

# COVID-19 SOP

Standard Operating Procedures with Special  
Care in Regards to the Current Pandemic,  
COVID-19.



2020



أكاديمية النسور الذهبية للطيران  
GOLDEN EAGLE AVIATION ACADEMY

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### Record of Revision

Revision Number	Date	Edited By	Date Distributed
Revision 1			

# 1. General

## 1.1 Scope

This SOP defines procedures to be followed when operating affected by the current outbreak of the coronavirus disease (COVID-19). This SOP is meant for Maintenance Department, Marketing Department and Training/Operations Department.

## 1.2 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 generally increase within affected countries.

## 1.3 Coronavirus Symptoms

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

- Fever (38 C or higher) and/or one of the following symptoms:
- Persistent dry cough;
- Dizziness/vertigo;
- Difficulty breathing;
- Muscle pain, diarrhea and vomiting;
- Appears obviously unwell.

## 1.4 Transmission

People are thought to be most contagious when they are most symptomatic. Some spread might be possible before people show symptoms; there have been reports of this occurring with this new coronavirus, but this is not thought to be the main way the virus spreads. The World Health Organization states that the spread of COVID-19 between humans is being driven by droplet transmission. The virus is transmitted from a sick person to a healthy person through respiratory droplets when the sick person coughs or talks close to another person. COVID-19 can be spread by touching contaminated surfaces or objects, and then touching eyes, nose or mouth. COVID-19 may spread from contact with contaminated surfaces or objects. It is not certain how long the virus that causes COVID-19 survives on surfaces, but it seems to behave like other coronaviruses. Studies suggest that coronaviruses (including preliminary information on the COVID-19 virus) may remain on surfaces for a few hours or up to several days.

## 1.5 Staff Instructions

All personnel are responsible to review and follow the guidance in this document as applicable.

## 1.6 General Guidance and Directives

For all GEAA staff to follow the below:

- Avoid Public Transportation - Travel only in private transport when traveling between the helipad/office and home.
- Limit contact with passengers, ground personnel, other staff, and reduce time in public areas while moving between the aircraft/office and the private transport.
- Minimize going out into the general population, avoid hand shaking (no touching) and use social distancing (maintain a distance of approximately 1.5 meter if possible) whenever out in public and among passengers.
- Avoid crowds, shopping malls, sporting or mass events, and other situations likely to attract large numbers of people.

- Wash your hands often with soap and water for at least 20 seconds or use at least an alcohol-based hand rub with at least 60% alcohol.
- Avoid touching your face (eyes, nose and mouth) because contaminated hands may transfer the virus to your body through these openings.
- Do not touch surfaces or objects that you suspect may be contaminated.
- When sneezing or coughing, cover your mouth and nose with bent elbow or tissue and immediately dispose of the tissue in an appropriate place.
- Self-monitor your health condition; if suspected to be infected or exposed, take your temperature with a thermometer twice a day and watch for cough or difficulty breathing. Fever means feeling feverish or having a measured temperature of 38 degrees Celsius or higher. Immediately report any fever, cough, or difficulty breathing to the Ministry of Health or 193.
- Face masks can limit transmission of the virus to others if you are sick or showing the symptoms as described above.
- Notify the management and Ministry of Health if you had travelled to infected countries or you were exposed to individuals with suspected COVID-19.
- Stay informed by carefully reading information distributed through the WHO official website at the link for further information and guidelines.  
<https://www.who.int/emergencies/diseases/novel-coronavirus-2019>

## 1.7 Personal Protective Equipment (PPE)

Air operators shall ensure availability of a Universal Precaution Kit as per ICAO Annex 6, Attachment A. This should include as a minimum:

- Germicidal disinfectant for surface cleaning
- Skin wipes
- Face/eye mask (separate or combined)
- Gloves (disposable)
- Protective apron
- Large absorbent towel
- Pick-up scoop with scraper
- Bio-hazard disposal waste bag

- Instructions

GEAA staff shall have Personal Protective Equipment (PPE) that may be a combination of the items above but as a minimum face masks (surgical or N95), gloves, goggle and disinfectant gels or access to washing station. All staff shall be trained on basic rules on how to put on/take off PPE.

**All GEAA staff who are in direct contact with passengers on the helipad to wear the provided face masks, gloves and goggle.**

Useful links:

EVD training on the WHO website (<https://openwho.org/courses/e-protect>)

WHO training for COVID-19 (<https://openwho.org/courses/introduction-to-ncov>)



## 2. Operations

### 2.1 General

- A plastic sheet to be installed between the two seats in the front and the two seats in the aft, to separate the captain from the passengers.
- Disposable seat covers to be available, in case of crew change between flights.
- No handshake or any physical communication is allowed among GEAA staff and between the staff and passengers.
- Flammable materials are prohibited anywhere on ramp while the engine is on.
- A biohazard waste bag should be on site at all times.
- Items to be worn by passengers at all times while on GEAA Helipad:



- Facemask
- Gloves
- Shoe covers
- Follow the check-list for ease of execution. See Annex 1.

## 2.2 Reservation / After-Sale Service

The following measures are to be taken during reservation and after-sale service:

- The client and GEAA staff should wear PPE (Gloves and facemask).
- All reservations to be accepted in the reception area.
- Ask the passenger to sign the form as per Annex 3.
- To avoid exchange of cash, passengers can confirm their reservation by bank deposits or credit/debit card payment.
  - An envelope should be present with the personnel completing the sale process, as if the payment happened to be in cash, the cash has to be put in the envelope.
- Keep a distance of 1.5m between you and the client.
- The passenger to sign an acknowledgement form stating that he does not have any symptoms nor he had contacted a COVID-19 suspected case. Seen Annex 3.
- Terms and conditions are to be passed to clients through WhatsApp for acknowledging.

Shall the client not be physically present for the reservation process, the form in Annex 3 is to be signed on the Helipad and prior to boarding. In this case, the following should be implemented:

- Ask the client for if he had the following symptoms within the past 48 hours:
  - Fever (38 C or higher) and/or one of the following symptoms:
  - Persistent dry cough;
  - Dizziness/vertigo;
  - Difficulty breathing;
  - Muscle pain, diarrhea and vomiting.
- If the client responds with 'Yes' to any of the above or appears obviously unwell we will not be able to fulfill the reservation.

## 2.3 Pre-flight

GEAA will help stopping the spread of COVID-19 in country and undertake a risk assessment before each flight.

Precautionary measures has been taking regarding the deduction of passengers seating configurations, to allow only TWO (2) passengers to board GEAA aircrafts.

The aircraft will disinfected as follows:

- Using the disinfecting pump, the technician will spray the exterior of the helicopter as applicable as well as door handles and any other area that is touched frequently.
- With disinfecting wipe or alcohol (with a concentration higher than 60%) the technician will disinfect the seatbelt and the headset.

## 2.4 Boarding

- GEAA staff shall provide a briefing to passengers and include new procedures related to COVID-19.
- Screening procedures shall be put in place at all locations for all staff and passengers for the purpose of flying on GEAA's aircrafts. This may include before reaching the helipad. All staff and passengers shall be screened before entering any GEAA premises and GEAA aircrafts.
- All GEAA staff and clients / visitors should wear PPE comprising of a mask and gloves, and frequently use hand disinfectants.
- A ground staff will escort the passenger with a safe distance (MIN 1.5 meter) to the helicopter, if it is staff member changes, another staff member will be sanitizing the safety belt and the headset with disinfectant wet wipes and help the passenger boarding keeping distant.

### 2.4.1 Screening Process at entry

Operational steps to be performed:

- Where possible keep a distance from any person ideally 1.5 meter minimum.
- Check eligibility for entry, i.e. passenger and staff.
- Inform the passenger of screening reason and process.
- Observe passenger for any visible COVID-19 symptoms as per below.
  - Ask the passenger whether they feel sick and have any of the symptoms, including fever, coughing, sore throat, difficulty breathing, or feeling unwell in the past 24 hours.
- Check the temperature keeping distance and measuring temperature 5 cm in front of the temple.
- If the temperature reading is high (38°C or higher) and the passenger has no other COVID-19 symptoms, ask the passenger to move to a shaded area and wait. Retake their temperature again after 3-5 mins for an accurate reading. Clear the passenger if there are no symptoms and temperature below 38°C. If temperature is still 38°C or above a final reading can be made 5-10 mins later trying to calm and cool the person. If the temperature is still above 38°C, separate the passenger as per below, point 2.4.3.
- If the Covid-19 symptoms are displayed by the passenger:
  - Provide them a mask to put on.
  - Inform them to move to the isolation area.
  - Inform your supervisor.
- If **no** symptoms are present, direct the passenger to disinfect hands then wear the protective mask, gloves and shoe covers.

### 2.4.2 Cost Recovery

Passengers denied entry on GEAA flights due to failing the temperature testing will not be charged and the paid ticket price will be reimbursed by GEAA.

### 2.4.3 Separation (Isolation)

Actions to be undertaken when dealing with sick passenger:

1. Obtain the passenger details (name, phone number and address).
2. Inform the passenger that they will be separated/ isolated due to symptoms and that the Ministry of Health will be contacted.
3. Avail a protective mask and gloves.
4. Minimize contact between sick passenger and all other passengers and direct to pre-designated isolation area. The passenger should be separated from others (by a distance of at least 1.5 meter) and the supervisor is to deal with the passenger.
5. The supervisor will inform the passenger that his entry to our aircrafts cannot be granted and discuss with him/her the procedure of refund, and recommend that they should be seeking further medical assistance.
6. If the passenger refuses to be separated/isolated, provide them information regarding why we are separating/isolating them, advise them that they are displaying coronavirus symptoms and they should seek further medical assistance.
7. If the passenger shows disruptive behavior, 911 should be called and his entry to the helipad must be obstructed.

## 2.5 In-Flight

Actions to be performed by crew:

- Crew shall use protective gloves at all times.
- It is recommended that an information poster to be placed within the aircraft to highlight COVID-19 precautions and to prevent passengers spreading germs through touching.
- Crew to make sure of good intercommunication with the passengers and good explanation of the situation.
- Gloves, face masks and additional shoe covers shall be available on board.
- Crew shall use protective equipment (single-use gloves and mask) when in contact with passengers exhibiting symptoms of an acute respiratory infection (cough, frequent sneezing, runny nose, sore throat, difficulty breathing).

The following actions shall apply if the crew identify a COVID-19 suspected case in-flight:

- Land at as soon as possible.

- Inform supervisor by phone.
- Disembark all passengers and advise them to stay one meter and a half apart.
- Wait for the ground staff to intervene.
- Ground staff/supervisor should apply separation / isolation procedure as described in 2.4.3

## 2.6 Post Flight

- As passengers disembark the aircraft, they should place all used gloves and masks in the designated biohazard bag and use a hand wash / sanitizer.
- The aircraft must be disinfected after each flight.
- Seat covers to be changed in case of crew change.

## 2.7 Management of Personnel Exposure after Completed flight

All personnel who may have been exposed to a passenger suspected of having coronavirus, should monitor their health for 14 days after the exposure (including temperature check twice daily). If they become unwell with coronavirus-like symptoms, including fever, body aches, runny nose, sore throat, nausea, or vomiting or diarrhea they should immediately take the following steps:

- Stay home and avoid traveling except to seek medical care; do not report to work.
- Notify GEAA.
- Contact your personal physician.
- Inform the physician before visiting about the possible exposure to COVID-19.
- Limit contact with others as much as possible.
- When not alone or in a public place, wear a mask to reduce the number of droplets coughed or sneezed into the air.

All people who have been in close contact with a confirmed case should consult their healthcare provider and check their temperature and symptoms of COVID-19 twice per day for 14 days. A self-quarantine at home for 14 days is a measure that can be applied after discussion with the local healthcare provider and based on local public health recommendations.

Incubation period for coronavirus is advised to be two weeks. As soon as a passenger who has been in contact with a confirmed case develops symptoms (temperature of 38°C or higher, cough, shortness of breath) it is important to wear a mask and to seek medical advice.

## 3. Internal Policies

### 3.1 Corona Virus Prevention in the Academy:

- Check employees for symptoms of sneezing or coughing on a daily basis.
- The offices must be cleaned with sanitizing materials on a daily basis.
- Employees to be provided with hygiene supplies such as liquid soap, alcohol-based hand rub with 60% alcohol concentration or more.
- Air conditioning is not allowed. Only natural ventilation is to be used in the workspace.
- Information posters are spread around the academy in relation to the COVID-19 precautionary measure.
- Clients or visitors to be monitored for entry, and prior appointments to be made.
- Restock sanitizing materials at the entrance of the academy continuously.

### 3.2 Safety Measures for Employees (Office):

- All employees to follow the instructions of:
  - Social distancing (a minimum of 1.5 meters).
  - Wearing personal protection equipment (masks and gloves).
  - Replace PPE continuously as soon as they are contaminated.
  - Dispose of the used or contaminated materials properly.
- Disinfecting workstations and the areas of direct contact (doors, floors and work surfaces) every two hours.
- No large gathering in the common areas (such as the cafeteria and prayer area).
- Don't touch your eyes, nose or mouth.

- All employees must wash hands during work when needed (for a period of 20 seconds).
- Use disposable cups.
- Drink plenty of water, sleep well and eat healthy food that strengthens the immunity system to maintain your health.
- Try to avoid dealing with cash, and focus on electronic payment methods or bank deposits when possible.
- Gatherings of more than 3 people in the same office is strictly prohibited, and a distance of 1.5 meters should be maintained at all times.
- All employees are required to wear masks and gloves at all times when on GEAA premises.
- During prayer, a space of 1.5 meters should be maintained between the personnel.

### 3.3 Safety procedures when dealing with customers:

- Avoid direct contact with customers.
- Customers should be limited to one per 40 m<sup>2</sup> when at GEAA premises and a distance of 1.5 meters to be maintained between customers and staff.
- All clients should commit to wearing the protective masks and gloves, and sterilize hands before entering GEAA premises.
- If the client / visitor does not have facemasks or glove, GEAA will provide them with the PPE.
- Try to avoid dealing with cash, and focus on electronic payment methods or bank deposits when possible.
- An envelope should be present with the personnel completing the sale process, as if the payment happened to be in cash, the cash has to be put in the envelope.
- The number of passengers is reduced to TWO (2).
- The pilot must wear a good quality protective facemask, yet it should not affect the communication process.
- Central air conditioners are not to be used.
- The maximum of one customer is allowed in the office at once, and social distancing should be observed.

## 4. Emergency Response

- If you doubt, suspect, or see any of COVID-19 symptoms, immediately report it for the proper action.
- The emergency number designated for COVID-19 emergency response from the MoH is **193**.





# Annex 1

## Operational Checklist

Items Checklist		Boarding	
UPK		Pax body temperature	
Biohazard waste bag		PPE for Pax	
Face Masks		Limit contact	
Gloves		<b>In-flight</b>	
Shoe Covers		Liquid sanitizer and wipes	
Hand Sanitizer		Provide missing PPE items <i>(if applicable)</i>	
Pump		<b>Post-Flight</b>	
Disinfecting material for pump		Avoid contact	
Forehead thermometer		Correct disposal of pax PPE	
Cockpit seat covers		Escort pax out	
<b>Preflight</b>		Aircraft exterior disinfection	
Aircraft exterior disinfection		Aircraft Interior disinfection	
Aircraft Interior disinfection		Change seat covers <i>(if applicable)</i>	



# Annex 2

## Announcement Posters

### English



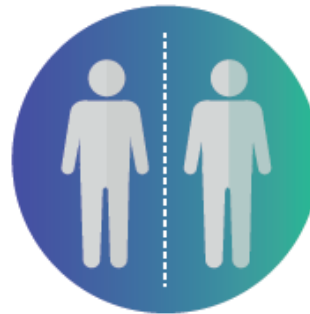
**WEAR PROTECTIVE MASKS  
AND GLOVES ALL THE TIME**



**WASH HANDS OFTEN WITH  
SOAP AND WATER FOR 20  
SECONDS**



**DO NOT TOUCH YOUR FACE  
WITH UNWASHED HANDS**



**KEEP A DISTATANE OF AT  
LEAST 1.5 METERS FROM  
THE PERSON NEAR YOU**





## Arabic



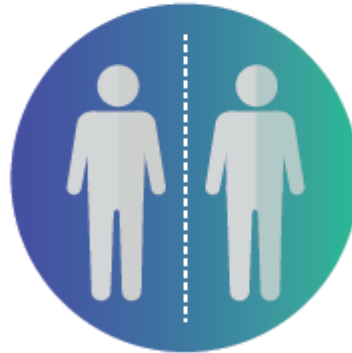
إرتدي الكمامات والقفازات  
الواقية في جميع الأوقات



إغسل يديك بشكل دوري  
لمدة ٢٠ ثانية



لا تلمس وجهك بيديك قبل  
غسلهما



حافظ على المسافة بينك  
وبين الآخرين بـ ١,٥ متر على  
الأقل



## Annex 3

### Acknowledgement Form for Passengers

#### English

I hereby acknowledge, that Golden Eagle Aviation Academy's staff have inquired in this regard and thus, I confirm that I have not had any symptoms of or similar to COVID-19 for the past (48) hours and I have not had any contact with any infected person or suspected to be infected with COVID-19.

Otherwise, I shall take full legal responsibility for providing wrongful information to Golden Eagle Aviation Academy's staff.

IN WITNESS WHEREOF, signed below.

*Passenger No. 1*

*Passenger No. 2*

Name :

Name :

Date :

Date :

Signature :

Signature :



## Arabic

### نموذج إقرار

أشهد بأنه تم سؤالي من قبل طاقم أكاديمية النسر الذهبي للطيران وأني لا أعاني من مرض COVID-19 أو أية أعراض مشابهة له خلال الـ (٤٨) ساعة الماضية وأني لم أخالط أي من الأشخاص المصابين أو المشتبه بإصابتهم بمرض COVID-19 إطلاقاً.  
وخلافاً لذلك فإنني أتحمل كامل المسؤولية القانونية نتيجة لعدم إبلاغي المعنيين من طاقم العمل في الأكاديمية.

وعليه أوقع.

الراكب رقم ٢

الراكب رقم ١

الإسم :

الإسم :

التاريخ :

التاريخ :

التوقيع :

التوقيع :

# Annex 4

## Universal Precautionary Kit Instructions

### Kit Contents:

- Pair of rubber gloves
- Protective Apron
- Facemask
- Goggles
- Scoop/Scraper
- Septol Spray for disinfecting surfaces.
- Bio-hazard Waste Bag
- Hygiene skin wipes
- Absorbing Towel
- Instructions

### Instructions on use:

- 1.) Put on protective apron, safety mask and gloves.
- 2.) Carefully place the material in the bio-hazard bag.
- 3.) Do not use hands, use scoop/scraper when needed (in case of scattered contaminated items).
- 4.) Use Septol Spray to clean contaminated surface.
- 5.) After procedure is completed remove gloves, safety mask and apron.
- 6.) Place all contaminated materials in the bio-hazard bag.
- 7.) Seal bag.
- 8.) Dispose of bag as required by local, state and federal regulations for infected solid waste.
- 9.) Wipe hands with a Hygiene skin wipe. Wash with soap and water as soon as possible.

# Annex 5

## References

1. <https://www.who.int/>
2. <https://www.iata.org/>
3. <https://www.icao.int/>
  - [https://www.verifavia.com/bases/ressource\\_pdf/299/icao-annex-6-part-i.pdf](https://www.verifavia.com/bases/ressource_pdf/299/icao-annex-6-part-i.pdf)
4. <http://www.mol.gov.jo/>
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