CIVIL AVIATION AUTHORITY OF NEPAL
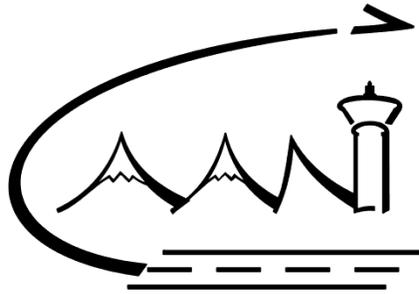# POKHARA CIVIL AVIATION OFFICE

Standard Operating Procedure
for
Airport Operation during COVID-19
2020

FOREWORD

Safety is defined as the condition of protection from danger or causing hurt, injury, or loss. Pokhara airport operation during covid-19, Standard Operating Procedure (SOP) is the guideline for handling the airport operation during global pandemic covid-19. This manual has been developed on the basis of CAAN OPERATIONAL GUIDANCE COVID-19 (3rd JUNE 2020).

If any conflict between this handbook and CAAN OPERATIONAL GUIDANCE COVID-19, exists CAAN OPERATIONAL GUIDANCE COVID-19 shall prevail. The contents of this SOP will be reviewed on a regular basis, any supplement or revision to the contents of this SOP shall be published in this document as amendment.

Director

Pokhara Civil Aviation Office
            Pokhara

TABLE OF CONTENTS

CHAPTER 1- General Information

1.1 This chapter provides guidance for all stakeholders of civil aviation including general public, air travelers, air operators, airport operators, ground handling agencies and aviation professionals etc.

1.2 Air operators and airport operators should timely disseminate relevant information to air travelers.

1.3 Initially only limited flights to some specific sectors based on safety assessment shall be allowed to operate. Gradual increment in schedule will be executed based on evaluation of situation.

1.4 In light of ongoing COVID-19 pandemic, following precautionary measures have been arranged for the public health safety.

> a) The air travelers should complete COVID-19 self-declaration form to air operator. (Sample form has been included in Appendix-1).
>
> b) The crew members should also record the COVID-19 status in the format given in the Appendix-2.
>
> c) Any false declaration will lead to legal action.
>
> d) Passengers with following COVID-19 suggestive symptoms will not be accepted for flight.
>
> > • Fever
> > • Cough
> > • Shortness of breath
> > • Loss of taste or smell
>
> e) Only those passengers with medical face mask will be accepted for flight.
>
> f) All passengers should follow cough etiquette and carry adequate number of medical face masks for the entire duration of travel starting from check in till baggage claim.
>
> g) Passengers will not be accepted for flight if the mandatory body temperature screening results in 38°C (100.4° F) or higher.
>
> h) Meeting and greeting at airport will not be permitted.

i) Passengers should bring their own personal belonging like pens, sanitizing towels etc.

j) All personnel working at the airport should wear medical face mask during entire duty at the airport.

k) Check-in and cabin baggage permitted per passenger may vary with individual airline CAAN OPERATIONAL GUIDANCE COVID-19 (3rd JUNE 2020) policy during this pandemic period and air travelers are required to contact respective air operator.

l) Onboard newspaper and magazine will not be available in the flight.

m) In-flight catering in domestic flight will not be available.

n) For domestic flights, PLC form sample of Appendix-3 will be used and such forms should be collected by concerned air operator and should be handed over to health desk at arrival airport (if available).

o) Airport trolley will be provided only to those requiring additional assistance.

p) The passengers with old age (70 years plus), pregnancy and serious medical problems are advised to avoid air travel.

q) Onboard sale will not be permitted in the flights.

r) Pet animals will not be permitted in flight.

s) The air operator and airport operator should display illustrative pamphlets, flex, displays in the prominent areas of the airport to inform passengers about COVID-19 related dos and don'ts in   the airport starting from entry to exit points.

t) All persons in the airport including passengers should use the special biohazard disposal bins, placed at designated area in the airport for disposal of the masks, gloves, used tissue papers, goggles, PPEs etc.

u) The passengers should ensure that their check in baggage is easily identifiable.

v) Passenger should follow the health instructions issued by airport operator while in airport and by an airline operator while flight. Any disobedience of such instructions will be treated as unruly behavior and this may subject to legal action.

CHAPTER 2 : Pokara Airport Regarding COVID -19

2.1 Pokhara airport has prepared this SOP in order to cop up with global pandemic covid-19 for safely operating the airport.

2.2 This SOP will be regularly reviewed to align with the current guidance and recommendations of CAAN or other governmental agencies of Nepal with respect to covid-19 precaution.

2.3 The SOP will be communicated among all the stakeholders including but not limited to airport security personnel and air operators.

a) At the Airport Main Entry Point:

1. Disembarkation points for vehicles will be provided for the avoidance of crowding.

2. The precautionary measure required to be taken by all the passenger, staff and concerned stakeholders will be displayed at various places through suitable means.

3. The temperature screening of each passenger/crew member/staff/stakeholders with calibrated non-contact thermometer will be mandatorily taken at the entry point. In order to ensure its effectiveness, a common screening desk for passengers and separate such desk for staff and other stakeholder will be established.

4. Passengers/airlines staff/airport staff/other stakeholder with measured temperature of 38°C (100.4°F) or higher would be isolated and sent to the dedicated hospital decided by the government.

5. Any person without wearing medical mask will not be allowed to enter the airport premises.

6. The use of baggage trolley will be minimized in Pokhara airport.

b) At Terminal Building :

1. The precautionary measures required to be followed by all the passenger, staff and concerned stakeholders will be displayed at various places through suitable means.

2. Floor markings (2*2 sq.ft) so as to ensure physical distancing of minimum 1.0 meter will be provided at the forecourt area as well as inside departure hall covering airlines check-in area/security check area.

3. A clear transparent glass shield or any other suitable means will be provided as a barrier between passenger/staff and other stake holder.

4. Pokhara airport will provide separate areas for isolation of covid-19 suspected persons.

5. Restrooms will be constantly cleaned and sanitized. A dedicated attendant will be deployed to ensure that it is properly maintained.

6. Physical distancing will be ensured with minimum separation of 1 meter in all areas.

7. Airport and airlines personnel will be wearing medical mask while on duty. Gloves will be worn when deemed necessary.

8. Frequent disinfection of Pokhara airport terminal will be carried out paying special attention to crowded place and high-touch surfaces.

9. Sanitizer/soap will be available in sufficient quantity at various areas including all the entry point, rest room, outside elevator, frequent touch point, at check-in hall, departure hall, and other public areas where necessary.

10. The passenger's hold baggage will be disinfected.

11. The equipment along with trays used for security will be sanitized regularly.

12. Adequate number of Personal Protective Equipment (PPE) for security personnel on duty will be provided.

c) Screening Check Point:

1. Passengers and persons other than passengers shall maintain queue and physical distance up to screening check point (SCP).

2. Security screening will be conducted by qualified security personnel with adequate protective devices like sanitizer, masks, and PPE in accordance with requirement provided by Pokhara airport to security person in personal basis.

3. Security police will be trained by qualified personnel about using disinfection and management of PPE set.

4. Once screening of passengers and baggage is carried out, security personnel will frequently sanitize their hands.

5. Use of security equipment will be maximized for efficient security check.

d) Hand /hold baggage screening checking point:

1. Screeners (police) at the hand baggage screening check point will have adequate protective devices like gloves, masks, goggles and PPE in accordance with the requirement.

2. Passenger will be maintaining physical distance being in queue and wearing mask.

3. Persons other than passenger also shall wear mask all the time and sanitize hands regularly.

4. For screening with Explosive Trace Detection (ETD), the same methodology for screening passenger will be applied - one swab to be used per tray.

5.When using Explosive Detection System (EDS), screeners should/shall limit the use of hand search to the strict minimum.

6. The trays at the security screening point will be sanitized periodically depending on the number of usage.

e) After Security Check:

1. Hand sanitizer will made available in sufficient quantity outside the security check point and inside the waiting hall.

2. Appropriate floor markings with minimum distancing of 1 meter will be provided after security check to the waiting hall.

3. Reading material /non -essential loose item will not be provided inside waiting hall.

4. Incase of multi seat chairs, every alternate seat will be marked with **'Do not Sit'** or **'X'** Sign.

5. All amenities in the airports will be maintained clean and sanitized with regular wiping of seats, arm rest, handrails, frequent touch surfaces, lift, escalator, staircase, door knobs, wheelchairs etc. the standard form is attached in Appendix- 5.

6. Restrooms will be constantly cleaned and sanitized. A dedicated attendant will be deployed to ensure that it is properly sanitized and maintained.

7. Pedal bins with appropriate sign for the disposal for biohazardous wastes like mask, gloves, PPEs, goggles, etc .will be provided at the designated place and properly maintained as per prevailing health guidance /directives.

8. All cleaners, helpers and supervisors who are involved in daily cleaning activities will be wearing face mask, medical gloves etc.

9. Adequate recirculation/optimum conditioning of air will be maintained in all the public places inside the terminal through natural ventilation or any other suitable means.

10. All vehicles used in airport operation will be disinfected, cleaned and properly maintained.

f) Vehicle Entry points:

Those vehicles permitted for access into airside and /or security restricted area will be searched by airport security as usual wearing mask and gloves.

g) Other Access Control Point:

Every Access Control point (ACP) will be managed with security personnel wearing mask and glove, and performed duty by security personnel as usual based on prevailing rules, documents.

h) Cargo, Mails and Other goods:

Those security personnel who engage in manual search of cargo, mails, and other goods, full adequate set of PPE will be provided and will be sanitized regularly.

Security personnel and staff of Pokhara airport will be paying particular attention to the following points.

a. Hands will be sanitized before wearing PPE, as applicable.
b. Protective mask will be changed.
c. Caps shall fully cover all the hair, including short hair on the hairline.
d. Long hair shall be fastened tightly on the top of the head and put into the cap, and the edges of the cap should fit close to the sides of ears.
e. Protective equipment needs to be replaced immediately when exposed to passenger's bloods, vomit and other potentially contagious body fluid.
f. Reusable goggles shall not touch faces when taking off PPE.
g. Hands shall not touch faces when taking off PPE.
h. The used disposable protective equipment will be disposed into dedicated waste bags or bins for safe proposal.
i. Manual search of persons and baggage will be minimized and used of security equipment in screening will be maximized as far as practicable.

i) For Arrival area:

1. Sequential disembarkation from the aircraft will be arranged for physical distancing.

2. The temperature scanning of each passenger/ crew member/ staff will be taken mandatorily with calibrated non-contact thermometers. Anyone foundwith measured temperature of 38°C (100.4°F) or higher would be isolated and sent to the dedicated hospital decided by the government.

3. All the ground personnel should perform their duty with proper protective gear.

4. Passenger pick-up points for vehicles will be provided to avoid crowding.

5. Passenger locater card will be collected by concerned air operator and will be handed to health desk at arrival airport (if available).

6. A clear transparent glass shield or any other suitable means should be kept as a barrier between passenger and staff/ other stake holders.

7. Physical distance will be ensured in ramps, ladders, escalators, staircases and lift where possible. Hand sanitizers will be available in baggage claim area.

8. Physical distance marking will be provided at baggage claim area to avoid crowding.

9. Restroom will be regularly cleaned and sanitized. A dedicated attendant will be deployed to ensure that it is properly sanitized and maintained.

10. Sequential baggage claim shall be put into practice where baggage claim is made manually. Physical distance will be maintained during baggage claim area.

11. Encourage minimum use of baggage trolley. The use of trolley will be disinfected on regular basis.

12. Passengers after arrival at the destination airports should obey the national health protocols as prescribed by the destination.

APPENDIX -1- PASSENGER COVID-19 STATUS CARD

PASSENGER COVID-19 STATUS CARD
(यात्रु कोभिड-१९ स्थिति कार्ड)

Purpose of this card(कार्डको उद्धेश्य) :

To get self-declaration regarding possible COVID-19 infection in passenger.
(सम्बन्धित यात्रुलाई कोभिड-१९ संक्रमण भए ∕ नभएको बारे स्व-घोषणा गराउने ।)

Notwithstanding completion of this card, passenger will be subjected to additional screening as part of a multi-layer prevention approach e.g. when recorded temperature is equal or higher than 38°C. (यो कार्ड भरे पछि पनि यात्रुले थप चेक जाँच गर्न आवश्यक हुनेछ ।)

1.During the past 14 days, have you had close contact (face-to-face contact within 1 meter and for more than 15 minutes or direct physical contact) with some who had symptoms suggestive of COVID-19?(गएको १४ दिनमा तपाई कोरोना संक्रमण पुष्टि भएको व्यक्तिसंग निकट सम्पर्कमा रहनु भएको थियो ?)

Yes(छ) ☐   No(छैन) ☐

2. Have you had any of the following symptoms during the past 14 days?
(के तपाईलाई गएको १४ दिनमा तलका मध्ये कुनै पनि लक्षणहरु देखिएको थियो ?)

Fever (ज्वरो)	Yes(छ) ☐	No(छैन) ☐
Coughing (खोकी)	Yes(छ) ☐	No(छैन) ☐
Breathing difficulties	Yes (छ) ☐	No(छैन) ☐
(श्वास प्रश्वासमा समस्या)		

3. Have you had a positive PCR or RDT COVID-19 test ?
(के तपाईको **PCR** वा **RDT COVID-19** कुनै परीक्षणमा संक्रमण पुष्टि भएको छ?)

Yes (छ) ☐   No(छैन) ☐

Please attach report if avialable
कृपया रिपोर्ट भए संलग्न गरिदिनु होला ।

Details of Passenger (यात्रुको विवरण) :

Name (नाम) :

Nationality OR Passport No.:

(राष्ट्रियता ∕ पासपोर्ट नं.)

Signature(दस्तखत) :

Date(मिति) :

Note: any false declaration will lead to legal action

(नोटः झुट्टा विवरण पाइएमा कानुनी कारवाही हुनेछ)

APPENDIX-2 CREW COVID-19 STATUS CARD

CREW COVID-19 STATUS CARD
Purpose of this card : Information to be recorded by crew prior to departure to confirm their COVID-19 health status and to facilitate processing by concerned Authorities. Notwithstanding completion of this card, a crew member might still be subjected to additional screening by Health Authorities as part of a multi-layer prevention approach e.g. when recorded temperature is 38˚C or greater.
1.During the past 14 days, have you had close contact (face-to-face contact within 1 meter and for more than 15 minutes or direct physical contact) with some who had symptoms suggestive of COVID-19? Yes ☐　　　　No ☐
2. Have you had any of the following symptoms during the past 14 days? Fever　　　　　　　Yes ☐　　　　No ☐ Coughing　　　　　Yes ☐　　　　No ☐ Breathing difficulties　Yes ☐　　　　No ☐
3. Temperature at duty start : Temperature not recorded due to individual not feeling/ appearing feverish ☐ Temperature in degrees ˚C ☐ /˚F ☐ : .... Date: ....Time: .... Recording method: Forehead ☐ Ear ☐ Other ☐
4. Have you had a positive PCR Covid-19 test during the past 14 days? Yes ☐　　　No ☐ Attach report if available
Crew member Identification: Name : Airline/ aircraft operator : Nationality OR Passport No.: Signature: Date:

APPENDIX-3 - PASSENGER LOCATOR CARD (DOMESTIC FLIGHT)

Name (नाम)	
Date of travel (यात्रा मिति)	
Airlines (एयरलाइन्स)	
Flight number (फ्लाईट नं.)	
Seat number (सिट नं.)	
From (Origin) (बाट)	
To (Destination)	
Permanent address (स्थायी ठेगाना) **Ward No.** (वार्ड नं.) **Rural Municipality/** **Municipality**(गाउँ पालिका ⁄ नगरपालिका ⁄ महानगरपालिका) **District** (जिल्ला)	
Current address (अस्थायी ठेगाना)	
Contact Telephone (टेलिफोन नं.) **Landline/Mobile** (सेट ⁄ मोबाइल)	
Near to kin telephone (नजिकको नातेदारको टेलिफोन नं.) **Landline/Mobile**	
<center>**Additional information for foreigners**</center>	
Nationality	
Passport Number	
Hotel address	

APPENDIX-4 - AIRCRAFT COVID-19 DISINFECTION CONTROL SHEET

Aircraft Registration : ....

Date (dd/mm/yy)	Time (24hr-UTC)	Airport (ICAO code)	Remarks	Disinfector name
Aircraft areas treated		**Disinfectant material**	Comments	Disinfector Signature
Flight deck ☐ Passenger cabin ☐ Cargo compartment(s) ☐ Other :.................................				

APPENDIX-5 - AIRPORT COVID-19 CLEANING / DISINFECTION CONTROL SHEET

Airport Area : ....

Date (dd/mm/yy)	Time (24hr-UTC)	Area	Cleaning/ Disinfectant Product	Disinfector's name
		Floor □ Seats □ Counter □ Screening equipment □ Conveyor belts □ Hand railings □ Elevators □ Baggage Trolley □ Washroom □ Information Desk □ Boarding Area □ Stanchions / queues□ Self-service kiosks □ Sanitization stations □ Other □	**Remarks**	