



MANUAL REF: AASL/COVSOP
COPY #: EC
LOCATION: ELECTRONIC COPY

POSTAL ADDRESS : P.O. BOX 336 MWANZA
TELEPHONE NUMBER : +255789776033
EMAIL : auric@auricair.com

AOC NUMBER : CAA/AOC/022

	AURIC AIR SERVICES LIMITED	Doc/Cpy #: Edt. /Amnd: Date: Page:	COVSOP/EC 001 000 01/06/2020 I. - P-1
COVID-19 SOP			

I. MANAGEMENT COMMITMENT

This manual has been prepared on the evidence currently available about coronavirus disease (COVID-19) transmission. It shall be used in conjunction with the Emergency Response Plan manual.

The aim of this manual is to show procedures to be followed by all staff in respect of equipment, organization, training, and other matters for a safe operation.

To keep the manual update and because of the continuous nature of the disease, users of this manual may recommend amendments. Discrepancies or conflict with existing regulations should be communicated as well. Additional rules regulations and other requirements will be added whenever it is found necessary. Thus, the amendment of this manual is an on-going process based on experience, evolution, and development of COVID-19.

This manual has been compiled for the use and guidance of all staff in the safe and orderly performance of their duties. It contains information, instructions, and procedures relative to the way the operations of **AURIC AIR SERVICES LIMITED** are to be conducted. All personnel concerned with the conduct of operations must keep themselves informed on policies and procedures laid down in the manual and apply them as required. Compliance with its contents will assure compliance with the requirements of the Tanzanian Civil Aviation Regulations and the operation of aircraft to the highest standard of safety and efficiency.

There is nothing contained in this manual that is intended to contravene the authority vested in staff duties and have the right to apply higher standard than the minima presented in this manual.

Should any information contained in this manual contradict CAA or WHO publications, the latter shall supersede.

Signed:



Sajid Hussein
Accountable Manager

Date: 02/06/2020



AURIC AIR SERVICES LIMITED

COVID-19 SOP

Doc/Cpy #:

Edt. /Amnd:

Date:

Page:

COVSOP/EC

001 000

01/06/2020

II. - P-1

II. APPROVAL PAGE

This document has been compiled and edited with the permission of its owner

Name: Abdullah Essak

Position: Director of Safety and Quality

Signature and Stamp:

A-ESSAK

Date: 01/06/2020

This document has been approved by:

Name: Sajid Hussein

Position: Accountable Manager

Signature and Stamp:

Date: 02/06/2020



	<p>AURIC AIR SERVICES LIMITED</p> <p>COVID-19 SOP</p>	<p>Doc/Cpy #: </p> <p>Edt. /Amnd: </p> <p>Date: </p> <p>Page: </p>	<p>COVSOP/EC</p> <p>001 000</p> <p>01/06/2020</p> <p>III. - P-1</p>
---	---	---	---

III. INTRODUCTION

Background

According to World Health Organization (<https://www.who.int/health-topics/coronavirus>), Coronaviruses (COVID-19) are a large family of viruses that cause illness ranging from the common cold to more severe diseases such as Middle East Respiratory Syndrome and Severe Acute Respiratory Syndrome.

Common signs of infection include respiratory symptoms, fever, cough, shortness of breath, and breathing difficulties. In more severe cases, infection can cause pneumonia, severe acute respiratory syndrome, kidney failure and even death.

Due to the lack of symptoms during the incubation period and the rapid spread of the virus, it can be assumed that cases of COVID-19 will increase within the affected areas.

FOLLOWING MEASURES ARE IMPLEMENTED FOR EVERYONE’S SAFETY AND SECURITY, THIS APPLIES TO AASL PASSENGERS, FLIGHT CREW and AASL GROUND STAFF.

Scope

This manual outline procedures to be followed when operating in areas affected by the current outbreak. This policy shall be communicated to all AASL Staff, Service Providers, Clients and Passengers.

Coronavirus Symptoms

A person that shows the following symptoms may have the COVID-19 virus:

- Fever (37.4°C or higher)
- Persistent dry cough
- Dizziness/Vertigo
- Difficulty breathing
- Muscle pain,
- Diarrhoea and vomiting
- Appears obviously unwell

Transmission

The spread of COVID-19 is driven by droplet transmission. The virus is transmitted from a sick person to healthy person through respiratory droplets when a sick person coughs or talks close to another person. The virus is also transmitted through contaminated surfaces. Whereby the sick person may have touched or used.

It is uncertain on how long the virus can survive on surfaces, but it seems to behave like other coronaviruses.

General Guidance and Directives

- Where possible avoid using public transport.
- Minimize contact with passengers and staff.
- Minimize going out in public, crowded areas and maintain a social distance of at least 1.5 m where applicable



- Avoid shaking hands
- Wash your hands often for 20 seconds or sanitize with at least 60% alcohol-based sanitizer.
- Avoid touching your face
- Sneeze and cough into your bent elbow or use a tissue and dispose it appropriately.
- Self-monitor your health condition. If suspected to be infected or exposed take your temperature using a thermometer twice a day and watch for cough or difficulty in breathing. Inform your immediate supervisor and stay at home. In case symptoms persist seek medical advice.

Personal Protective Equipment

AASL shall ensure availability of PPE items to all staff and passengers in-flight where necessary. All staff shall be trained on the use of PPE and their disposal.

- Medical masks
- Eye goggles
- Gloves
- Complete Body suits
- Non-contact thermometers
- Disinfectant gels
- Biohazard bags



IV. TABLE OF CONTENTS

- I. MANAGEMENT COMMITMENT 1
- II. APPROVAL PAGE II - P-1
- III. INTRODUCTION III - P-1
 - a. Background..... III - P-1
 - b. Scope III - P-1
 - c. Coronavirus Symptoms..... III - P-1
 - d. Transmission..... III - P-1
 - e. General Guidance and Directives..... III - P-1
 - f. Personal Protective Equipment..... III - P-2
- IV. TABLE OF CONTENTS IV - P-1
- V. DISTRIBUTION LIST V - P-1
- VI. RECORD OF AMENDMENT..... VI - P-1
- VII. LIST OF EFFECTIVE PAGES..... VII - P-1
- VIII. DEFINITIONS VIII - P-1
- IX. ABBREVIATIONS IX - P-1
 - 1. RESERVATIONS 1 - P-1
 - 2. OPERATIONS 2 - P-1
 - a. SCREENING..... 2 - P-1
 - i. Terminal Building Entry (Conducted by TAA where applicable)..... 2 - P-1
 - ii. Check-in Area 2 - P-1
 - iii. Office 2 - P-1
 - iv. Airstrips and Stations 2 - P-1
 - b. Pre-flight..... 2 - P-1
 - c. Check-in and Boarding 2 - P-2
 - d. Collection of Luggage and Loading 2 - P-2
 - e. In-flight..... 2 - P-2
 - f. After Flight..... 2 - P-3
 - g. Isolation 2 - P-3



h. Management of Crew.....2. - P-4

3. HYGIENCE AND SANITATION.....3. - P-1

a. Aircraft3. - P-1

b. Check-in Counters3. - P-3

c. AASL Offices3. - P-3

d. Passenger Lounge3. - P-3

e. Passenger/Transfer Vehicles3. - P-3

4. PASSENGER MANAGEMENT POLICY4. - P-1

a. Management of Passengers During Check-in and Boarding4. - P-1

b. Management of Passengers Onboard the Aircraft4. - P-2

APPENDIX 1 – AIRCRAFT SANITIZATION LOGA. - P-1

APPENDIX 2 – COVID-19 ASSESSMENT FORMB. - P-1

APPENDIX 3 – COVID-19 SYMPTOMS.....C. - P-1

APPENDIX 4 – POSTER (HOW TO PROTECT YOURSELF)D. - P-1

	AURIC AIR SERVICES LIMITED COVID-19 SOP	Doc/Cpy #: Edt. /Amnd: Date: Page:	COVSOP/EC 001 000 01/06/2020 V. - P-1
---	--	---	---

V. DISTRIBUTION LIST

Copy Number	Location
001	Operations Library
002	Accountable Manager
003	Safety and Quality Manager
004	Director of Flight Operations and Chief Pilot
005	Director of Maintenance
006-009	Bases
Electronic Copy	All Staff, offices, and Suppliers



VI. RECORD OF AMENDMENT

Retain this record in front of this manual. On receipt of amendments, insert amended pages in the manual and enter amendment number, date, insertion date, name and signature of person incorporating the amendment in the appropriate block.

Edition #	Amnd. #	Amnd. Date	Amnd. Date Entered	By	Signature
001					



VII. LIST OF EFFECTIVE PAGES

Page	Chap	Date	Rev	Page	Chap	Date	Rev
1	I. - P-1	01/06/2020	000	16	2. - P-4	01/06/2020	000
2	II. - P-1	01/06/2020	000	17	2. - P-5	01/06/2020	000
3	III. - P-1	01/06/2020	000	18	3. - P-1	01/06/2020	000
4	III. - P-2	01/06/2020	000	19	3. - P-2	01/06/2020	000
5	IV. - P-1	01/06/2020	000	20	3. - P-3	01/06/2020	000
6	IV. - P-2	01/06/2020	000	21	3. - P-4	01/06/2020	000
7	V. - P-1	01/06/2020	000	22	4. - P-1	01/06/2020	000
8	VI. - P-1	01/06/2020	000	23	4. - P-2	01/06/2020	000
9	VII. - P-1	01/06/2020	000	24	4. - P-3	01/06/2020	000
10	VIII. - P-1	01/06/2020	000	25	4. - P-4	01/06/2020	000
11	IX. - P-1	01/06/2020	000	26	A. - P-1	01/06/2020	000
12	1. - P-1	01/06/2020	000	27	B. - P-1	01/06/2020	000
13	2. - P-1	01/06/2020	000	28	C. - P-1	01/06/2020	000
14	2. - P-2	01/06/2020	000	29	D. - P-1	01/06/2020	000
15	2. - P-3	01/06/2020	000	x	x	x	x

	AURIC AIR SERVICES LIMITED COVID-19 SOP	Doc/Cpy #: Edt. /Amnd: Date: Page:	COVSOP/EC 001 000 01/06/2020 VIII. - P-1
---	--	---	--

VIII. DEFINITIONS

Not used at the moment



IX. ABBREVIATIONS

AASL	-	Auric Air Services Limited
COVID-19	-	Novel Coronavirus
D256 Solution	-	Disinfectant solution.
OCC	-	Operations Control Center
TAA	-	Tanzania Airports Authority
WHO	-	World Health Organization



AURIC AIR SERVICES LIMITED

COVID-19 SOP

Doc/Cpy #:

Edt. /Amnd:

Date:

Page:

COVSOP/EC

001 000

01/06/2020

1. - P-1

1. RESERVATIONS

- AASL encourages booking by phone calls, emails or online (www.auricair.com)
- AASL discourages use of physical money. Payments can be made through mobile money transfers and bank transfers other than cash or cheques.
- In the case passenger and/or persons accompanying cannot travel due to COVID-19 symptoms, AASL shall allow date change of the ticket at no cost and ticket valid for 12 months.
- Passengers can enter the terminal using electronic tickets.
- In the case passengers want to book tickets physically at our offices COVID-19 precautions shall be followed.

	<p style="text-align: center;">AURIC AIR SERVICES LIMITED</p> <p style="text-align: center;">COVID-19 SOP</p>	<p>Doc/Cpy #: _____</p> <p>Edt. /Amnd: _____</p> <p>Date: _____</p> <p>Page: _____</p>	<p>COVSOP/EC</p> <p>001 000</p> <p>01/06/2020</p> <p>2. - P-1</p>
---	---	--	--

2. OPERATIONS

a. SCREENING

- i. Terminal Building Entry (Conducted by Airports Authority where applicable)
 - Ensure Passengers/Staff to sanitize their hands.
 - Temperature checks to be conducted, temperature should not exceed 37°C. If temperature check is okay proceed for luggage screening. If temperature is high, request passenger/staff to wait for 30 minutes to re-take temperature. After 30 minutes if temperature is still high take passenger/staff to port health. If temperature is below 37°C passenger/staff can proceed ahead.
 - Minimum distance of 1.5 meters to be maintained
 - Check eligibility for entry that is ticket for passengers and ID for staff
 - Observe of any visible COVID-19 symptoms. If no symptoms visible they can proceed for check-in and if symptoms visible inform supervisor and take passenger to port health.
 - In the case passenger and/or persons accompanying cannot travel due to COVID-19 symptoms, AASL shall allow date change of the ticket at no cost and ticket valid for 12 months.
 - Ensure the passenger/staff has worn a mask.
 - After screening of baggage passenger/staff to disinfect hands.

- ii. Check-in Area
 - Passenger to sanitize hands
 - Passenger to be handed over assessments to fill in
 - Maintain physical distance of at least 1.5 meters
 - Once the assessment is clear, visually check for any symptoms. If clear proceed with check-in.
 - If the assessment shows above the safety score direct passenger to port health and inform immediate supervisor.
 - All staff at check-in and boarding shall ensure hands are washed/sanitized before commencing check-in and after flight release.
 - Passengers and staff to have a mask on.

- iii. Office
 - Staff to fill in the assessment form and submit to their supervisors
 - In case any staff is feeling unwell shall be released from duties
 - If assessment is within the safety score staff to continue work. If assessment is beyond the safety score staff to be released from work and supervisor shall be informed.

- iv. Airstrips and Stations
 - Where AASL ground staff are available the process in (i) above shall be followed.
 - Where AASL ground staff are not available pilots shall follow the process in (i) above.

b. Pre-flight

AASL will monitor the spread of COVID-19 in country and undertake a risk assessment before each flight. If an operation to a COVID-19 affected area is required, additional precautionary measures such as reduced passenger seating configuration that ensures a minimum safety distance of one meter between passengers will apply.

	<p style="text-align: center;">AURIC AIR SERVICES LIMITED</p> <p style="text-align: center;">COVID-19 SOP</p>	<p>Doc/Cpy #: </p> <p>Edt. /Amnd: </p> <p>Date: </p> <p>Page: </p>	<p>COVSOP/EC</p> <p>001 000</p> <p>01/06/2020</p> <p>2. - P-2</p>
---	---	--	---

c. Check-in and Boarding

AASL shall provide information to passengers on the potential risk of Covid-19 and advise on preventive hygiene measures. The airport authority where applicable has screening procedures in place for all staff and passengers. All staff and passengers must be screened before entering any AASL Office or Facility and aircraft.

All AASL staff and porters would wear PPE comprising of a mask as a minimum and gloves, and frequently use hand disinfectants, especially at air terminals that are congested

AASL encourages passengers to check-in online to reduce congestion at the check-in counters. Passengers who haven't done online check-in shall be check-in physically maintaining a physical distance of at least 1.5 meters. All passengers must fill in the COVID-19 assessment form before their travel. In the case passenger and/or persons accompanying denied check-in/boarding due to COVID-19 symptoms, AASL shall allow date change of the ticket at no cost and ticket valid for 12 months.

While boarding passengers will be guided by staff on the ramp area to the aircraft. Passengers shall walk in a straight line maintaining a physical distance of 1.5 meters.

During boarding passengers disembarking first shall seat on the rear seats of the aircraft and passengers disembarking last shall seat on front seats of the aircraft. Whereby passengers are less than thirteen, Co-pilot seat shall not be occupied.

Ramp safety procedures shall not be violated.

d. Collection of Luggage and Loading

To date, there is no epidemiological information to suggest that contact with goods or products shipped from countries affected by the COVID-19 outbreak have been the source of COVID-19 disease in humans. WHO will continue to closely monitor the evolution of the COVID-19 outbreak and update recommendations as needed.

e. In-flight

Actions to be performed by crew:

- Seat-back pockets shall contain sick bags and laminated safety cards only.
- Life vest are under the seat and in case of first aid passenger to contact the pilot.
- Crew shall have their masks own when briefing and attending to the passengers. Crew can remove their masks while flying.
- Passengers shall have a mask on throughout the flight.
- Passengers shall be advised to avoid touching surfaces of the aircraft as much as possible.
- PIC shall have extra masks and tissue with him.
- Crew shall continuously brief passengers on having their masks on and precautions on COVID-19.

The following actions shall apply if the pilot in command identify a COVID-19 suspect in-flight:

- Check ventilation fans are on and open front ram air vents.
- Descend to a lower level which shall provide better conditions for a person with breathing difficulties.
- Inform AASL OCC with the following information:
 - i. Aircraft registration



- ii. Departure aerodrome
 - iii. Destination aerodrome
 - iv. Estimated time of arrival
 - v. Number of passengers on board
 - vi. Number of suspected cases onboard
 - vii. Nature of public health risk
- AASL shall forward the message to the port health services of the destination airport as soon as possible.
 - For flights into unmanned airstrip shall divert to immediate manned airports where port health services are available.
 - If the passenger is coughing provide tissues, an extra surgical mask and extra air sickness bag for disposal of tissues and used surgical mask.
 - Infected and all other passenger shall always have their masks on.
 - Pilot in command shall hand over passenger locator forms to all the passengers seated next to the infected passenger. (Form appended)
 - Pilot in command on landing shall inform the ground crew to escort the infected passenger to port health facilities immediately.
 - In the case passenger refuses port health shall be informed by identifying the passenger physically at arrival.

f. After Flight

- Pilot shall announce destination and request passengers to remain seated until the doors are open.
- Passengers shall exit the aircraft one at a time.
- Passengers shall collect all their belongings in the aircraft.
- Passengers shall be escorted to the arrivals observing physical distance of at least 1.5 meters.
- Passenger baggage shall be offloaded and taken to the arrivals.
- Ramp attendants shall quickly clean and disinfect the aircraft as per the aircraft sanitizing procedures mentioned in this manual. Where applicable passengers may be requested to disembark for disinfection of aircraft.
- All waste shall be collected and disposed immediately.
- Sick bags shall be changed, and briefing cards sanitized.

g. Isolation

Actions to be taken when dealing with a sick passenger on ground.

- Obtain Passenger details
- Inform passenger they will be isolated due to symptoms
- Ensure Passenger has a face mask on.
- Minimize contact between sick passengers and all other passengers.
- If passenger refuses to be isolated provide them with an information pamphlet, advise them that they are displaying coronavirus symptoms and they should seek further medical assistance.
- Contact AASL Safety Manager or Port Health and inform them of the passenger's name, agency, and situation. They will coordinate with further agencies. The passenger shall not be allowed to board.
- Each terminal shall have an established isolation area.

	<p>AURIC AIR SERVICES LIMITED</p> <p>COVID-19 SOP</p>	<p>Doc/Cpy #: 001 000</p> <p>Edt. /Amnd: 01/06/2020</p> <p>Date: 2. - P-4</p> <p>Page:</p>	<p>COVSOP/EC</p>
---	---	--	------------------

h. Management of Crew

- Crew shall report to work 45 minutes before the flight conduct their pre-flight and wait at the aircraft
- Crew on standby shall be at home and called for duty at least 1.5 hours before if need arises.
- A crew rotation plan will be set for the month for all the crew who will be working for that particular month and the crew who will be on leave.
- All crew shall put on at least a face mask when on duty.
- Whereby crew is exposed to a suspected case of having coronavirus, crew shall self-isolate themselves for a period of at least 15 days and inform the chief pilot.

NOTE: For international flights, the destination country’s COVID-19 procedures shall be adhered to by the crew.



AURIC AIR SERVICES LIMITED

COVID-19 SOP

Doc/Cpy #:

Edt. /Amnd:

Date:

Page:

COVSOP/EC

001 000

01/06/2020

2. - P-5

INTENTIONALLY LEFT BLANK

**COVID-19 SOP**

3. HYGIENCE AND SANITATION

a. Aircraft

Below are the sanitization procedures for the Aircraft:

Times of Operations: At every Aircraft landing

A. Procedure of Mixing the D256 Solution

1. Take 20 litres of water
2. Take 80 ml of D256 solution
3. Mix the 20 litres of water and 80 ml of D256 solution

B. Areas to be Sanitized at Mwanza, Dar and Arusha:

1. Passenger cabin windows
2. Passenger cabin seats
3. Passenger seat belts
4. Passenger door cables
5. Passenger cabin floor
6. Passenger cabin curtain
7. Passenger cabin baggage compartment
8. Inside the Pods and around Pod locks

C. Areas to be Sanitized at Intermediate Stations (Zanzibar, Pemba, Tanga, Iringa, Songea, Mafia, Manyara, Serengeti, WFP Flights and Barrick Flights):

1. Passenger seats
2. Passenger windows
3. Passenger seat belt
4. Passenger door cables

NOTE: Do **NOT** spray the D256 Mixture on the avionics and G1000 panel

D. Areas to be Sanitized by Technicians:

1. Pilot Seats
2. Pilot control column
3. Pilot floor area

E. Procedure for Sanitizing:

1. Arusha, Dar, and Mwanza to fill in the sprayers with the mixture made in A above.
2. Ensure there is enough pressure built in the sprayer. Try spraying and if water drips build more pressure.
3. Cover the cockpit area with a polythene.
4. Remove and dispose the motion sickness bags.
5. Remove and sanitize the passenger briefing cards.
6. Ramp to disinfect the areas described in B above.
7. Technicians to disinfect the areas described in D above.
8. The disinfecting must be supervised by Base/Station Managers (Coordinate with the Ground Handling Manager and Director of Maintenance)
9. There will be a sprayer available in the aircraft 4th pod for sanitizing at intermediate stations
10. For stations whereby AASL staff are available the staff will handle the sanitizing.
11. For stations where AASL staff are not available the Pilots will sanitize the Aircraft.
12. After the sanitization please ensure the sanitized area is wiped to dry.
13. Replace with new motion sickness bags and return the sanitized passenger briefing cards.

	<p>AURIC AIR SERVICES LIMITED</p> <p>COVID-19 SOP</p>	<p>Doc/Cpy #: 001 000</p> <p>Edt. /Amnd: 01/06/2020</p> <p>Date: 3. - P-2</p> <p>Page:</p>	<p>COVSOP/EC</p>
---	---	--	------------------

b. Check-in Counters

- Check-in counter shall be sanitized after every flight.
- Where available TAA shall conduct the sanitization, for stations whereby AASL owned counters are used dispatchers shall ensure the counters have been disinfected.

c. AASL Offices

- All AASL offices shall be disinfected at least once a day.
- Frequently used sections for example door handles, window handles, curtain slings shall be disinfected frequently.

NOTE: Avoid sharing of stationary

d. Passenger Lounge

- AASL Passenger lounge shall be cleaned and disinfected immediately after use.
- Depending on the passenger capacity of the lounge strict adherence to physical distancing and use of PPE.

e. Passenger/Transfer Vehicles

- The vehicles shall be disinfected after every use.
- Physical distancing shall be adhered to.
- Mask shall be worn at all times



AURIC AIR SERVICES LIMITED

COVID-19 SOP

Doc/Cpy #:

Edt. /Amnd:

Date:

Page:

COVSOP/EC

001 000

01/06/2020

3. - P-3

INTENTIONALLY LEFT BLANK

UNCONTROLLED ONCE PRINTED

	<p style="text-align: center;">AURIC AIR SERVICES LIMITED</p> <p style="text-align: center;">COVID-19 SOP</p>	<p>Doc/Cpy #: COVSOP/EC Edt. /Amnd: 001 000 Date: 01/06/2020 Page: 3. - P-4</p>
---	---	--

4. PASSENGER MANAGEMENT POLICY

a. Management of Passengers During Check-in and Boarding

For reasons of clarity, this policy on passenger management is presented in the following sequence:

- At all times, before arriving at the departure airport, at the airport, on board the aircraft and at the arrival airport. As indicated, the proposed measures will be regularly evaluated and updated in line with changes in knowledge of the risk of transmission, as well as with the development of other diagnostic or preventive measures.
- To ensure passengers arriving at the airport and boarding flights are aware of, and adhere to, the preventive measures put in place in order to ensure, at all times, a safe and healthy environment for travellers, crew members and staff.
- Passengers would be reminded that physical distancing between individuals of at least 1.5 metres must be maintained in the airport.
- The wearing of medical face masks (hereinafter “face masks”) would be mandatory for all passengers and persons at the airport and in the aircraft, from the moment they enter the terminal building at the departure airport until they exit the terminal building at the destination airport. Exemption to the obligation to wear face masks can be made for instances where otherwise specified, such as during security checks or border control. Children below 6 years old and people having a medical reason for not wearing face masks can also be exempted.
- Passengers would be instructed on the procedure for the safe disposal of used face masks; bins will be available at the airport and single-use waste bags will be available on board and upon disembarking to dispose of used masks. Airport operators and AASL will include information regarding the proper use and removal of masks and the proper way to dispose of used masks in the health safety promotion material.
- The use of face masks would be considered only as a complementary measure and not as a replacement for established preventive measures, such as physical distancing, respiratory etiquette, meticulous hand hygiene and avoiding touching the face, nose, eyes and mouth.
- In addition, passengers and AASL staff are always required to observe the following measures unless otherwise advised by airport staff or crew members:
 - i. Hand hygiene – by washing with water and soap or, where this is not available, using alcohol-based hand sanitising solution.
 - ii. Respiratory etiquette – covering the mouth and nose with a paper towel cover or a flexed elbow when sneezing or coughing, even when wearing a mask.
 - iii. Limiting the direct contact (touch) of any surfaces in the airport and on the aircraft to only when necessary.
- AASL will provide the necessary personal protective equipment (PPE) to staff members and ensure that they are trained in the appropriate use of this PPE:
- Staff members who interact with passengers directly must wear a medical face mask, gloves, and their uniforms; uniforms would be changed daily, and where uniforms cannot be changed daily, a protection suit would be used as an alternative. Security check agents performing body checks would wear face shields or suitable alternatives in addition to their masks to further mitigate the risk of droplet inhalation caused by their very close contact with passengers during bodychecks.
- Staff members who always interact with passengers from behind a protection screen do not have to wear personal protective equipment. In addition, if the screens need to have openings for handling documents, passengers will stand away from the counter unless handing in documents and luggage. This may be facilitated with specific floor marking(s), which would be extended to the queue to maintain physical distancing.



- Notwithstanding the use of PPE, hand hygiene must always be reinforced. When gloves are used, they are to be regularly changed. Not all types of gloves can be disinfected with alcohol-based solution. Some can deteriorate significantly and contribute to contamination. The disinfection of gloves is therefore not recommended. When gloves are worn by staff, they would be reminded that wearing gloves does not protect against the spread of the virus and alert them to the possible false sense of security they may create if parallel measures are not scrupulously followed.
- Passengers would be regularly instructed via visual and audio messaging, as well as other appropriate means, to adhere to the preventive measures in place at various stages in the airport and on board the aircraft, and give proper consideration to the full suite of preventive measures. They would also be advised of the consequences of not adhering to such measures.
- Passengers who do not wear mask will be subjected to the following:
 - i. Refused access to the airport terminal building and on board AASL aircraft.
 - ii. Removed from airport premises by the competent public authorities according to national/local legislation. Furthermore, subject to national requirements, they may be subject to additional actions as determined by the local authorities at the departure airport.
 - iii. If inflight, the procedures relating to handling cases of unruly passengers will be applied. Further actions for endangering the flight safety and health security of the other passengers and crew members may be taken by the local authorities at the destination airport in line with national requirements.

b. Management of Passengers Onboard the Aircraft

To reduce the residual risk of transmission of COVID-19 in an aircraft,

- AASL will provide guidance material to passengers regarding the application of preventive measures on board, including:
 - i. Hand hygiene
 - ii. Appropriate use of face masks
 - iii. Respiratory etiquette
 - iv. Limiting contact with cabin surfaces
 - v. Minimised on-board service
- AASL will include in the safety demonstrations that, in case of emergency, passengers will remove their face masks before using the aircraft oxygen masks. Furthermore, crew members would be advised to remove their protective face masks in case of emergency, to facilitate the communication of instructions to passengers. AASL and airport operators will collaborate to ensure that passengers are not kept on board of an aircraft without proper ventilation for longer than 30 minutes.
- In addition to the other health and hygiene measures that must be observed at all times, where allowed by the passenger load, cabin configuration and mass and balance requirements, AASL will ensure, to the extent possible, physical distancing among passengers. Family members and individuals travelling together as part of the same household can be seated next to each other. The seat allocation process would be modified accordingly.
- If physical distancing cannot be guaranteed because of the passenger load, seat configuration or other operational constraints, passengers and crew members on board an aircraft would adhere at all times to all the other preventive measures including strict hand hygiene and respiratory etiquette and would wear a face mask.
- AASL will reduce on-board service to the minimum necessary to ensure comfort and wellbeing standards for passengers and limit the contact between crew members and passengers, considering the duration of the flight. Among these measures the following would be considered:

	AURIC AIR SERVICES LIMITED COVID-19 SOP	Doc/Cpy #: _____ Edt. /Amnd: _____ Date: _____ Page: _____	COVSOP/EC 001 000 01/06/2020 4. - P-2
---	--	---	---

- i. Reduced food and drink service
 - ii. Preference for pre-packaged and sealed food and drink products such as canned drinks
- AASL will have ensure face masks are available on board should passenger’s face mask become faulty or require changing. Used masks will be placed in the biohazard plastic bag and disposed in the airport in the designated location. If in the bush, or a biohazard bin is unavailable, the biohazard plastic bag will be stored in pod 4 and disposed of when returning to an airport which has biohazard waste bins available.
 - Extra attention needs to be devoted to the prevention and treatment of unruly passengers in the context of the pressures imposed by the pandemic. This will consider multi-layered actions starting with passenger information and preparation about the measures in place and giving attention to the procedures and crew actions necessary mitigate this risk.

NOTE: For all passengers flying from Tanzania outbound shall be subject to Destination country’s COVID-19 procedures.



AURIC AIR SERVICES LIMITED

COVID-19 SOP

Doc/Cpy #:

Edt. /Amnd:

Date:

Page:

COVSOP/EC

001 000

01/06/2020

4. - P-3

INTENTIONALLY LEFT BLANK



AURIC AIR SERVICES LIMITED

COVID-19 SOP

Doc/Cpy #:

Edt. /Amnd:

Date:

Page:

COVSOP/EC

001 000

01/06/2020

4. - P-4

A. APPENDIX 1 – AIRCRAFT SANITIZATION LOG

Stored Separately Electronically

	AURIC AIR SERVICES LIMITED COVID-19 SOP	Doc/Cpy #: Edt. /Amnd: Date: Page:	COVSOP/EC 001 000 01/06/2020 A. - P-1
---	--	---	---

B. APPENDIX 2 – COVID-19 ASSESSMENT FORM

Stored Separately Electronically



C. APPENDIX 3 – COVID-19 SYMPTOMS

Is it coronavirus, or is it something else?

how common each symptom is → rare ● ●● common



Source: CDC, WHO



	AURIC AIR SERVICES LIMITED COVID-19 SOP	Doc/Cpy #: Edt. /Amnd: Date: Page:	COVSOP/EC 001 000 01/06/2020 C. - P-1
---	--	---	--

D. APPENDIX 4 – POSTERS

Stored Separately Electronically