



Common Measures Implemented at Airports in Asia-Pacific to Prevent the Spread of COVID-19

**ACI Asia-Pacific
Task Force COVID-19
Version 1 – March 2020**



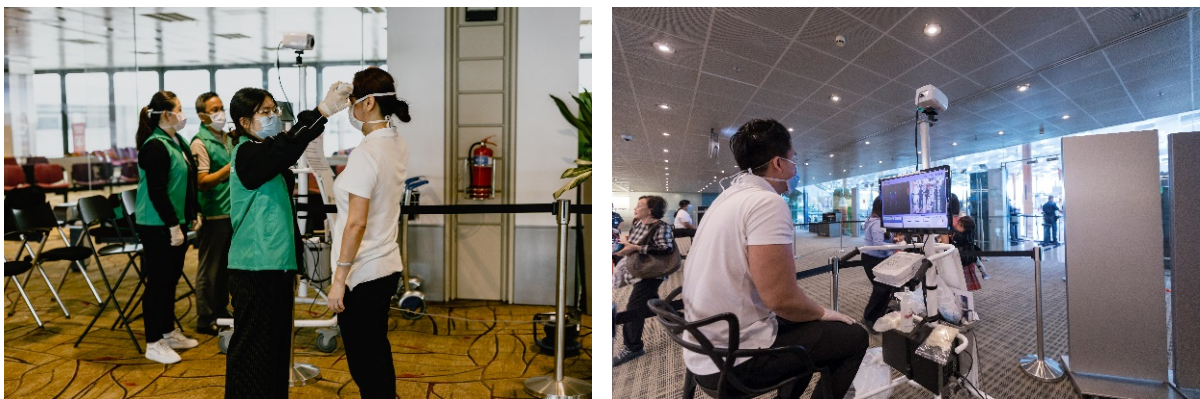
Developed by the *ACI Asia-Pacific Task Force COVID-19*
(Version 1 – March 2020)

A. Health Screening

- **Conduct temperature screening** for arriving and/or departing passengers, airport visitors and staff (see figures 1-5);
- **Request health declaration** from arriving passengers;
- **Provide standby healthcare officers at arrival gates** in case of need for arriving passengers;



Figures 1-3: Three-level temperature check point at terminal entry, departure hall and boarding gates (courtesy of Incheon Airport)



Figures 4-5: Temperature check for departing and arriving passengers (courtesy of Changi Airport)

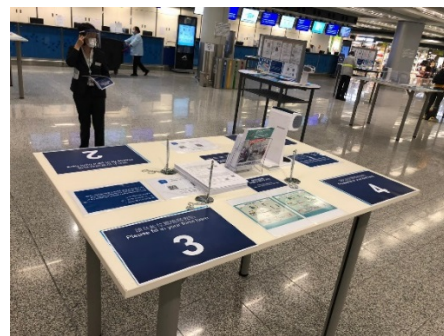
B. Operational Measures

- **Set up dedicated triage areas** for suspected cases who require further checks or medical assistance (see figures 6-7);
- **Set up designated area for health declaration** for flights arriving from areas with active community transmission (see figures 8-9);
- **Set up de-gowning area** for medical personnel to divest and dispose Personal Protective Equipment (see figures 10-12);
- **Assign designated parking stands and baggage reclaim belts** for flights arriving from areas with active community transmission (see figures 13-14);
- **Assign designated entry for passenger buses and crew buses** for flights arriving from areas with active community transmission;
- **Provide basic comfort amenities for passengers** being held for health checks, e.g. blankets, biscuits, and warm water;

- **Restrict access to critical operational control centers** for persons who are strictly needed;
- **Suspend fingerprint access control** for airport staff and replace it with alternative methods;



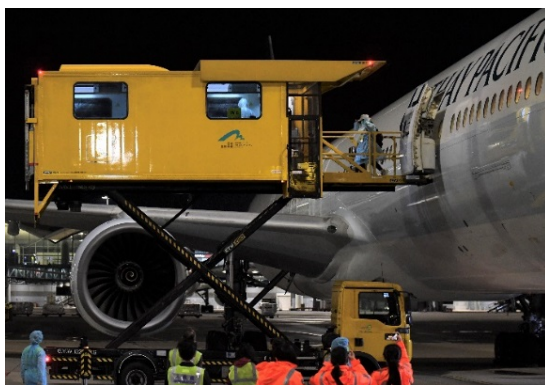
Figures 6-7: Open space triage area for arrivals from areas with active community transmission (Courtesy of Incheon Airport)



Figures 8-9: Submission of health declaration by arriving passengers to port health authority (Courtesy of Hong Kong Airport)



Figures 10-12: De-gowning areas in the terminal for medical personnel (Courtesy of Hong Kong Airport)



Figures 13-14: Disembarkation of passengers arriving from areas with active community transmission (Courtesy of Hong Kong Airport)

C. Hygienic Measures

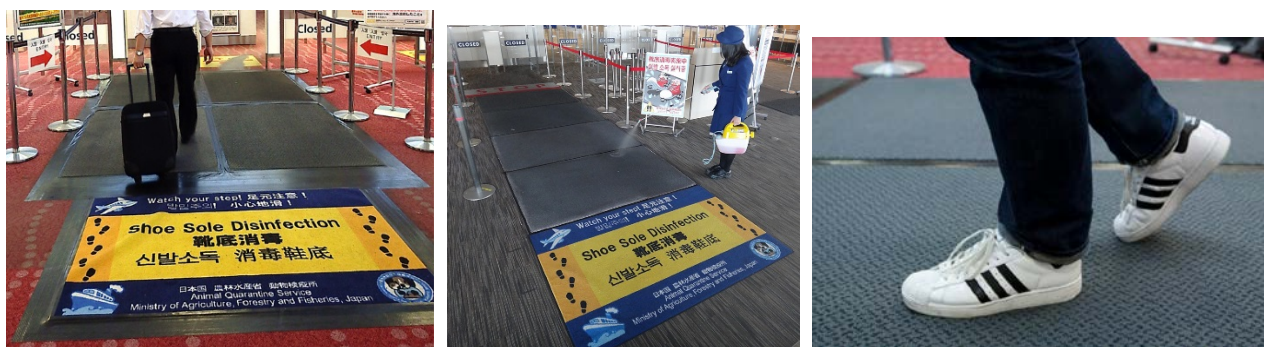
- **Increase frequency of cleaning and disinfection** at all public areas within the terminals, especially the high contact areas, e.g. operation centers, toilets, carpets, self-check-in kiosks, baggage trolleys, lifts, handrails (see figures 15-17);
- **Increase frequency of waste disposal** to avoid accumulation of used masks in garbage containers;
- **Strengthen air ventilation** inside the terminals and cleaning of air-condition systems;
- **Install more hand-sanitizing stations** inside the terminals, control centers and entrances to office buildings (see figures 18-19);
- **Put disinfectant carpet** in areas where most passengers pass through, e.g. immigration counters and moving walkway (see figures 20-22);
- **Provide Personal Protective Equipment** to airport frontline staff, e.g. mask, gloves and protective eyewear;
- **Request all staff (frontline and kitchen) of restaurants** to wear face masks at work;
- **Disinfect passenger and crew buses after use** and reduce the number of vehicles used;
- **Sanitize changing rooms** immediately after each change of shift;



Figures 15-17: Increased frequency of cleaning for high contact areas (Courtesy of Changi Airport)



Figures 18-19: Additional hand-sanitizing stations at baggage reclaim areas (Courtesy of Hong Kong Airport)



Figures 20-22: Disinfectant carpet for shoe sole disinfection (Courtesy of Ministry of Agriculture, Forestry and Fisheries of Japan)

D. Social Distancing Measures

- **Maintain adequate spacing**, i.e. 1.5 meters, between passengers at queueing (see figures 23-25);
- **Rearrange or remove seating** at waiting areas, departure gates, or food courts to maintain distance between people (see figures 26-28);
- **Suspend dine-in services** at airport restaurants and bars;
- **Restrict access of farewellers and greeters** into the terminal building and offer in return extended free carparking to make it easier for people wanting to pick up or drop off their friends and family;
- **Close airport facilities**, e.g. smoking rooms, kids play areas and praying rooms, to minimize gathering of people;



Figures 23-25: Social distancing signages for passengers (courtesy of airport of Sydney-left, Hong Kong-middle and Manila-right)



Figures 26-28: Rearranged seating, queuing and standing (in lift) arrangement (courtesy of Malaysia Airports)

E. Security Screening Measures¹

- **Operate security lanes that are not adjacent to each other** to provide additional separation between passenger awaiting processing, if traffic permits (see figure 29);
- **Encourage security screening staff to wear gloves** and provide hand sanitizers for them;
- **Increase frequency of cleaning and disinfection** of frequently touched surfaces and security screening equipment, e.g. x-ray machine console, baggage trays, divestment and repack areas (see figure 30);
- **Minimize the use of hand search for security screening** by using alternative screening methods and reminding passengers on proper divestment before proceeding for screening;

¹ For details of security screening measures, please refer to [Security Screening Best Practices During COVID-19](#)

- **Avoid face-to-face with passengers or other persons being screened** if there is a need for security screeners to conduct hand search;
- **Exempt alcohol-based hand disinfectants from LAGS² screening** if regulations permit and visual check is conducted;
- **Apply one swab per person for ETD³ screening** and discontinue the reuse of swabs;



Figures 29-30: Queueing arrangement and disinfection at security checkpoint (courtesy of airport of Bali-left and Bangalore-right)

F. HR Measures

- **Check staff travel history** and enforce self-quarantine if deemed necessary (see figure 31);
- **Set up alternate teams of employees** (e.g. Team A & Team B) who can be deployed at different work schedules and they should be physically segregated to minimize infection between teams;
- **Implement Work from Home Policy** for non-operational staff or staff residing with person(s) who has/have already been put under compulsory home quarantine to minimize risk of cross-infection (see figure 32);
- **Conduct temperature check** for on-duty staff;
- **Allow flexible working hours** to avoid using public transport during peak hours;
- **Minimize face-to-face meetings** and shorten meeting duration;
- **Conduct daily briefings at open areas** or replace it by emails or video conferences;
- **Provide meals at the airport for staff** to reduce trips to the outside and avoid contamination;
- **Suspend all business travel** to overseas countries;

Employee Declaration Form

As a part of precautionary measures to ensure the health and wellbeing of Bahrain Airport Company employees, HR requires all BAC employees to complete the below travel declaration on based on:

- Section 1 - the cessation of traveling
- Section 2 - previously travelled from February 2020 - onwards
- Section 3 - medical condition declaration

Employee Name	Staff No.	
CPR No.	Mobile No.	
Division	Dept.	Section

SECTION 1 - THE TRAVEL DECLARATION

1. Are you or have any of your family members who live in the same house as you planning to travel in the coming month?
 Yes No

Name of the country: _____
 Period of travel: From _____ to _____
 Flight Number: _____

2. What are the reasons for the travel?
 Education Sports Leisure Health Other _____
 If Other, please state _____

3. Do you currently have the following symptoms? (Please tick the relevant boxes)
 Fever Dry cough Body aches Headaches Sore throat
 Runny nose Swollenness Shortness of breath Others _____
 confirm that I do not fall under any symptoms

4. Have you visited any medical clinic or hospital in the last 14 days?
 YES NO

5. Have you been in contact with someone who has travelled to an infected country?
 YES NO

Work from Home Notice

Date: 19 March 2020
 Ref: HR/378/02/20

To: All Employees

Subject: Work from Home

Dear BAC Family,

As a precautionary measure to ensure the health, safety, and wellbeing of BAC employees, and reduce the mobility and physical interaction as much as possible. We have arranged with the Head of Departments for certain support functions to work remotely from home effective Sunday 22nd March 2020. All included employees will be directed by their Head of Departments to work from home.

Please note that this period will be paid time not deducted from the employee's leave entitlements. Therefore, during this period and until further notice employees will be required to work the normal working hours from home and ensure that they have all the needed resources to do so.

Kindly refer to the below instructions, and to the attached guideline for working remotely.

- Perform daily agreed tasks pre-determined by line manager.
- Provide a daily progress report to line manager.
- Adhere to BAC working hours.

أعضاء عائلة مطار البحرين،
 لتأمين سلامة شخصية وبخاصة موظفينا، والحد من التفاعل والتداخل بين الموظفين، وبموجب توجيهات إدارة الشركة، فقد قررنا البدء في تطبيق العمل عن بعد لبعض الإدارات الداعمة اعتباراً من يوم الأحد 22 مارس 2020 وحتى إشعار آخر. وقد تم التنسيق مع رؤساء تلك الإدارات لتفويض المهام وتوجيه مستخدمو وإدارة بالمراسلة مع الموظفين المستهدفين لإبلاغهم بهذا القرار.

من ملاحظة أن هذه الفترة من العمل من المنزل لفترة عمل مدفوعة الأجر ولا تخسر من مستحقاتك استراحة الشركة، وعليه فإن جميع الموظفين من الإدارات الداعمة هذه الفترة سيطلب منهم العمل أثناء ساعات العمل الاعتيادية وسيتم توفير جميع الموارد اللازمة للعمل اليومي.

الرجاء اتباع الإرشادات المرفقة والتعليمات التفصيلية للعمل عن بعد.

- القيام بالواجبات المطلوبة حسب ما يتم الاتفاق عليه مع المدير المباشر.
- تقديم تقرير عن العمل اليومي المدير المباشر.
- التقيد بوقت العمل.

المستشار: hr@bahrainair.com
 هاتف: 33333333

Figures 31-32: Employee health declaration form and work from home notice (courtesy of Bahrain Airport)

² liquids, aerosols and gels
³ Explosive Trace Detection

G. Communication

- **Ensure effective communication channels** with government department and disseminate information to external stakeholders in transparent and timely manner;
- **Distribute health information in the form of posters, videos, leaflets and public announcement** on virus symptoms, preventive measures and health center contacts for arriving passengers (see figures 33-36);



Figures 33-34: General awareness signage for passengers (courtesy of airport of Bangkok-left and Sydney-right)



Figures 35-36: Awareness signage on display for passengers (courtesy of airport of Sydney-left, Narita-middle and Perth-right)

H. Emergency Responses

- **Set up special task force** or contingency working group with relevant stakeholders to coordinate implementation of measures and to provide regular updates for staff and contractors;
- **Develop contingency plan and procedures** with relevant stakeholders to ensure that the level of response is commensurate with the risk posed;
- **Assign a dedicated person or team to be the focal point of contact with the local health authority** to ensure efficient and effective coordination.



Airports Council International Asia-Pacific Region
Unit 13, 2/F, Airport World Trade Centre,
1 Sky Plaza Road, Hong Kong International Airport,
Hong Kong

info@aci-asiapac.aero

www.aci-asiapac.aero

