



COVID-19 STANDARD OPERATING PROCEDURES AND GUIDELINES

1. INTRODUCTION

Health and safety are of paramount importance to Regional Air Services Limited (RAS) thus this document serves as a guideline to limit, reduce and prevent the transmission of COVID-19. As such, these guidelines will act as an operational reference for flight crew, ground crew, passengers and booking agents.

2. GENERAL STANDARD OPERATING PROCEDURES

- All passengers, flight crew and ground crew will be required to wear gloves and masks while on board all RAS aircraft and also in the terminal buildings. Disposal bins will be provided outside our office at Arusha Airport for arriving passengers and flight crew.
- Thermal scanners will be used to monitor temperature of all passengers, flight crew and ground staff entering the airport and boarding our aircraft. Physical distance indicators will be placed on the ground in our check in lounge to help travelers maintain the necessary distance during check-in.
- We encourage online check of all passengers 24hours before the flight. In addition, RAS requires passport details to be provided before tickets are issued. For families and large groups with tour leaders, the tour leader or designated person should collect all passports and submit them for check in.
- Pilots are not to make any physical contact with passengers and should refrain from extended and non-essential contact and conversation with passengers.
- All aircraft will go through enhanced cleaning and disinfection processes after each journey back to base with substances containing 62% - 71% ethanol alcohol. Great attention will be given to high contact areas like but not limited to;
 - The door handles and entrance to all aircraft.
 - Seat Belts
 - Corner of seats (used for support on entry) especially for Caravans.
 - Trays and lavatories for DHC-8
 - Arm Rests
 - Luggage bins
 - Control wheels
 - Air passenger service units and air vents.

3. SPECIFIC STANDARD OPERATING PROCEDURES

3.1 STANDARD OPERATING PROCEDURES ON BOARD AND IN THE LOUNGE AREA

- Posters with information about COVID-19 preventive measures will be placed in the check-in area.
- Place disinfectant gel at the check-in counters and on board the aircraft. All staff and customers are to exercise and adhere to sanitization practices before and after entering the check-in lounge and boarding the aircraft.
- Non-essential documents should be removed from all aircraft seat pockets except safety brief cards and other essential documents required for the safety of flights. This will be wiped down every time the aircraft is cleaned.
- There will be no dwelling in boarding staircases. One metre distance is to be maintained between passengers while boarding the aircraft. Ground staff will be required to give clear briefings before boarding. Priority boarding for elders and families with small children will be granted. Social distance is encouraged at all times.
- On board, keep your face mask and gloves on at all times.
- Our check-in lounge will be limited to 12 passengers at any given time.
- For crew and ground staff interacting with passengers, PPE kits will be utilised.

3.2. STANDARD OPERATING PROCEDURES FOR BUSH OPERATIONS

- In the case of passengers who don't have masks or gloves, our crew or ground handling personnel will hand out gloves and masks. However, we recommend that passengers always have their own.
- Our aircrafts will have an emergency response unit contact for passengers or crew in case they fall sick. The company has updated its emergency contact to include the Rapid response Unit for specific hospitals for any COVID suspected issues.
- In the case of any crew member falling sick during a night stop, we will have another pilot fly out from base the next day to continue the flight. Crew or staff who will have flu like symptoms or are feeling unwell will be encouraged to self isolate at home and not come to work. We will also have standby crew at all times for situations that will require change of crew due to illness.

4. CONCLUSION

It is our top priority at Regional Air Services to ensure safety and security of our passenger and staff at all times and phases of flight. Thus, as a company we have put measures in place as outlined by IATA, Tanzania Civil Aviation Authority, World Health Organization and Ministries of Health and Tourism.