International Business Aviation Council

IBAC
IS-BAH™
International Standard for
Business Aircraft Handling
NATA

Toward COVID-19 Secure

- Always refer to applicable COVID-19 regulations and guidance from your local or national authorities.

- Encourage sick employees to report symptoms, stay home, and follow appropriate guidance.

- Employees identified as having had close contact with a positive COVID-19 case must be relieved from the duty roster for 14 days from the date of exposure and follow the local public health authorities' instructions.

FIVE STEPS TO A SAFER WORK ENVIRONMENT

1. Carry out a COVID-19 Risk Assessment and share the results with employees.

Update your risk assessment and take appropriate measures by using your SMS and its management of change processes. Carry out any necessary adaptations to the layout of the workplace and the organization of work that will reduce the risk of COVID-19 transmission. Share the results of your risk assessment with your teams.

It is important that staff are consulted in good time about planned changes and how temporary processes will work in practice. Engaging with staff in assessing risks and developing responses is an important part of best practice.

Consider also how to ensure that temporary workers and outsourced services have access to the same information as direct employees.

Pay special attention to staff who are at high risk and be prepared to protect the most vulnerable. Also consider those staff with close family members who may be at high risk.

Designate distance protocol - Recognize this will not always be possible. The key is not be too close to people for more than a short amount of time, as much as possible. Maintain physical distancing both inside and outside the premises, where possible. Place an impervious barrier between workers, especially if they are not able to keep a two-meter distance from each other. Barriers can be purpose-made or improvised using items such as partitions, mobile drawers, or storage units. Things that are not solid or that have gaps, like pot plants or trolleys, or that create a new risk, such as from tripping or falling objects should be avoided.

Where the social distancing guidelines cannot be followed in full, in relation to a particular activity, organizations should consider whether that activity needs to continue for the business to operate, and if so, take all the mitigating actions possible to reduce the risk of transmission between their staff.

Review layouts and processes to allow people to work further apart from each other.

- Use floor tape or paint to mark areas to help workers keep to a 2 meter distance.

- Manage occupancy levels to enable social distancing.

- Avoid use of hot desks and spaces and, where not possible, clean workstations between different occupants, including shared equipment.

- Work collaboratively with landlords and other tenants in multi-tenant sites/facilities to ensure consistency across common areas, for example, reception areas and staircases.

- Stagger break times to reduce pressure on break rooms or canteens.

- Use safe outside areas for breaks. Create additional space by using other parts of the workplace or building that have been freed up by remote working.

- Install screens to protect staff in receptions or similar areas.

- Encourage workers to bring their own food.

- Reconfigure seating and tables to maintain spacing and reduce face-to-face interactions.

- Encourage staff to remain on-site and, when not possible, maintaining social distancing while off-site.

- Regulate the use of locker rooms, changing areas and other facility areas to reduce concurrent usage.

- Encourage storage of personal items and clothing in personal storage spaces, for example, lockers and during shifts.

Access on-board the aircraft by authorized personnel such as ground/technical personnel must only be allowed if physical distancing measures are adopted. If it is not practically possible to achieve this, such personnel should use face coverings to reduce the risk of potential exposure to the crew.

2. Have a cleaning, handwashing and hygiene procedure in place, and in line with local guidance, prominently displayed.

Keep hands, face and surroundings as clean as possible - Use signs and posters to build awareness of good handwashing technique, the need to increase handwashing frequency, avoid touching your face and to cough or sneeze into a tissue which is binned safely, or into your arm if a tissue is not available. Supply soap and water or appropriate hand sanitizer at convenient places and advise workers to wash their hands frequently.

- Provide regular reminders and signage to maintain personal hygiene standards.

- Clean your premises frequently, especially counters, door handles, tools and other surfaces that people touch often and provide good ventilation if possible.

- Advise drivers on good hygiene in vehicles and provide them with appropriate sanitizing gel and wipes. Put in place measures to ensure cleanliness of high common use touch points on GSE.

- **Wash clothes regularly** - There is some evidence that the virus can stay on fabrics for a few days, although usually it is shorter, so wash your clothes regularly. If you need to change your clothes, avoid crowding into a changing room.

- **Keep indoor places well ventilated** - Evidence suggests that the virus is less likely to be passed on in well-ventilated buildings and outdoors. Use external extractor fans to keep spaces well ventilated and make sure that ventilation systems are set to maximize the fresh air flow rate. Heating and cooling systems can be used at their normal temperature settings

Frequent cleaning is therefore particularly important for communal surfaces like door handles or lift buttons and communal areas like bathrooms, kitchens. However, avoid excessive workload on cleaning staff by taking appropriate measures, such as assigning additional staff to the tasks and asking workers to leave their workspace tidy. Provide staff with tissues and waste bins lined with a plastic bag so that they can be emptied without contacting the contents.

3. Take all reasonable steps to help people work from home.

Reduce the number of interactions within a work setting, where you can. Ensure that only those who are essential to the job are present at the workplace and minimize the presence of third parties. Lower the risks of transmission in the workplace by reducing the number of people you come into contact with regularly.

- Consider staggering shifts / working hours to match staff with the same team each time and splitting people into smaller, contained teams.

- Where practical consider expanding bicycle storage facilities, changing facilities and car parking to help.

Cope with a high rate of absence. The absence of even a small number of staff members, even if only temporary, may cause a strain on continuing activities. While the available staff should be flexible, it is important that they do not find themselves in a situation that will endanger their health or safety. Plan for the minimum number of people needed on site to operate safely and effectively. Keep any additional workload as low as possible and ensure that it does not last too long. Line managers have an important role in monitoring the situation and ensuring that individuals are not overburdened.

- Respect the rules and agreements on working hours and rest periods and allow the staff the right to disconnect when off work.

- When adapting work to cope with a reduced workforce, consider whether staff need additional training and support, and make sure that all staff are competent to carry out the task they are required to perform.

- Cross-train staff, where possible, to perform essential functions so the workplace can operate even if key workers are absent.

- If relying on interim staff, it is important to inform them about workplace risks and provide them with any necessary training.

4. Take all reasonable steps to maintain a 2m distance in the workplace.

Avoid crowds - Lower the risks of transmission by reducing the number of people that your staff come in close contact with. Take reasonable steps to avoid people gathering together, for example by allowing the use of more entrances and exits and staggering entry and exit, where possible.

- Provide facility guidance on social distancing and hygiene protocol to visitors prior to or upon arrival.

- Limit visitor access times to a specific time window and restrict access to required visitors only.

- Encourage drivers to stay in their vehicles where this does not compromise their safety and existing safe working practice.

- Determine if schedules for essential services and outsourced services visits can be revised to reduce interaction and overlap between people.

- Maintain a record of all visitors, in case of contract tracing is needed.

- Revise visitor arrangements to ensure social distancing and hygiene, for example, where someone physically signs in with the same pen or the use of common tablets in receptions.

- Visitors must be allowed to use facilities such as bathrooms and lounges, albeit with the appropriate precautions (such as allowing only one user at a time and regular cleaning). Place a sign on the main door indicating when one of the bathrooms are in use to ensure that only one person at a time enters. Organize shifts to take account of cleaning and sanitation tasks.

- **Avoid being face to face**, limit, physical interaction with and between customers and third parties. You are at higher risk of being directly exposed to respiratory droplets released by someone talking or coughing when you are within 2m of someone and have face-to-face contact with them. You can lower the risk of infection if you stay side-to-side rather than facing people. Use back-to-back or side-to-side interaction (rather than face-to-face) whenever possible.

5. Where people cannot be 2m apart, be practical in managing transmission risk.

Personal Protection Equipment (PPE) - If you have identified a risk of infection despite having applied all feasible safety measures, then provide all necessary PPE. It is important to train workers in correct use of PPE, ensuring that they follow the guidance available on use of facemasks and gloves.

The evidence suggests that wearing a face covering does not protect you, but it may protect others if you are infected but have not developed symptoms. Face coverings should not be used by children under the age of 2 or those who may find it difficult to manage them correctly. It is important to use face coverings properly and wash your hands before putting them on and taking them off.

Communication - It is important that regular briefs and updates are provided to all employees including all operational staff. Use simple, clear messaging to explain guidelines using images and clear language, with consideration of groups for which English may not be their first language. It should include but not be limited to:

- New or amended procedures during the COVID-19

- Organizational and management changes and updates.

- The compliance to COVID policies relating to their health and safety;

- Provide clear guidance on social distancing and hygiene to people on arrival, for example, signage or visual aids and before arrival, for example, by phone, on the website or by email.

- Use visual communications, for example, whiteboards or signage, to explain changes to schedules, breakdowns or materials shortages to reduce the need for face-to-face communications.

- Communicate approaches and operational procedures to suppliers, customers or your business aviation associations to help their adoption and to share experiences.

Personnel airside access/Vehicular airside access - Airside passes in controlled/restricted areas must remain "active".

Ensure Airside Vehicle Passes (AVPs) are valid or that arrangements have been made for extended validities. Where an extension of validity is needed for these passes, the reactivation should be coordinated to prevent a peak demand for permits etc. to avoid any congestion and long wait times at the permit office.

SOURCES:

- CDC - Interim Guidance for Businesses and Employers Responding to Coronavirus Disease 2019 (COVID-19), May 2020 - https://www.cdc.gov/coronavirus/2019-ncov/community/guidance-business-response.html

- EU Guidance - COVID-19: BACK TO THE WORKPLACE - Adapting workplaces and protecting workers - https://osha.europa.eu/en/highlights/covid-19-back-workplace-safe-and-healthy-conditions

- IATA - Guidance for ground handling return to service

- ICAO – EB 2020/30 - Implementing a public health corridor to protect flight crew during the COVID-19 pandemic.

- UK Health & Safety Executive - Staying COVID-19 Secure in 2020 - https://assets.publishing.service.gov.uk/media/5eb97d30d3bf7f5d364bfbb6/staying-covid-19-secure.pdf

- UK Health & Safety Executive - Working safely during COVID-19 in offices - https://assets.publishing.service.gov.uk/media/5eb97e7686650c278d4496ea/working-safely-during-covid-19-offices-contact-centres-110520.pdf