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Recommendations for activities in the field of air passenger transport during the coronavirus (COVID-19) epidemic

These recommendations relate to the implementation of measures in air passenger transport during the coronavirus (COVID-19) epidemic in order to protect the passengers and flight crew in air transport.

1. Airport premises

1.1 General recommendations and measures

Visible notices and informing the passengers and staff. Passengers and staff have to be informed of the importance of maintaining hygiene and physical distancing measures. Passengers and staff can be informed through posters, displays or floor stickers placed at the exits and entrances to the passenger terminals, as well as in the terminal itself, and by using voice messages which are regularly played over the airport's public announcement system. Staff should be tasked with monitoring compliance with the prescribed measures.

Physical distancing. The 1.5-meter physical distance rule should be observed. Seats should be arranged in all areas of the airport so that they are 1.5 meters away from each other. It is necessary to adhere to the rule regarding the maximum number of people allowed in indoor areas pursuant with defined criteria of keeping a physical distance of 1.5 meters.

Installing barriers. If physical distancing cannot be achieved in some other way, the installation of physical barriers and/or placing staff at critical locations should be considered, especially at passenger check-in and control points, baggage check-in and check-out points, border control, passenger boarding bridges and similar.

Hand disinfection. Disinfection dispensers (alcohol-based with a concentration of at least 70% or other agent which is safe on skin, with declared virucidal properties) must be placed at the entrances to the passenger terminal, waiting rooms, passenger boarding bridges and in the employee work areas, and made available to the passengers, employees and flight crew.

Face mask. The wearing of surgical masks or face masks, which cover the mouth and nose, is recommended when staying in the indoor premises of the airport.

Exception from the mandatory use of face masks. Children are not obliged to wear face masks, as well as people suffering from respiratory issues, which are unrelated to COVID-19, people who are unconscious and disabled people, who cannot put on or take off a face mask unaided.

Waste disposal. It is recommended that waste bins with suitable lids are placed in all indoor areas of the airport.

Instructions for adhering to general and hygienic measures. Instructions for cleaning and disinfecting are available at the following links:

- Cleaning and disinfecting premises with no COVID-19 patients: <https://bit.ly/3dyWpDs>
- Cleaning and disinfecting premises where a person suspected of having COVID-19 stayed: <https://bit.ly/2LdCNbH>
- HOW TO ADJUST EVERYDAY LIFE IN CROATIA - Additional instructions for individuals - what you can do for yourself and your fellow man: <https://bit.ly/3dsuFAf>

1.2. Recommendations for staff

Informing the staff. Before starting work or opening, it is necessary to educate the employees about all of the measures which are being implemented and which must be adhered to.

Morning daily measurement of employee temperature. Before coming to work, all employees must measure their body temperature at home during the morning hours and will not come to work if the temperature reading is higher than 37.2 C and/or have respiratory problems. In the event of elevated body temperature and/or respiratory problems with or without elevated body temperature, the employees will call their employer and competent family physician, and will not come to work until the cause of the respiratory problems and/or elevated body temperature is ascertained.

Protection of staff and passengers. During social interaction, it is necessary to observe the 1.5-meter physical distancing rule and use a face mask which covers the nose and mouth. Furthermore, hands should be disinfected regularly.

Registration of passengers. Passengers should be encouraged to use online and mobile check-in applications as much as possible. The use of face masks is mandatory when passing through the passenger terminal and during the entire flight.

1.3. Organization of work.

Number of employees. The smallest possible number of employees should be present at an individual workplace at the same time, but in sufficient numbers for the organization of work.

Working in two shifts. If possible, work should be organized in two shifts in such a way that there is a half hour interval between the first and second shift which will be used to clean and disinfect the premises and work surfaces.

1.4. Food and beverage service areas within the airport premises

Hospitality facilities within the airport premises must operate pursuant to the decisions of the Civil Protection Headquarters and existing recommendations. Instructions for hospitality facilities are available at the CIPH's website: <https://bit.ly/2LgF1a8>

1.5. Stores at the airport

Stores located on airport premises must operate pursuant to the decisions of the Civil Protection Headquarters and existing recommendations. Instructions for the operation of stores are available at the following link: <https://bit.ly/2YQwqTE>

2. Airplanes.

2.1. Protection of passengers

Health checks. Passengers are advised to check their health condition prior to traveling, and to not travel if they have an elevated body temperature (a 5-minute under arm temperature reading which is higher than 37.2 °C) or respiratory problems.

Air quality in the airplane. The airplane cabin air is purified by air filters and circulates from the bottom up (vertically, and not horizontally), therefore, according to research and analysis conducted by international health authorities, the air quality is equal to the quality of air in hospital operating rooms.

Physical distancing among airplane passengers. Depending on the airplane occupancy, passengers should be arranged in such a way that so there is the greatest possible distance between them, except for family members who do not need to maintain distance. The last row in the airplane should be left empty, and thus ensure a seat in the event that during the flight a passenger starts exhibiting symptoms indicative of COVID-19.

Seating arrangement and cabin boarding order. Passengers should be arranged so that there is maximum distance between them. In order to meet the required minimum physical distance between passengers, the planning of capacity and seating arrangement of passengers in the passenger cabin of the airplane may be organized in accordance with internal protocols, depending on the specifications of the aircraft. In order to reduce physical contact among passengers, when the airplane is boarded through a single door, passenger boarding should be organized in at least 3 or 4 groups, so that those with seats at the back of the airplane board first, and the last to board are those whose seats are located closer to the door.

Protective equipment. When buying a ticket or during check-in, the agency or the airline is obliged to warn passengers that they must bring their own face masks and up to 100 ml of disinfectants before departure. In addition to medical masks, face masks can also be used. All passengers and flight crew members must be informed about the mandatory use of face masks before (inside the passenger terminal) and during the flight. The passenger may carefully remove the face masks for the purpose of travel documentation verification. The duration of the flight also has to be taken into account and secure a sufficient number of masks.

Hand hygiene. Hands have to be washed before boarding, after disembarking, after cleaning the airplane or when the hands are visibly dirty, and in all other recommended situations (after going to the toilet, before eating, after wiping your nose and similar). The disinfectant has to be readily available at the airplane's entrance, and hand disinfection is necessary during boarding (cabin crew and passengers). Regularly maintain hand hygiene. Whenever possible, wash your hands with soap and water for 20 seconds. If possible, use disinfectants which contain 70% alcohol or other agents with declared virucidal properties, which are safe on skin.

Use of air conditioning units and heating. The use of the air conditioning system and devices for heating the pilot and passenger cabins should be avoided, instead the airplane's ventilation system should be used.

Hand luggage. Passengers are advised to travel without hand luggage as much as possible due to the current restrictions at airports and in the airplane, and to hand it over at the check-in counters. While the stated restrictions are in force, the recommended hand luggage can be: a women's bag, a bag containing hygiene supplies for babies and small children, a laptop bag that is carried on the shoulder and a small backpack.

2.2. Protecting the staff and airplane hygiene

Self-protection and hygiene measures for employees. It is necessary to familiarize oneself with the local protocol for reporting to the public health authorities and procedures regarding people who have exhibited symptoms of the disease during the flight. Public transport should be avoided, contacts with other people on the way to or from the airport should be minimized. Public areas should be avoided, and physical distance should be maintained when interacting with others, and face covers should be worn in public areas and public transport. Wash hands frequently with soap and water, or use disinfectants which contain 70% alcohol or other agents with declared virucidal properties, which are safe on skin. Avoid touching your face with your hands.

Driving with a face mask. Cabin crew and passengers are advised to wear face masks during the flight (medical masks or face masks). Medical masks should be changed regularly, every three hours, and face masks as soon as they become damp. Hands should be washed with warm water and soap, or disinfected, before and after removing the face mask. Used disposable masks should be folded and placed in a pocket or handbag until arrival at the airport, where they can be placed in the designated lidded waste bins.

Contact with passengers. When interacting with passengers, avoid close contact and their luggage. When interacting with passengers and other cabin crew, maintain the proper physical distance of 1.5 meters as much as possible and use a mask which covers your nose and mouth. Avoid contact with the passenger's hand luggage as much as possible. Passengers should store their own hand

luggage in the designated areas.

Crew contact with ground crew. While on the ground, the interaction with the ground crew should be kept to a minimum. When boarding, the ground crew must wear face masks, which they can remove so that the cabin crew can verify their identity, and which they must put back on afterwards. When interacting with the cabin crew, the ground crew must maintain the appropriate physical distance of 1.5 meters. One member of the flight crew (obligatory use of mask and gloves) is allowed to disembark in order to perform the obligatory inspection of the airplane and sign the fuel invoice.

Airplane service. In order to reduce close contact between crew members and passengers, drinking water is available on the airplane, which is packed in small bottles, which is served on carts which, depending on the configuration, are located in the front or the rear of the airplane. The abovementioned service is available to passengers when boarding; the service is unavailable during the flight (exceptions are possible with adherence to all prescribed measures).

Employee health monitoring through daily body temperature measurements. Before coming to work, all employees will measure their body temperature during the morning hours, and will not come to work if it's higher than 37.2 °C and/or if they have respiratory problems. The recommended manner of measuring body temperature is to place the thermometer under the arm pit (axillary) for 5 minutes. In the event of elevated body temperature and/or respiratory problems with or without elevated body temperature, the employees will call their employer and competent family physician, and will not come to work until the cause of the respiratory problems or elevated body temperature is ascertained. In addition to all employees measuring their temperature before coming to work, it is advised that the cabin and flight crew measure their temperature twice a day.

Hygiene of the passenger and cabin area. The passenger and flight deck has to be regularly cleaned and ventilated. The airplane should be disinfected at least once a day. It is advised that the cabins are ventilated before and after passenger boarding by opening all of the airplane and cabin doors. When cleaning the interior of the airplane, in addition to standard cleaning, special attention should be given to the high-touch surfaces, such as the seat head and arm rests, windows, safety belts, overhead bin handles, folding tables which are located on the seats, toilet door knobs, toilet faucets, toilet flush buttons, etc.). A legal entity carries out the disinfection of the airplane with disinfectants which have been approved by the sector of Airline and Airplane Manufacturer Technical Affairs, and under the supervision of their staff. When entering the flight deck, the flight crew must disinfect all contact surfaces, headphones and instruments with disinfectant wipes.

Sick passengers. If during the flight one of the passengers is suspected of suffering from COVID-19, one of the staff members, who will be in charge of that passenger, places the passenger in the designated seat (back row of the aircraft). Furthermore, he will act in accordance with the *Procedure Regarding a Person Exhibiting Signs of Illness during the Flight and Health Surveillance of Contacts* from the protocol for the Treatment of Persons Crossing the Border Crossings of the Republic of

Croatia - Health Surveillance: The pilot in command must notify air traffic control at the destination that there is a sick person on board who is exhibiting symptoms of an infectious disease, and provide as much information as possible on the patient's movement in the last two weeks, as well as provide patient's personal identification information. The air traffic control will notify the border police at the border crossing about the arrival of a plane carrying a sick passenger, who will inform the border sanitary inspector. In order to reduce the patient's contact with other passengers, when leaving the aircraft, it is necessary to take the patient and his hand luggage out of the aircraft before or after all the other passengers have disembarked (depending on the distance of the patient's seat from the door). This is the responsibility of the staff member who took care of the patient during the flight. The patient will then be handed over to the border sanitary inspector, who will place him in an isolation room until the Emergency Medical Services arrive. The airplane must be disinfected immediately in the event of a passenger who exhibits symptoms which may be indicative of an infectious disease.

Instructions for cleaning the airplane: <https://bit.ly/2WMHmzg>

3. Commercial aviation

In addition to the mandatory instructions issued by the EASA (*European Union Aviation Safety Agency*) and CCAA (*Croatian Civil Aviation Agency*), listed below are measures which are currently being applied on commercial flights.

3.1. Flight preparation.

- After each flight from an affected area, the airplane is disinfected by organizations authorized for airplane disinfection, pursuant to the Aviation Security Order ASO-2020-04 issued by the CCAA.
- The airplane must be equipped with sufficient quantities of protective and disinfection equipment.
- The crews need to be well informed on how to act in airports/hotels in order to reduce the risk of infection. Instructions include guidelines and similar. for the restriction of movement, use of restaurants, how to take meals
- The crew will not be allowed to spend the night in areas which have been listed on the EASA website.

3.2. Before the flight

- The captain meets the passengers in front of the airplane (outdoors) and gives them face masks, if they haven't brought any.

- The first mate is in his pilot seat during this whole time and doesn't interact with passengers.
- The passengers board the airplane and take their seats.
- After the passengers have taken their seats, the captain boards the airplane, closes the airplane doors and takes his place on the flight deck.

3.3. During the flight

- The maximum capacity of the airplane has been reduced by 25% (except when the passengers are all members of the same family)
- The crew and passengers must wear face masks during the entire flight
- The crew has to be partially physically separated from the passenger part of the airplane with special barriers
- The physical distance of the crew from the passengers during the flight exceeds two meters, and the crew and the closest passengers have their backs turned toward each other
- During the flight, passengers maintain a distance of one meter between themselves