consequence of an occurrence.

Typically, matrices that quantify health safety risk acceptance levels are developed to ensure standardization and consistency in the risk assessment process. Separate matrices with different health risk acceptance criteria are sometimes utilized to address long-term versus short-term operations.

A health risk register is often employed for the purpose of documenting risk assessment information and monitoring risk mitigation (control) actions.

HLT 1.1.3 The Operator shall have a health safety reporting system that is implemented throughout the organization in a manner that:

- (i) Encourages and facilitates personnel to submit reports that identify health safety hazards, expose health safety deficiencies and raise health safety concerns;
- (ii) Ensures mandatory reporting in accordance with applicable regulations;
- (iii) Includes analysis and management action as necessary to address health safety issues identified through the reporting system. **(GM)**

Auditor Actions

- **Identified/Assessed** organizational operational health safety reporting system (focus: system urges/facilitates reporting of health hazards/safety concerns; includes analysis/action to validate/address reported health hazards/safety concerns).
- **Interviewed** Occupational health Safety manager and/or designated management representative(s).
- **Examined** records of selected health operational/safety reports (focus: analysis/follow-up to identify/address reported health hazards/safety concerns).
- **Other Actions** (Specify)

Guidance

Frontline personnel, such as flight or cabin crew members and maintenance technicians, are exposed to health hazards and face challenging situations as part of their everyday activities. A health operational reporting system provides such personnel with a means to report these health hazards or any other safety health concerns so they may be brought to the attention of relevant managers.

To build confidence in the reporting process and encourage more reporting, an acknowledgement of receipt is typically provided to each person that submits a report.

An effective system provides for a review and analysis of each report to determine whether a real health safety issue exists, and if so, ensure development and implementation of appropriate action by responsible management to correct the situation.

Health safety reporting system could be part of a general SMS reporting system or part of an occupational Health and Safety reporting system.



HLT 1.1.4 The Operator shall have processes for setting performance measures as a means to monitor the operational health safety performance of the organization and to validate the effectiveness of health safety risk controls. **(GM)**

Auditor Actions

- **Identified/Assessed** organizational program for setting performance measures (focus: program defines/requires development/application of performance measures; measures used to track/monitor health operational safety performance/validate health safety risk controls).
- **Interviewed** Occupational health Safety manager and/or designated management representative(s).
- **Examined** selected performance measures currently being tracked (focus: performance measures are set/tracked in all operational disciplines).
- **Examined** selected records/documents that identify tracking of performance measures (focus: tracking used to assess/monitor operational health safety performance, assess/validate health risk control effectiveness).
- **Other Actions** (Specify)

Guidance

Refer to the IRM for the definition of [Performance Measures](#).

By setting health performance measures, an operator is able to track and compare its health operational performance against a target (i.e. the health performance objective, typically expressed as a rate or number reduction) over a period of time (e.g. one year). Achievement of the target (or objective) would represent an improvement in the health operational performance. The use of performance measures is an effective method to determine if desired health safety outcomes are being achieved, and to focus attention on the performance of the organization in managing health operational risks and maintaining compliance with relevant regulatory requirements.

In addressing health operational performance, meaningful measures typically focus on lower level (i.e. lower consequence) occurrences or conditions that are considered by the operator to be precursors to serious events. Performance measures may be specific to a certain area of operations or may be broad and apply to the entire system.

In addressing compliance, meaningful measures, as a minimum, would focus on compliance with significant regulatory requirements (as determined by the operator) in all operational areas.

Ideally, performance measures are designed to be challenging, which, in turn, enhances the effectiveness of the health risk management system.

Emergency Response Plan Preparedness

HLT 1.1.5 The Operator shall have procedures to ensure participation in the development and testing of the public health component of the national and airport emergency response plans for public health events related to COVID-19. **(GM)**

Auditor Actions

- **Identified/Assessed** procedures for operator participation in the airport ERP.
- **Interviewed** Occupational Health Safety manager and/or designated management representative(s).
- **Examined** selected records/documents of participation in the development and testing of the airport ERP for events related to COVID-19.
- **Other Actions** (Specify)

Guidance

For further information refer to CAPSCA assistance visit checklist and ICAO web-based Guidelines for States, Section "General Preparedness"

Quality Control of Outsourced Operations

HLT 1.1.6 The Operator shall have processes to ensure a contract or agreement is executed with external service providers that conduct outsourced operational functions for the Operator. Such contract or agreement shall identify the application of measurable specifications that can be monitored by the Operator to ensure requirements that affect passenger's and operational personnel's health are being fulfilled by the service provider. **(GM)**

Auditor Actions

- **Identified/Assessed** processes for contract/agreement production/execution with external service providers that conduct outsourced operations.
- **Interviewed** responsible manager(s).
- **Examined** selected outsourcing contracts/agreements (focus: inclusion of or reference to measurable specifications applicable to service providers).
- **Other Actions** (Specify)

Guidance

Refer to the IRM for the definitions of [Outsourcing](#) and [Service Level Agreement \(SLA\)](#).

An operator would always retain full responsibility for ensuring an outsourced operational function is performed properly by an external provider, even if such provider is the parent organization or an affiliate of the operator. A contract or agreement is necessary to ensure details of the operational functions to be performed by the external service provider are formally documented. The contract or agreement not only sets forth the services the provider is expected to perform, but also describes the application of specific performance indicators or targets (i.e. measurable specifications) that will be monitored (by the operator) in the provider's performance of those services. Such measurable specifications typically provide the basis for a monitoring process as specified in [HLT 1.1.7](#).

HLT 1.1.7 The Operator shall have processes to monitor external service providers that conduct outsourced operational functions for the Operator to ensure requirements that affect passenger and operational personnel health are being fulfilled. **(GM)**

Auditor Actions

- **Identified/Assessed** processes for monitoring external service providers that conduct outsourced operational functions.
- **Interviewed** responsible manager(s).
- **Examined** selected records/reports resulting from monitoring of service providers (focus: monitoring process ensures provider is fulfilling applicable health requirements).
- **Other Actions** (Specify)

Guidance

An operator has a responsibility to ensure outsourced operational functions are conducted in a manner that meets its own operational health requirements. A monitoring process is necessary to satisfy that responsibility, and such process would be applicable to any external service provider that conducts outsourced operational functions, including the parent organization or a separate affiliate of the operator.

To ensure effective monitoring, consideration is given to a range of internal and external methods for use in the oversight of external service providers. Methods might include auditing, systematic review and risk assessment of reported hazards and/or occurrences, monitoring of performance output (KPIs), reporting and governance processes; monitoring and analysis of targeted risk areas, as well as the establishment of an effective two-way communication link with the service provider.



HLT 1.1.8 The Operator *should* include auditing as a process for the monitoring of external service providers in accordance with [HLT 1.1.7](#). **(GM)**

Auditor Actions

- **Identified/Assessed** auditing processes used for monitoring external service providers that conduct outsourced operational functions.
- **Interviewed** responsible manager(s).
- **Examined** selected records/reports resulting from auditing of service providers (focus: audit process ensures provider is fulfilling applicable health requirements).
- **Other Actions** (Specify)

Guidance

The intent of this provision is for an operator to use, as deemed appropriate for the situation, auditing as one of the processes for satisfying the requirement for monitoring external service providers (as specified in [HLT 1.1.7](#)).



General

HLT 1.1.9 The Operator shall have a program that ensures applicable operator personnel are supplied with personal protective equipment (PPE). Such program shall also ensure:

- (I) PPE is appropriate for the type and level of personal interaction with or proximity to passengers, aircraft and associated equipment, and for travelling to and from the aircraft and during layovers;
- (II) Personnel are trained in the appropriate use and cleaning or replacement of PPE. **(GM)**

- **Identified/Assessed** PPE program and related training (focus: assessment of risk and identification of PPE per different type of operations)
- **Interviewed** responsible program manager and training manager.
- **Interviewed** operational personnel.
- **Examined** training records for personnel in all applicable operational areas.
- **Observed** Operator personnel wearing appropriate PPEs as per Operator program in all applicable areas
- **Other Actions** (Specify)

Guidance

Operational personnel are to be intended as the ones of the operator as well as personnel of any outsourced function.

PPE consists of items that are worn by persons to protect from becoming infected with a virus or other type of infectious disease. PPE might include, depending on the type of infection requiring protection, face protection, goggles and mask or face shield, gloves, gown or coverall, head cover or rubber boots.

Face protection includes two types of masks:

- Medical face masks (or surgical or procedure masks) are medical devices that cover the mouth, nose and chin ensuring a barrier that prevents large respiratory droplets and splashes from reaching the mouth and the nose of the wearer and helps reduce and/or control at the source the spread of large respiratory droplets from the person wearing the face mask.
- Non-medical face masks: (or community' masks) include various forms of self-made or commercial masks or face covers made of cloth, other textiles or other materials such as paper. Such masks are not standardized and are not intended for use in health care settings or by health care professionals.

The type of face mask (non-medical or medical) would be selected based on the level of risk and the availability of masks, while taking into consideration the potential risks and disadvantages of using masks.

Medical face masks are prioritized for use as personal protective equipment by healthcare workers and symptomatic persons suspected of being infected with COVID-19, as well as people 60 years or older or people with underlying chronic diseases such as heart disease, diabetes, chronic lung disease, cancer or a suppressed immune system.

To view key government measures issued in the various countries refer to the IATA [COVID-19 Government Public Health Mitigation Measures Dashboard](#)

HLT 1.1.10 The Operator shall have a program to ensure operator operational personnel, to include personnel of outsourced serviced functions, are trained on procedures introduced due to COVID-19. **(GM)**

- **Identified/Assessed** training program for all operational personnel (focus: any process or procedure either changes or introduced as the result of the mitigating actions introduced due to COVID-19, adoption level or remote learning)
- **Interviewed** responsible training manage(s) in all applicable operational areas.
- **Interviewed** operational personnel from all applicable operational areas.
- **Examined** training records for personnel in all applicable operational areas.
- **Other Actions** (Specify)



Guidance

All operational personnel shall be trained prior to start of new operations on any changes to existing procedures and any newly generated procedure shall be properly communicated. To mitigate the risk of COVID-19 transmission it is recommended to maximize use of online training, eLearning and virtual classrooms.

HLT 1.1.11 The Operator shall have procedures to ensure operator operational personnel that are in close proximity to passengers and/or the aircraft observe biosafety principles and practices, to include:

- (I) Maintain physical distancing or, if not possible, wear appropriate PPE;
- (II) [As applicable for relevant authorities, change uniforms daily or, as an alternative, wear a protective garment \(e.g. gown or coverall\);](#)
- (III) [As applicable for relevant authorities, replace masks and gloves regularly;](#)
- (IV) Wash or sanitize hands frequently; **(GM)**

Auditor Actions

- **Identified/Assessed** biosafety principles and practices procedures for all personnel that get in close proximity with passengers.
- **Interviewed** responsible manager(s) in all applicable operational areas.
- **Interviewed** operational personnel on the use of their uniforms and related protective garments, the replace of PPEs and frequent hands cleaning
- **Examined** selected records of ground operations crew rosters to verify 14-day rotation.
- **Observed** samples in all applicable operations of physical distancing and use of appropriate PPE
- **Other Actions** (Specify)

Guidance

To the extent possible, all persons would typically maintain minimum physical distancing that is consistent with World Health Organization (WHO) guidelines (1 meter) or, as applicable, health guidelines by the relevant state. State guidelines might not be consistent with WHO guidelines (e.g. FAA recommends 2 meters, EASA recommends 1.5 meters).

To view key Government measures issued in the various countries refer to the IATA [COVID-19 Government Public Health Mitigation Measures Dashboard](#)

HLT 1.1.12 [The Operator shall have procedures to provide data from the passenger locator card \(PLC\) to the relevant public health authorities upon their request for use in person contact tracing.](#) **(GM)**

Auditor Actions

- **Identified/Assessed** procedures for PLC data communication to applicable public health authorities
- **Interviewed** responsible manager(s) and applicable operational personnel.
- **Examined** records of PCL data communicated to public HEALTH authorities.
- **Observed** PLC data collection from passenger either in pre-departure and / or in check in procedures as applicable.
- **Other Actions** (Specify)

Guidance

Typical data to be communicated would include full name, allocated seat and phone number / email address. For more information on PLC there are several sources available from WHO, IATA, ICAO and EASA.



HLT 1.1.13 The Operator shall have procedures or guidelines that minimize the number of personnel that need to be in contact with high-touch surfaces (e.g. access panels, door handles, switches). **(GM)**

Auditor Actions

- **Identified/Assessed** procedures or guidelines that minimize the number of personnel that need to be in contact with high-touch surfaces.
- **Interviewed** applicable operational personnel.
- **Observed** samples of affected operations to be in line with revised procedures (focus: operational airline and maintenance personnel).
- **Other Actions** (Specify)

Guidance

Procedures would typically apply to touch surfaces associated with all relevant operational functions (e.g. line maintenance, flight and cabin crew ..

HLT 1.1.14 The Operator shall have procedures for personnel that perform maintenance on air filters to ensure:

- (I) PPE is used or adequate protection is provided when handling used filters;
- (II) Used filters are disposed of as a potential biohazard material. **(GM)**

Auditor Actions

- **Identified/Assessed** air filter procedures and use of PPE and filter disposal.
- **Interviewed** applicable maintenance personnel.
- **Observed** maintenance operations of air filters.
- **Examined** Records of maintenance operations of air filters.
- **Other Actions** (Specify)

Guidance

Typically, aircraft OEM provide procedures for filter disposal as well as for any additional sanitizations to prevent any microbiological contamination in the filter replacement area.



1.2 Pre-arrival notification

HLT 1.2.1 The Operator shall have procedures to ensure passengers are notified of relevant travel information before arriving at the airport. Such information shall include but not be limited to:

- (i) Provision of a recommended arrival time before flight departure that accounts for possible delays associated with COVID-19 preventive measures in place;
- (ii) **As applicable for local authorities, advisory that passengers should have a sufficient number of face masks for the entire duration of the journey;**
- (iii) Notification that:
 - (a) Symptomatic passengers are not to come to the airport;
 - (b) Only confirmed passengers are permitted access to the terminal except for persons that accompany passengers that require special assistance.
 - (c) Passengers identified as symptomatic will be refused access to or taken off the aircraft and removed from the airport premises by competent public authorities;
 - (d) Passengers that do not adhere to preventative measures will be treated as unruly passengers and denied access to or will be removed from the aircraft;
- (iv) **Advisory that face masks or equivalent as applicable for local authorities, are to be:**
 - (a) **Worn while in airport terminals and during flight;**
 - (b) **Changed or replaced regularly. (GM)**

Auditor Actions

- **Identified/Assessed passenger notification** procedures to be in line with given requirements.
- **Interviewed** applicable operational personnel.
- **Interviewed** passengers.
- **Examined** selected records of travel information communicated to the passengers (records can be either in an electronic format and / or paper one – i.e. posters, brochure, pamphlet, leaflet or similar document).
- **Other Actions** (Specify)

Guidance

Typically accompanying persons would be required for persons with reduced mobility, unaccompanied minors or other persons requiring some type of special assistance.



1.3 Check in

HLT 1.3.1 If required by applicable authorities of the destination airport, the Operator shall ensure a health declaration or health statement is recorded for both crew members and passengers and:

- (I) Such declaration or statement is made available to applicable destination authorities;
- (II) Passengers are made aware of the following:
 - a. Consequences of making a false statement;
 - b. If identified as symptomatic at the airport, regardless of the health statement, they will not be allowed to continue their travel.

Auditor Actions

- **Identified/Assessed** procedures for health declaration or health statement
- **Interviewed** responsible manager(s).
- **Interviewed** operations personnel.
- **Interviewed** passengers.
- **Examined** selected records of health declaration or health statement (focus: verify that records have been available to the destination authorities and notification of passenger's consequences of false statement and limitation to continue the travel).
- **Other Actions** (Specify)



1.4 Embarkation and Disembarkation

HLT 1.4.1 The operator shall have procedures to ensure an orderly embarkation and disembarkation to reduce physical contact between passengers. **(GM)**

Auditor Actions

Identified/Assessed procedures for passenger orderly embarkation and disembarkation within the aircraft

Interviewed responsible cabin crew manager(s)

Observed application of embarkation and disembarkation procedures from within the aircraft to maintain physical distancing (focus on sequences, interaction with cabin crew etc.)

Observed Proper passenger separation while embarking and disembarking

Other Actions (Specify)

Guidance

The intent is to ensure that once on board, the passengers keep proper separation while embarking and disembarking. For instance, when a boarding bridge is used, embarkation is typically done by rows starting with the furthest row from the aircraft cabin entry door(s) being used. Similar procedures in inverted order e applied for disembarkation.

HLT 1.4.2 If the Operator transports positioning crew, ground engineers, technicians or any other types of personnel who may be required on board to provide engineering or safety support for the flight, the Operator shall have procedures to ensure such members are assigned seats in designated sections of the aircraft, segregated from the flight crew, as applicable, for the duration of the flight to achieve the recommended physical distancing. **(GM)**

Auditor Actions

· **Identified/Assessed** procedures for positioning crew, ground engineers, technicians' seat assignment in the cabin

· **Interviewed** responsible Ground Operations manager(s).

· **Interviewed** operational cabin crew manager.

· **Examined** selected records of passenger seating lists / map

· **Observed** positioning crew, ground engineers, technicians seat assignment in the cabin.

· **Other Actions** (Specify)

Guidance

Technicians or engineers may be positioned in the cockpit as long as needed for operational and / or maintenance needs.

HLT 1.4.3 If the Operator transports positioning crew members, the Operator shall have procedures to ensure such crew members are the last to embark and the first to disembark.

Auditor Actions

· **Identified/Assessed** procedures for positioning crew, embarkation and disembarkation

· **Interviewed** responsible Ground Operations manager(s).

· **Interviewed** operational cabin crew manager.

· **Observed** embarkation and disembarkation of positioning crew.

· **Other Actions** (Specify)

1.5 Aircraft Cleaning

HLT 1.5.1 The Operator shall have aircraft cleaning and sanitizing procedures for the flight deck, if used, oxygen masks, passenger cabin and cargo compartments, as well as the access panels for the air conditioning system, potable water system, intercom system and any other system that has an access panel used by ground and/or maintenance personnel. Such procedures shall include but not be limited to:

- (I) Defined cleaning cycles with a frequency that accounts for the risk level based on the frequency of use by personnel and any other factors;
- (II) [As applicable per local authorities, preventative disinfection after every use.](#)
- (III) Appropriate cleaning solutions in accordance with the applicable OEM;
- (IV) Application methods that minimize the risk of spilling (e.g. pre-moistened wipes, wetted cloth);
- (V) Cleaning personnel are required to use appropriate PPE;
- (VI) [Disposal of substances \(e.g. body fluid\) as biohazard material.](#)

Auditor Actions

- **Identified/Assessed** procedures for aircraft cleaning and sanitizing (focus: risk model adopted to identify cleaning cycle frequencies for all applicable cleaning types, cleaning methods, use of approved solutions, PPEs and disposal of any biohazard material).
- **Interviewed** responsible manager(s) for aircraft cleaning procedures.
- **Interviewed** operational personnel performing aircraft cleaning and sanitizing.
- **Examined** selected records of aircraft cleaning and sanitization (focus: sample records for all applicable types of cleaning/sanitization and verify periodicity).
- **Observed** aircraft cleaning and sanitizing operations.
- **Other Actions** (Specify)

Guidance

It is recommended that cleaning be recorded using the Aircraft COVID-19 Disinfection Control Sheet as contained in Take-off - Guidance for Air Travel Through the COVID-19 Public Health Crisis in ICAO CART 200522 Doc, or equivalent.

Additional guidance is found in the EASA Interim Guidance on Aircraft Cleaning and Disinfection in relation to SARS-CoV-2 Pandemic.

HLT 1.5.2 The Operator shall have procedures to ensure aircraft disinfection procedures due to COVID-19 do not negatively affect residual disinsection treatments. **(GM)**

Auditor Actions

- **Identified/Assessed** procedures for aircraft disinfection impact on disinsection
- **Interviewed** responsible manager(s) in flight operations.
- **Examined** selected records of aircraft disinfection and disinsection treatments (focus: verify periodicity to be consistent with related procedures).
- **Other Actions** (Specify)

Guidance

Increased frequency of disinfection or the use of new products for COVID-19 disinfection might compromise the effectiveness of a residual insecticide treatment. Operators will need to determine if these procedures compromise residual insecticide treatment to an extent necessary to implement additional or alternative disinsection treatments.



Supported by



HLT 1.5.3 The Operator shall have procedures that ensure flight deck switches and controls are in the correct position after cleaning has been completed.

Auditor Actions

- **Identified/Assessed** procedures for flight deck panels switches and controls check.
- **Interviewed** responsible manager(s) in flight operations.
- **Interviewed** flight crew personnel.
- **Observed** flight crew flight deck panels checks in pre-departure procedures.
- **Other Actions** (Specify)

1.6 Onboard Air Quality

HLT 1.6.1 The Operator shall have procedures to ensure the best possible aircraft internal air quality when passengers are embarking and/or are on board. Such procedures shall ensure:

- (i) When the aircraft is parked on the ground:
 - (a) When an external pre-conditioned air (PCA) unit using high-efficiency particulate air (HEPA) filters is available, conditioned air is provided from the PCA unit.
 - (b) When a PCA unit using HEPA filters is not available, and if allowed by the airport, air is provided from the aircraft auxiliary power unit (APU) and conditioned through operation of the aircraft air conditioning system.
 - (c) For aircraft with HEPA filters, the air conditioning system recirculation fans are run to maximize air flow through the filters.
 - (d) Prior to embarking passengers, conditioned air, whether from a PCA unit or the aircraft air conditioning system, is provided to the aircraft cabin for a minimum of 10 minutes.
 - (e) If aircraft HEPA filters are not available, alternative operations are implemented in accordance with instructions from the aircraft OEM.
 - (f) If no source of conditioned air that has been cleaned with HEPA filters is available, cabin doors may be opened for ventilation, but only if appropriate GSE is positioned at each open door to provide fall protection.
- (ii) When the aircraft is in flight:
 - (a) For aircraft with HEPA filters, the aircraft air conditioning system is operated in the AUTO mode and the recirculation fans ON.
 - (b) If the above-specified operation is not possible, refer to the aircraft OEM instructions for recommended recirculation system settings;
 - (c) When aircraft operational performance requires the air conditioning system to be OFF for takeoff, the system is returned to normal operation as soon after takeoff as thrust performance allows. **(GM)**

Auditor Actions

- **Identified/Assessed** procedures to ensure best air quality in the aircraft both on the ground and in flight (focus: verify procedures for all aircraft types, as applicable, verify operator procedures alignment with aircraft OEM ones)
- **Interviewed** responsible manager(s) in flight operations.
- **Interviewed** flight crew personnel.
- **Observed** procedures for aircraft air conditioning while on the ground and in flight.
- **Other Actions** (Specify)

HLT 1.6.2 If the Operator uses aircraft equipped with HEPA filters, the Operator *should* ensure such aircraft are not dispatched with packs and/or recirculation fans inoperative to provide the best overall cabin ventilation. **(GM)**

Auditor Actions

- **Identified/Assessed** Minimum equipment list (MEL) procedures do not include allowances for dispatch with packs and/or recirculation fans inoperative.
- **Interviewed** responsible manager(s) in flight operations.
- **Interviewed** flight crew personnel.
- **Examined** selected maintenance records and ATL to verify that packs and/or recirculation fans had been fixed before departure.
- **Other Actions** (Specify)



Guidance

To minimize virus transmission, it is recommended that aircraft be dispatched from main bases only with all packs serviceable, set on high flow and with recirculation fans serviceable. Procedures would be in place for a best-case configuration in the event of any unserviceability after dispatch.

1.7 In-flight Operations

Flight Crew

HLT 1.7.1 The Operator shall have procedures to ensure the flight crew:

- (i) Prior to each flight crew change, checks that the flight deck has been fully sanitized;
- (ii) During flight, reduces time for leaving the flight deck to a minimum;
- (iii) [Avoids the use of their own disinfectants in the aircraft environment;](#)
- (iv) If face masks are worn on the flight deck, is provided with and follows guidance on how rapidly placing on the face and properly securing oxygen masks;
- (v) Limits access to the flight deck to a minimum;
- (vi) Limits to one crew member the activities that are in close proximity to passengers (e.g. embarkation or disembarkation) or ground personnel (e.g. exterior aircraft inspection);
- (vii) When leaving the aircraft, prepares the flight deck for cleaning and disinfection by stowing flight deck equipment and removing personal items. **(GM)**

Auditor Actions

- **Identified/Assessed** procedures to ensure adherence to requirements for flight crew as in provisions.
- **Interviewed** responsible manager(s) in flight operations.
- **Interviewed** flight crew personnel.
- **Observed** procedures for boarding, disembarkation and exterior aircraft inspection to validate the limitation of crew members activities in proximity to passengers and or operational personnel.
- **Observed** flight deck once flight crew has left the aircraft to verify stowing of flight deck equipment and personal items removal.
- **Other Actions** (Specify)

Guidance

In the interest of flight safety, flight crew, as per Operator risk assessment, may remove their face mask when they are on the flight deck and the entry door is closed.

[Disinfection of aircraft surfaces with self-provided products performed by the crew members may lead to chemical reactions with the residues of the chemicals used for general aircraft disinfection. Suck reactions can have negative effects \(corrosive\) on the aircraft or for the health of the passengers and crew \(fumes\).](#)

Cabin Crew

HLT 1.7.2 The Operator shall have procedures to ensure the cabin crew:

- (i) To the extent possible, minimizes the number of visits to the flight deck;
- (ii) Checks flight crew welfare on a regular basis using interphone calls;
- (iii) Is provided with and follows guidance for performing normal, abnormal and emergency safety procedures while wearing required PPE;
- (iv) [Avoids the use of their own disinfectants in the aircraft environment;](#)
- (v) Does not share safety demonstration equipment unless thoroughly sanitized between each use.

Auditor Actions

- **Identified/Assessed** procedures to ensure adherence to requirements for cabin crew as in provisions.
- **Interviewed** responsible manager(s) in flight operations.
- **Interviewed** cabin crew personnel.
- **Other Actions** (Specify)

**HLT 1.7.3** The Operator shall have procedures to ensure the following during flight:

- (i) Passengers are provided with guidance material regarding application of the on-board preventive measures;
- (ii) The safety demonstration advises passengers that, in case of loss of pressurization, face coverings are to be removed before using the aircraft oxygen masks;
- (iii) Passengers are notified to remain in their seats as much as possible and limit the use of lavatories;
- (iv) To the extent possible, food and beverage services are limited and consist of sealed and pre-packaged containers;
- (v) As applicable for relevant authorities, no duty free or other non-essential product sales are conducted;
- (vi) To the extent possible, payment procedures are touchless;
- (vii) The cabin crew is assigned specific zones for services;
- (viii) If possible, one lavatory is designated for crew use only. **(GM)**

Auditor Actions

- **Identified/Assessed** procedures to ensure adherence to requirements for cabin crew as in provisions.
- **Interviewed** responsible manager(s) in flight operations.
- **Interviewed** cabin crew personnel.
- **Reviewed** guidance material regarding application of the onboard preventive measures.
- **Observed** aircraft cabin to verify, as applicable for local authorities, that no duty free or other non-essential product is on board the aircraft
- **Observed** aircraft cabin to verify presence of touchless devices for payment
- **Other Actions** (Specify)

HLT 1.7.4 The Operator shall have procedures to ensure the following in the event a passenger is suspected of COVID-19 symptoms:

- (i) The cabin crew makes sure the passenger is wearing the face mask properly and has additional masks available for replacement should it become wet due to coughing or sneezing;
- (ii) If a face mask cannot be tolerated, the sick person covers mouth and nose with tissues, napkins or other appropriate material when coughing or sneezing;
- (iii) In the event the passenger is having difficulty breathing, medical assistance is sought, and supplemental oxygen is offered;
- (iv) The passenger is separated from other passengers by minimum 1 meter or 2 rows in all directions either by:
 - a. moving other passengers or
 - b. positioning the passenger in the last row window seat;
- (v) If applicable, one rear lavatory is designated for quarantine use;
- (vi) A specific crew member is assigned to assist the sick passenger and to:
 - (a) Make use of PPE in the Universal Precaution Kit; (UPK)
 - (b) Observe physical distancing between other crew members.
- (vii) If applicable, any persons accompanying the sick passenger are confined to an isolation area, even if they do not exhibit symptoms;
- (viii) As applicable, the flight or cabin crew:
 - (a) Notifies the destination airport and follows any instructions;
 - (b) Completes the health part of the aircraft general declaration to register the on-board health information;
 - (c) As required by the destination state, submits the general declaration to health officials at the Point of Entry.
- (ix) After landing and passengers have deplaned, the sick passenger and, as applicable, crew members are transferred in accordance with local public health authorities;



- (x) Passengers that were seated two seats and two rows in every direction from the sick passenger be notified that they maybe be need to be interviewed by the entry country public health authorities. **(GM)**

Auditor Actions

- **Identified/Assessed** procedures to ensure conformity with all operations applicable to the case of an event of a passenger suspected of COVID-19 symptoms
- **Interviewed** responsible manager(s) for cabin operations.
- **Interviewed** cabin crew personnel).
- **Examined** selected records of events (focus: direct records - i.e. notification of events to local authorities and indirect records - i.e. cleaning after events of COVID-19).
- **Other Actions** (Specify)

Guidance

The procedure recommended by ICAO CART and CAPSCA to isolate a passenger suspect of COVID 19 it to move other passengers (by minimum 1 meter or 2 rows in all directions) as indicated in (iv) a. As there are also other and different recommendations as per operator local regulatory requirements also option as in (iv) b. is acceptable to achieve conformity.

1.8 Flight and Cabin Crew - General

HLT 1.8.1 The Operator shall have procedures to ensure crew members adhere to the facilitation requirements, to include but not limited to:

- (i) Meet all the customs, immigration, health and quarantine requirements;
- (ii) Complete appropriate forms on arrival and departure;
- (iii) Use correct customs and immigration channels at the airports. **(GM)**

Note: Relevant agencies must be notified when supernumeraries are on board the aircraft.

Auditor Actions

- **Identified/Assessed** procedures for crew members adherence to facilitation requirements.
- **Interviewed** responsible manager(s) for flight and cabin operations.
- **Interviewed** crew personnel
- **Observed** crew use of assigned custom and immigration channels.
- **Examined** selected records of complete arrival and departure forms as per local authorities' requirements
- **Other Actions** (Specify)

Guidance

An example of immigration form to be used can be found in the [ICAO CART Takeoff](#) document (CREW COVID-19 STATUS CARD).

HLT 1.8.2 The Operator shall have procedures to ensure crew members adhere to health monitoring requirements, to include but not limited to:

- (i) Continuous self-monitoring prior to and while on duty for any indication of COVID-19 symptoms;
- (ii) Refraining from work for a minimum of 14 days if:
 - (a) An indication of COVID-19 symptoms is identified;
 - (b) There is concern of exposure while at home or during a layover.
- (iii) Reporting symptoms to relevant departments and competent authorities.

Auditor Actions

- **Identified/Assessed** procedures for crew health monitoring requirements.
- **Interviewed** responsible manager(s) for flight and cabin operations.
- **Interviewed** crew personnel
- **Examined** selected records of crew refraining from work due to any symptoms conducive of COVID-19 (focus: samples events, as applicable for both prior and while on duty).
- **Examined** selected records of reporting to competent authorities.
- **Other Actions** (Specify)

HLT 1.8.3 The Operator shall have a plan to manage crew members who are identified as symptomatic or positive for COVID-19 while on duty. Such plan shall include but not be limited to the following:

- (i) Prevention from work for crew members tested for COVID-19 and waiting for a response;
- (ii) Methods for housing, moving or relocating such crew members in coordination with local health departments and authorities. **(GM)**

Auditor Actions

- **Identified/Assessed** crew management plan for crews symptomatic or positive for COVID-19 while on duty.
- **Interviewed** responsible Occupational health and Safety manager(s).
- **Interviewed** responsible manager(s) for flight and cabin operations.



- **Interviewed** crew personnel.
- **Examined** selected records of crew prevention from work.
- **Examined** selected records of symptomatic or positive for COVID-19 crew handling (focus: crew housing and relocating in with local health departments and authorities).
- **Other Actions** (Specify)

Guidance

The Operator plan for housing, moving or relocating crew members who are identified as symptomatic or positive for COVID-19 refers to duty time away from their home base.

HLT 1.8.4 The Operator shall have procedures to ensure crew members that test positive for COVID 19 remain excluded from work until they meet criteria set forth by the local health authorities.

Auditor Actions

- **Identified/Assessed** crew exclusion from work as per requirements of local health authorities
- **Interviewed** responsible manager(s) for flight and cabin operations.
- **Interviewed** crew personnel.
- **Examined** selected records of crew prevention from work.
- **Other Actions** (Specify)

HLT 1.8.5 The Operator shall have procedures to ensure a crew member that develops or had close contact with a person with symptoms indicative of COVID 19 while on duty:

- Stops working as soon as practical;
- Wears a medical face mask;
- If not the pilot-in-command (PIC), notifies the PIC;
- To the extent possible, isolates and maintains recommended physical distancing;
- If discovered during flight, upon landing follows up with appropriate medical and public health officials.

Note: A close contact means face-to-face contact within 1 meter and for more than 15 minutes or direct physical contact with someone who had symptoms suggestive of COVID-19; during the 2 days before or 14 days after that person had the onset of symptoms.

Auditor Actions

- **Identified/Assessed** procedures for crew member that had a close contact or develops symptoms indicative of COVID 19 while on duty.
- **Interviewed** responsible manager(s) for flight and cabin operations.
- **Interviewed** crew personnel
- **Examined** selected records of crew reporting upon landing to medical and public health officials.
- **Examined** selected records of crew testing to COVID-19.
- **Examined** selected records of crew rostering to show suspension from for duty
- **Other Actions** (Specify)

HLT 1.8.6 The Operator shall have procedures to ensure crew members adhere to health protection requirements, to include but not limited to:

- Maintaining recommended physical distancing within areas of ongoing virus transmission;
- Regular washing of hands and using hand sanitizers;
- Limiting touching the face, including while wearing gloves;
- Wearing medical face mask when recommended physical distancing cannot be maintained or when interacting with persons suspected of having COVID-19;
- Disposing their face masks in a safe manner;**
- Before each flight, inspecting and confirming the condition and contents of the UPKs.**



Auditor Actions

- **Identified/Assessed** procedures for crew to adhere to health protection requirements.
- **Interviewed** responsible manager(s) for flight and cabin operations.
- **Interviewed** crew personnel
- **Observed** crew maintaining physical distancing (focus: crew arrival, briefing areas, rest areas and anywhere within the airport).
- **Observed** crew wearing medical face masks when recommended physical distancing cannot be maintained
- **Observed** crew **inspecting the UPK before the flight**.
- **Other Actions** (Specify)

HLT 1.8.7 If the Operator uses aircraft with an onboard crew rest compartment, the Operator shall have procedures to ensure items or equipment used in such compartments (e.g. pillows, cushions, sheets, blankets) are:

- (i) Not be used by multiple persons;
- (ii) Installed and removed with hygienical procedures that limit risk of contamination.

Auditor Actions

- **Identified/Assessed** procedures for items or equipment used in the crew rest compartment.
- **Interviewed** responsible manager(s) for flight and cabin operations.
- **Interviewed** crew personnel
- **Interviewed** ground personnel installing, removing and cleaning items in the crew rest compartments.
- **Observed** installation and removal procedures of items and equipment's in the crew rest compartments.
- **Other Actions** (Specify)

HLT 1.8.8 The Operator shall have procedures to ensure equipment used during crew training (e.g. simulators, training devices, mock-ups) is cleaned and sanitized on a frequency determined by a risk assessment that accounts for relevant risk factors (e.g. location, usage).

Auditor Actions

- **Identified/Assessed** procedures for cleaned and sanitizing of equipment used during crew training (focus: risk model adopted to identify cleaning/sanitizing types and cycle frequencies).
- **Interviewed** responsible manager(s) for flight and cabin operations.
- **Examined** selected records of crew training equipment cleaning and sanitization.
- **Other Actions** (Specify)

1.9 Crew Layover

HLT 1.9.1 The Operator shall have procedures to ensure the following with respect to crew layover:

- (i) Crews comply with local public health regulations and policies;
- (ii) Layover time is reduced to the minimum extent in high risk areas and is in accordance with fatigue-related safety risk management constraints;
- (iii) Crew transportation to and from resting facilities:
 - (a) To the extent possible, avoids **transit through public areas of the airport**;
 - (b) Is in private sanitized vehicles;
 - (c) Includes maintenance of proper physical distancing or use of appropriate protection;
- (iv) Layover hotel provides rooms that are sanitized in advance of crew arrival;
- (v) Insofar as practical, crews remain in hotel room at all times except to seek medical attention or for essential activities;
- (vi) Crews are provided with enough quantities of sanitizer for personal use;
- (vii) Crew observes hygiene and distancing measures when leaving the hotel at the end of the layover. **(GM)**

Auditor Actions

- **Identified/Assessed** crew layover procedures to adhere to requirements as in provisions.
- **Interviewed** responsible manager(s) for flight and cabin operations.
- **Interviewed** crew personnel.
- **Examined** selected records of crew rostering to verify layover time reduction in high risk areas
- **Examined** samples of contracts for crew transportation to specify the requirements of avoiding transit in public areas, the sanitization of the vehicles and the distancing in the vehicles).
- **Examined** samples of contracts with hotels to specify requirements for rooms to be sanitized in advance of crew arrival.
- **Other Actions** (Specify)

Guidance

Typically, fatigue management policies and procedures shall be reviewed to ensure that they reflect any new constraints, such as reduced opportunities for crew rest or meals at destination airports, or changes to practices such as reduced duration for layovers. Appropriate crewing and scheduling should be adopted to ensure that crews are not unduly fatigued during the operating pattern that they embark on.

Typically, operator shall maximize crew stay in the aircraft for turnaround to limit exposure. Consideration should also be given to account for unforeseen delays.

HLT 1.9.2 The Operator shall have layover procedures to ensure a crew member that is experiencing symptoms indicative of COVID-19:

- (i) Reports symptom status to the Operator;
- (ii) Seeks assistance from a medical doctor;
- (iii) Cooperates with restrictions associated with the medical assessment;
- (iv) Continues monitoring for COVID-19 symptoms in accordance with the evaluation protocol implemented by the relevant state.

Auditor Actions

- **Identified/Assessed** reporting procedures for crew experiencing symptoms indicative of COVID-19 during layover.
- **Interviewed** responsible manager(s) for flight and cabin operations.
- **Interviewed** crew personnel.
- **Examined** selected records of crew experiencing symptoms indicative of COVID-19 during layover
- **Other Actions** (Specify)



HLT 1.9.3 The Operator shall have layover procedures to ensure a crew member experiencing symptoms indicative of COVID-19 may be repatriated when, in accordance with protocol implemented by the relevant state, such crew member has been identified as negative or does not require isolation.

- **Identified/Assessed** repatriating procedures for crew experiencing symptoms indicative of COVID-19.
- **Interviewed** responsible manager(s) for flight and cabin operations.
- **Interviewed** crew personnel.
- **Examined** selected records of crew repatriation.
- **Other Actions** (Specify)

1.10 Airport Facilities

For airline personnel requirements pertaining to airport facilities refer to provisions in [HLT 1.1.9](#) and [HLT 1.1.11](#) (Biosafety principals), [HLT 1.7.1](#) (Use of one crew member only for the activities that are in close proximity to passengers and/or ground personnel) and [HLT 1.8.1](#) (Use of correct customs and immigration channels at airports and forms completion on arrival and departure).