



# भारतीय विमानपत्तन प्राधिकरण

## AIRPORTS AUTHORITY OF INDIA

### DIRECTORATE OF OPERATIONS



#### SOP/ GUIDELINES FOR RECOMMENCEMENT OF OPERATIONS AT AAI AIRPORTS POST COVID19 LOCKDOWN

- 1.1. Govt. of India ordered Nation-wide complete lockdown for 21 days from 24<sup>th</sup> March, 2020 i.e. till 14<sup>th</sup> April, 2020 and further extended the same till 3<sup>rd</sup> May 2020 to mitigate the threat of COVID-19 infection. Accordingly, all Domestic and International flight movements to/from India have been cancelled during the period, except cargo and special flights approved by DGCA.
- 1.2. Immediately after the lockdown is lifted, or as per government directives in this direction, the scheduled flight operations will commence. Hence, all Airports are required to be in preparedness to handle the flight operations.
- 1.3 In this regard, following actions shall be taken by Airport Directors for smooth restoration of operations at AAI airports.

## 2 TERMINAL OPERATIONS

- 2.1 Once the lockdown period is declared to be over, Airports shall be facilitating limited domestic/ International scheduled flights in phases, to start with, may be at 30% capacity to facilitate required social distancing. The operations to its original level is likely to be scaled up in gradual manner.
- 2.2 Based on the social distancing norms, airports will work out the Terminal Building capacity and forward it to CHQ so that slot allocation for the planned scheduled flights post COVID 19 lock down by airline operators can be done accordingly.
- 2.3 The watch hours will continue to be limited initially and Airlines should try to operate within the watch hours. However, the watch hours will be restored to original pre-COVID timings gradually once normalcy is restored.
- 2.4 At Airports with more than one Terminal, initially only one terminal shall be used and larger terminal can be scaled down to reduce cleaning area considering limited availability of material resources.
- 2.5 Initially it is presumed that Airline operations will be limited to Tier-I cities i.e. Metros and some of the state capitals & major Tier-II cities. The Flights schedule

may be cleared on City Pair basis, so the origin and Destination Airports are open fully from Lock down situation.

- 2.6 Airlines are required to file their schedule with DGCA and simultaneously apply for slots at CHQ for approval well in advance to operate within the limited watch hours to be made available at Airports, as initially the Summer2020 schedule cannot be fully implemented. The slots will be provided for ensuring staggered operation based on capacity restriction of Terminal buildings to facilitate required social distancing. Recommencement of International Flights should be also done in a similar coordinated manner.
- 2.7 Coordination needs to be done with the respective State Govts and local administration to ensure availability of proper Public transport and private taxies for providing vital connectivity to the Airport for passengers as well as Airport/ Airline staff. Also, coordinate with the respective local administration to ensure that Petrol & Diesel is adequately available for sustaining operations at Airport.
- 2.8 Limited F&B and retail outlets to be made available to the passengers till operations of Airlines gradually increase. Initially they should serve tea/coffee etc. with take away snacks in boxes. As part of this limited Restaurant facilities to be permitted inside Security Hold area, as take away facilities and gradually as sit out facilities with social distancing norms. At Bar cum Restaurant facilities, the alcoholic beverages should not be permitted unless it is permitted by the local Administration of associated City/State.
- 2.9 Spa Centres & Massage Chair facilities etc., should be suspended as a safety measure due to requirement of social distancing precautions.
- 2.10 Airport Directors shall ensure that passenger facilities are provided in Terminal Building and City side in the following manner so that social distancing measures are implemented as per directives of Ministry of Health & Family Welfare:
  - a) Passenger seating arrangement shall be done in such a manner so as to maintain social distancing (1- 1.5 m) among passengers using the chairs.
  - b) Sufficient staff shall be deployed near washrooms, X-Ray machines, Conveyor belts etc. to guide passengers to maintain sufficient distance.
  - c) Alternate Check- In counters may be used to avoid congestion near counters. Queue at counters shall be managed by Airlines staff to manage sufficient distance among passengers. Also, Check-In counters may be opened well in advance to stagger the crowd.
  - d) Coordinate with Airlines so that passengers to reach airport well in advance and queue at entry points, frisking booths, boarding gates shall be managed in proper manner to ensure sufficient distance among passengers and staff.

- e) Social distancing (1-1.5 meter) markings/stickers shall be provided at appropriate places for passengers as well as airport staff.
- f) Assign designated parking stands and baggage reclaim belts/carousels for flights arriving from areas with active community transmission & declared Hot Spots for COVID19. Where multiple baggage carousels are available, alternate Carousels can be planned for arriving passengers to maintain social distancing while collecting the bags.
- g) Set up designated area for health declaration. Make adequate Health Declaration Forms available.
- i) Health information in the form of posters, videos, leaflets and public announcement at the airport and in flight and Proper signage shall be made available at appropriate places in the terminal building for the guidance of passengers. Also, Central and State Call centre numbers along with do's and don'ts as issued by Ministry of Health & Family Welfare shall be displayed at all prominent locations.
- j) Kerb Area/ City side traffic / Car parking area should be strictly monitored in coordination with traffic police/ DGR Staff to prevent congestion and to maintain social distancing.
- k) Sufficient stock of sanitizers/ disinfectant materials should be ensured and schedule with frequency chart of sanitization/ disinfectant should also be prepared and implemented. Seating Zones be created in the security hold so that alternating use of seating for departing passengers can be created to provide for frequent zone wise cleaning & sanitation of used seats.

2.11 Duty roster of AAI officials and casual staff as per requirement shall be prepared and monitored to ensure smooth operations.

2.12 Restrict access to critical Operational Control Centres such as AOCC, SOCC ATC Tower & ANS units etc., strictly for authorised personnel as per requirement.

2.13 Disinfect all the units and areas after each shift change.

### **3 SCREENING OF PASSENGERS:**

- 3.1. To check the health & screening of the passengers both departing and arriving, sufficient number of doctors and paramedics shall be deployed by state govt. or APHO.
- 3.2 Sufficient number of health declaration forms shall be made available for all the departing and arriving passengers at the departure and arrival gates in coordination with the Airlines along with facilities such as writing desks with writing instruments. Arrangements should be made for inflight announcements and distribution of health declaration forms on board the aircraft to avoid delay due to filling up on arrival.

- 3.3. A dedicated triage Area/ Isolation area needs to be setup with primary medical facility at both arriving and departing terminal for confirmed or suspected COVID-19 patients. Dedicated medicated staff should also be there to provide basic health care as per guide lines of state govt. or APHO.
- 3.4 Set up de-gowning area for medical personnel to divest and dispose Personal Protective Equipment.
- 3.5 The Airport staff working at the airport should be provided with all essential protective equipment when handling passengers and otherwise, based on the risk category as per attached Circular of Ministry of Health & Family Welfare.
- 3.6 Contact list and response protocol in case of observation of COVID-19 to be established and communicated to all stakeholders to follow.

#### **4. GUIDELINES RELATED TO SANITISATION AND CLEANLINESS**

- 4.1. Cleanliness & sanitisation of every nook and corner of entire Terminal Building and public areas shall be ensured including washrooms, chairs, counters, trolleys, security trays, X-Ray machines, railings, doors etc on regular basis.
- 4.2. Quality of Water provided for Drinking shall be maintained by periodic testing of water samples.
- 4.3. Safe and Proper disposal of all categories of waste generated at the terminal building shall be ensured to limit spread of infection if any. Also, proper disposal facilities of biohazard material through a specialized agency to be ensured.
- 4.4. Cleaning of waste containers such as trash cans shall be strengthened, and regular disinfection shall be performed.
- 4.5 When suspected or confirmed cases or passengers with suspicious symptoms are found in airports, entire terminal disinfection should be performed by professionals, using duly approved disinfecting device.
- 4.6. Adequate pest control measures shall be undertaken for the terminal building & Operational area.
- 4.7. Proper ventilation shall be ensured at various places of Airport wherever it is possible.

#### **5 GUIDELINES RELATED TO HEALTH & SAFETY OF PASSENGERS & PERSONNEL**

- 5.1. All personnel working in Terminal Building are required to maintain social distance on-duty as well as off-duty.



- 5.2. Visitor passes for Arrival and Departure terminals along with family and greeters outside the terminal building shall be restricted.
- 5.3. Airport facilities, e.g. smoking rooms, kids play areas and praying rooms shall be restricted to limited number of people to minimize gathering.
- 5.4. Social distancing (1-1.5 meter) markings shall be provided at various places at the Airport including departing, arriving gates, in queue at various location, in lounges, public places etc for passengers as well as airport staff.
- 5.5. Health information in the form of posters, videos, leaflets and public announcement at the airport and in flight and Proper signage shall be made available at appropriate/strategic points in the terminal building for the guidance of passengers. Also, do's and don'ts as issued by Ministry of Health & Family Welfare shall be displayed at prominent places.
- 5.6. Hand-sanitizing stations and/or hand wash facility shall be installed inside the terminals, control centres, check-in counters, catering-kitchen, and entrances to office buildings and at other installations for the use of staff and passengers.
- 5.7. Employees showing symptoms such as high fever, difficulty in breathing and cough may not be taken on duty & allowed entry into airport/office. Such cases should be reported to appropriate health Authorities.

## **6 AIRSIDE OPERATIONS**

In order to fulfil the responsibility of the Airport Operator at AAI airports the following guidelines are required to be followed on the airside:

- 6.1 Airport Director must issue advisory to all the agencies that they should brief their staff to follow the social distancing measures and wear protective gear to avoid any infection while handling aircraft operations.
- 6.2 Restrict access to critical operational control centres to persons who are strictly required and issue the guideline to their airport staff to minimize public interaction.
- 6.3 Washing hands with soap/hand wash or using alcohol based hand sanitizers is an effective step to prevent coronavirus infection. Therefore, Airports must arrange either movable wash basin with water tank or keep alcohol based hand sanitizers at all the entry points to airside i.e airside gates, cargo complex etc for the use of staff working on airside.
- 6.4 Restrict the gathering of large number of labour/staff at one place on Airside
- 6.5 All the daily maintenance at Airside to be done by using all preventive measures to avoid infection.



6.6 Employees showing symptoms such as high fever, difficulty in breathing and cough may not be allowed entry into airport/office. Such cases should be reported to appropriate health Authorities.

6.7 Assign designated parking stands, conveyor belts, passenger buses, crew vehicles etc. for flights arriving from areas with active community transmission.

## 6.8 INSPECTION OF AIRSIDE

The following checks are required to be carried out by the Airport prior to commencement of the aircraft operation to ensure the facilities are available for the safe aircraft operation:

Check to be carried out on Airside before start of Aircraft Operations	
Area	Check Point
Runway	a) Runway surface condition - Damage to the pavement such as cracking, condition of joint sealing, undulation or unevenness in asphalt surfaces or deterioration of any kind
	b) Runway Pavement contamination -Cleanliness/presence of FOD & Grass in cracked pavement etc.
	c) Runway Markings
	d) Serviceability of Runway Lightings(AGL)
Taxiway	a) Taxiway surface condition - Damage to the pavement such as cracking, condition of joint sealing, undulation or unevenness in asphalt surfaces or deterioration of any kind
	b) Taxiway Pavement contamination -Cleanliness/presence of FOD & Grass etc.
	c) Taxiway Markings
	d) Serviceability of Taxiway Lightings
	e) Serviceability of Guidance Signage's (mandatory and informative)
Apron	a) Apron surface condition - Damage to the pavement such as cracking, condition of joint sealing, undulation or unevenness in asphalt surfaces or deterioration of any kind
	b) Apron Pavement contamination -Cleanliness/presence of FOD & Grass etc.
	c) Apron Markings
	d) Serviceability of Apron Flood Lights
	e) Serviceability of Aero Bridges (if available)
	f) Serviceability of Apron Guidance Signs, parking stand guidance signs etc.
	g) Serviceability of VDGS
Others	a) Serviceability of Approach Lights, PAPI
	b) Serviceability of NAV-AIDS
	c) Serviceability of Operation's Vehicles (Fire & Airside Management)



d) Availability of adequate resources and manpower for maintaining fire category
e) Grass / bushes in the runway and taxiway strip
f) Serviceability of Obstacle lights
g) Availability of Ground Handling services
h) Availability of Fuelling services
i) Presence of Bird/ Wild life & availability of mitigation systems
j) Perimeter wall/fence is fully secured and repaired if required

6.9 Airports to facilitate test flying and inspections of Aircraft by regulators for certifying airworthiness

6.10 Refresher training & evaluation especially for Ground personnel involved in critical handling of aircraft.

#### **6.11 FIRE STATIONS**

- a) Social distancing as per norms shall be maintained in the Crew Room.
- b) All crew members on duty shall compulsorily wear face masks & gloves
- c) Sitting arrangement shall be made in open if crew room is not having sufficient space for social distancing.
- d) Use of Air Conditioning to be avoided in office and crew room.
- e) Fire Station in-charge shall follow routine activity chart with social distancing as per norms.
- f) ACFTs, Ambulances and other equipment's to be properly maintained and disinfected at the beginning of each shift.
- g) Other guidelines to monitor temperature, sanitation, disinfection etc. at work place issued from time to time shall be followed.

7. **Above are broad guidelines. However, a station level SOP has to be developed by Airport Directors based on local conditions/infrastructure and tested through a table top exercise with all stakeholders for smooth commencement & sustenance of operations post lockdown. Further, ACI has issued Common Measures Implemented at Airports in Asia-Pacific to Prevent the Spread of COVID-19 and is attached as a reference material.**

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