

Aerodrome Operator Implementation Report of Guidance for Air Travel through the COVID-19 Public Health Crisis Issue 1

General information		
Name of operator		
Contact person for this report	Name:	Position:
	Telephone:	Email:
This report shows the implementation status as of (date).		
1. Terminal Building (Remark: the numbering of this report is according to that of the Guidance for Air Travel through the COVID-19 Public Health Crisis Issue 1)		
Mitigation Measure	Status	Implementation details / remarks
1.1. Terminal Building		
Cleaning and disinfection		
1.1.1. A written plan for enhanced cleaning and disinfection should be agreed between the Health Bureau, airport operators, and service providers, according to the standard operating procedures outlined in the WHO Guide to Hygiene and Sanitation in Aviation, and follows the guidance material published by the Centre for Disease Control and Prevention of Macao. The plan needs to be kept updated in terms of process, schedule and products, when new information becomes available.	<input type="checkbox"/> Fully implemented <input type="checkbox"/> Partially implemented <input type="checkbox"/> Not yet implemented <input type="checkbox"/> Not applicable	
1.1.2. Cleaning and disinfection of terminal infrastructure and all equipment shall be done on a regular basis, in accordance with the aforementioned plan, and its frequency shall be increased as needed based on traffic. A cleaning/disinfection control sheet shall be used.	<input type="checkbox"/> Fully implemented <input type="checkbox"/> Partially implemented <input type="checkbox"/> Not yet implemented <input type="checkbox"/> Not applicable	

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<p>1.1.4. All cleaning and disinfection staff shall be made aware of the cleaning and disinfection plan. It is necessary to ensure staff are utilising products effectively, including the concentration, method and contact time of disinfectants, and addressing areas that are frequently touched and most likely to be contaminated, such as:</p> <p>(a) Airport information desks, check-in areas, immigration/customs areas, security screening area, boarding areas, etc.</p> <p>(b) Escalators and lifts, handrails.</p> <p>(c) Washrooms, toilets and baby changing areas.</p> <p>(d) Luggage trolleys and collection points: cleaned with dispensable wet wipes or disinfectants. Ensuring that disposal bins are made available.</p> <p>(e) Seats prior to security screening and in boarding/check-in areas.</p> <p>(f) Co-buses.</p>	<input type="checkbox"/> Fully implemented <input type="checkbox"/> Partially implemented <input type="checkbox"/> Not yet implemented <input type="checkbox"/> Not applicable	
<p>1.1.5. Increase the use of air conditioning and effective filtration systems to keep air clean, reduce re-circulation and increase the fresh-air ratio. Horizontal airflows should be limited.</p>	<input type="checkbox"/> Fully implemented <input type="checkbox"/> Partially implemented <input type="checkbox"/> Not yet implemented <input type="checkbox"/> Not applicable	
Physical distancing		
<p>1.1.6. Physical distancing is an effective measure to limit transmission of COVID-19 and should be part of a comprehensive package of measures to limit the spread of COVID-19. Physical distancing measures in airports should be:</p> <p>(a) At least consistent with what is applied for other transport modes – particularly in urban public transport used for access to/from airports.</p> <p>(b) Applied to the maximum extent possible throughout the airport.</p> <p>(c) Re-evaluated as epidemiological conditions permit.</p>	<input type="checkbox"/> Fully implemented <input type="checkbox"/> Partially implemented <input type="checkbox"/> Not yet implemented <input type="checkbox"/> Not applicable	
<p>1.1.7. Physical distancing shall target reaching at least one (1) meter between all individuals.</p>	<input type="checkbox"/> Fully implemented <input type="checkbox"/> Partially implemented <input type="checkbox"/> Not yet implemented <input type="checkbox"/> Not applicable	
<p>1.1.8. Passengers shall wear masks or other face coverings in accordance with guidance of Centre for Disease Control and Prevention of Macao.</p>	<input type="checkbox"/> Fully implemented <input type="checkbox"/> Partially implemented <input type="checkbox"/> Not yet implemented <input type="checkbox"/> Not applicable	
Staff Protection		

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1.1.10. Employees shall be equipped with PPE in accordance with guidance of Centre for Disease Control and Prevention of Macao. The level of adequate protection for staff members shall be evaluated. Such protection may include: personal protective equipment (PPE), health screening programme for staff, easy alcohol-based hand sanitizer access, and physical distancing plan for workstation.	<input type="checkbox"/> Fully implemented <input type="checkbox"/> Partially implemented <input type="checkbox"/> Not yet implemented <input type="checkbox"/> Not applicable	
1.1.12. For staff and teams working shifts, handovers shall be conducted in a contact-free manner, i.e. via telephone, videoconference, electronic logs, or at a minimum through physical distancing.	<input type="checkbox"/> Fully implemented <input type="checkbox"/> Partially implemented <input type="checkbox"/> Not yet implemented <input type="checkbox"/> Not applicable	
1.1.13. Maintenance and repair work in public areas shall be prioritized and their schedule adjusted or possibly postponed if it's non-essential.	<input type="checkbox"/> Fully implemented <input type="checkbox"/> Partially implemented <input type="checkbox"/> Not yet implemented <input type="checkbox"/> Not applicable	
1.1.14. Staff training shall maximise the use of online training and virtual classrooms.	<input type="checkbox"/> Fully implemented <input type="checkbox"/> Partially implemented <input type="checkbox"/> Not yet implemented <input type="checkbox"/> Not applicable	
1.1.15. The use of physical separators between selected staff and passengers are recommended in areas of repeat exchanges and transactions.	<input type="checkbox"/> Fully implemented <input type="checkbox"/> Partially implemented <input type="checkbox"/> Not yet implemented <input type="checkbox"/> Not applicable	
Airport Terminal access		
1.1.17. Non-contact thermometers should be used when health screening is required, under conditions which minimize the impact on operations.	<input type="checkbox"/> Fully implemented <input type="checkbox"/> Partially implemented <input type="checkbox"/> Not yet implemented <input type="checkbox"/> Not applicable	
1.2. General Check-In Area		

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1.2.1. Implement measures that reduce congestion within these areas through advanced-planning and monitoring of passenger flows.	<input type="checkbox"/> Fully implemented <input type="checkbox"/> Partially implemented <input type="checkbox"/> Not yet implemented <input type="checkbox"/> Not applicable	
1.2.2. Airports' Passenger Terminal Building shall provide signage, floor markings and announcements via Public Address (PA) system to encourage physical distancing. FBO shall process general aviation passengers separately in groups for physical distancing. In addition, support communication of key prevention messages from health authorities through audio messages and signs at key touchpoints of the passenger journey shall be in place.	<input type="checkbox"/> Fully implemented <input type="checkbox"/> Partially implemented <input type="checkbox"/> Not yet implemented <input type="checkbox"/> Not applicable	
1.2.3. Usage of various self-service tools, such as boarding pass should be considered to reduce face-to-face interactions, but with careful attention to the management of passenger flow and keeping such devices adequately and constantly disinfected.	<input type="checkbox"/> Fully implemented <input type="checkbox"/> Partially implemented <input type="checkbox"/> Not yet implemented <input type="checkbox"/> Not applicable	
1.2.4. Whenever possible, passengers should be encouraged to complete check-in processes prior to arriving at the airport. Online check-in and other initiatives will contribute to the reduction in the amount of contact with airport staff and infrastructure.	<input type="checkbox"/> Fully implemented <input type="checkbox"/> Partially implemented <input type="checkbox"/> Not yet implemented <input type="checkbox"/> Not applicable	
1.2.5. At the traditional check-in counters, use of retractable stanchions and floor signage in the queuing area shall be in place to maintain social distancing and transparent barriers in front of staff at counters shall be installed.	<input type="checkbox"/> Fully implemented <input type="checkbox"/> Partially implemented <input type="checkbox"/> Not yet implemented <input type="checkbox"/> Not applicable	
1.3. Security Screening		
Checkpoint access procedures		
1.3.1. Appropriate procedures shall be implemented in coordination with relevant government departments in order to respond to any passengers showing signs of illness.	<input type="checkbox"/> Fully implemented <input type="checkbox"/> Partially implemented <input type="checkbox"/> Not yet implemented <input type="checkbox"/> Not applicable	

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1.3.2. Hand sanitizers and disinfection products shall be provided prior to passengers and staff screening access points where possible.	<input type="checkbox"/> Fully implemented <input type="checkbox"/> Partially implemented <input type="checkbox"/> Not yet implemented <input type="checkbox"/> Not applicable	
1.3.3. Screeners shall wear the appropriate PPE in accordance with guidance of Centre for Disease Control and Prevention of Macao. Screeners and passengers should maintain physical distancing to the extent possible.	<input type="checkbox"/> Fully implemented <input type="checkbox"/> Partially implemented <input type="checkbox"/> Not yet implemented <input type="checkbox"/> Not applicable	
1.3.5. Markings shall be established on the ground, or alternative means (i.e. signage or notice) within the queueing area to indicate the proper distancing recommended by the appropriate authorities. Physical distancing shall remain in place until informed by relevant health authorities that it is safe to relax them.	<input type="checkbox"/> Fully implemented <input type="checkbox"/> Partially implemented <input type="checkbox"/> Not yet implemented <input type="checkbox"/> Not applicable	
1.3.6. Procedures involving passengers presenting boarding passes and other travel documents to security personnel shall be done, by conducting a visual inspection of the boarding pass and relevant identification documentation, as required by standard operating procedures. To identify a person wearing a mask against a government-issued photo identification, the mask could only be removed when physical distancing measures are met. Appropriate signage shall be deployed that clearly inform about subsequent steps of the process.	<input type="checkbox"/> Fully implemented <input type="checkbox"/> Partially implemented <input type="checkbox"/> Not yet implemented <input type="checkbox"/> Not applicable	
1.3.7. Where boarding pass scanners are in use, boarding pass scanners' reader surface shall be disinfected with the same frequency as for any other high-touch surface.	<input type="checkbox"/> Fully implemented <input type="checkbox"/> Partially implemented <input type="checkbox"/> Not yet implemented <input type="checkbox"/> Not applicable	
1.3.8. Passenger preparation officers shall be deployed to ensure passengers are prepared for the divestment needs. Screeners shall reinforce processes with passengers accessing divesting areas, such that they properly divest and are less likely to cause a false alarm (to minimize the use of manual searches).	<input type="checkbox"/> Fully implemented <input type="checkbox"/> Partially implemented <input type="checkbox"/> Not yet implemented <input type="checkbox"/> Not applicable	
1.3.9. Routine enhanced cleaning and disinfecting shall be conducted, of frequently touched/exposed surfaces and security screening equipment, including trays at the security checkpoint and baggage areas.	<input type="checkbox"/> Fully implemented <input type="checkbox"/> Partially implemented <input type="checkbox"/> Not yet implemented <input type="checkbox"/> Not applicable	

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Passenger Screening		
1.3.10. Alcohol-based hand sanitizer shall be distributed to staff for the cleaning and disinfection of their hands.	<input type="checkbox"/> Fully implemented <input type="checkbox"/> Partially implemented <input type="checkbox"/> Not yet implemented <input type="checkbox"/> Not applicable	
1.3.11. Screeners shall wear gloves and change or disinfect them after each manual search.	<input type="checkbox"/> Fully implemented <input type="checkbox"/> Partially implemented <input type="checkbox"/> Not yet implemented <input type="checkbox"/> Not applicable	
1.3.12. Employees shall be advised to wash their hands with soap or rub their hands by using alcohol-based hand sanitizer after removing gloves.	<input type="checkbox"/> Fully implemented <input type="checkbox"/> Partially implemented <input type="checkbox"/> Not yet implemented <input type="checkbox"/> Not applicable	
1.3.13. Appropriate signage and information to passengers shall be clearly displayed regarding newly implemented health requirements, as well as modified screening processes. Signage shall highlight the need for passenger cooperation throughout the screening process.	<input type="checkbox"/> Fully implemented <input type="checkbox"/> Partially implemented <input type="checkbox"/> Not yet implemented <input type="checkbox"/> Not applicable	
1.3.14. Whenever screening checkpoints are processing a high number of passengers, staff and crew screening shall be performed in dedicated checkpoints and separately from passengers (as an additional preventive health measure).	<input type="checkbox"/> Fully implemented <input type="checkbox"/> Partially implemented <input type="checkbox"/> Not yet implemented <input type="checkbox"/> Not applicable	
1.1.15. The use of physical separators between selected staff and passengers are recommended in areas of repeat exchanges and transactions.	<input type="checkbox"/> Fully implemented <input type="checkbox"/> Partially implemented <input type="checkbox"/> Not yet implemented <input type="checkbox"/> Not applicable	
1.3.16. For WTMD alarm resolution, prioritize the use of hand held metal detectors to identify the cause of alarm followed by a targeted manual search where the alarm is.	<input type="checkbox"/> Fully implemented <input type="checkbox"/> Partially implemented <input type="checkbox"/> Not yet implemented <input type="checkbox"/> Not applicable	

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1.3.17. The use of explosive trace detection equipment (ETD) or explosive detection dogs (EDD) should not be limited to alarm resolution. Random use of such explosive detection should be encouraged and leveraged.	<input type="checkbox"/> Fully implemented <input type="checkbox"/> Partially implemented <input type="checkbox"/> Not yet implemented <input type="checkbox"/> Not applicable	
1.3.19. If the standard procedure allows for the reuse of ETD swabs, consideration should be given to discontinuing this practice to limit the possibility of spreading COVID-19.	<input type="checkbox"/> Fully implemented <input type="checkbox"/> Partially implemented <input type="checkbox"/> Not yet implemented <input type="checkbox"/> Not applicable	
1.3.21. Staff needed to interact with passengers in close proximity shall use a face mask.	<input type="checkbox"/> Fully implemented <input type="checkbox"/> Partially implemented <input type="checkbox"/> Not yet implemented <input type="checkbox"/> Not applicable	
1.4. Terminal Airside Area		
1.4.1. Self-service options, where passengers have limited contact with retail, food and beverage staff, should be encouraged.	<input type="checkbox"/> Fully implemented <input type="checkbox"/> Partially implemented <input type="checkbox"/> Not yet implemented <input type="checkbox"/> Not applicable	
1.4.6. As a temporary measure, sitting areas (e.g. lounges, gates, restaurants) can open at limited capacity (e.g. one vacant seat shall be maintained between seats for passengers) to accommodate the short-term need for physical distancing. FBO shall process general aviation passengers separately in groups for physical distancing. As the recovery phase progresses and health requirements evolve, a return to regular capacity can be contemplated.	<input type="checkbox"/> Fully implemented <input type="checkbox"/> Partially implemented <input type="checkbox"/> Not yet implemented <input type="checkbox"/> Not applicable	
1.4.7. Temporary closing or enhanced monitoring of certain service areas shall be considered, based on the stage of mitigation measures, such as: (a) Self-service buffet food. (b) Café seating, or multi-purpose seating. (c) Children's play areas.	<input type="checkbox"/> Fully implemented <input type="checkbox"/> Partially implemented <input type="checkbox"/> Not yet implemented <input type="checkbox"/> Not applicable	
1.4.8. Multiple alcohol-based hand sanitizer stations shall be made available throughout the airport with adequate signage for passengers.	<input type="checkbox"/> Fully implemented <input type="checkbox"/> Partially implemented <input type="checkbox"/> Not yet implemented <input type="checkbox"/> Not applicable	

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1.4.9. Installation of touch-free equipment in toilet facilities such as the following should be considered: (a) Automatic toilet flushing system. (b) Taps and soap/hand sanitiser dispensers.	<input type="checkbox"/> Fully implemented <input type="checkbox"/> Partially implemented <input type="checkbox"/> Not yet implemented <input type="checkbox"/> Not applicable	
1.5. Aircraft Terminal Gate Equipment		
1.5.1. Electromechanical equipment such as boarding bridges, escalators and elevators must be inspected and periodically tested or started up. Inspections of such decommissioned equipment are essential before returning them to service for passenger use, based on manufacturers' recommendations and national building codes.	<input type="checkbox"/> Fully implemented <input type="checkbox"/> Partially implemented <input type="checkbox"/> Not yet implemented <input type="checkbox"/> Not applicable	
1.5.2. Maintenance protocols need to be defined and deployed.	<input type="checkbox"/> Fully implemented <input type="checkbox"/> Partially implemented <input type="checkbox"/> Not yet implemented <input type="checkbox"/> Not applicable	
1.5.3. Where conditioned air is needed, power should be maintained in all outdoor-based equipment such as jetways and pre-conditioned air units.	<input type="checkbox"/> Fully implemented <input type="checkbox"/> Partially implemented <input type="checkbox"/> Not yet implemented <input type="checkbox"/> Not applicable	
1.5.4. Critical service providers and government authorities must be advised in advance on ramp-up schedules and plans by the airport operator to return temporarily closed facilities into service.	<input type="checkbox"/> Fully implemented <input type="checkbox"/> Partially implemented <input type="checkbox"/> Not yet implemented <input type="checkbox"/> Not applicable	
Gate aircraft equipment and air filtering		
1.5.5. Where external pre-conditioned air (PCA) and fixed electrical ground power (400 Hertz) are available at the stand, an aircraft can switch off its auxiliary power unit (APU) after arrival. A PCA system takes in ambient air through an intake filter and provides conditioned air to the cabin.	<input type="checkbox"/> Fully implemented <input type="checkbox"/> Partially implemented <input type="checkbox"/> Not yet implemented <input type="checkbox"/> Not applicable	

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1.5.6. External air sources are not processed through the aircraft's high-efficiency particulate air (HEPA) filter. The aircraft APU should be permitted to be used at the gate to enable the aircraft's air conditioning system to be operated, if equivalent filtration from PCA is not available.	<input type="checkbox"/> Fully implemented <input type="checkbox"/> Partially implemented <input type="checkbox"/> Not yet implemented <input type="checkbox"/> Not applicable	
1.6. Disembarking and Arrivals		
1.6.4. Smart thermal cameras can be installed to scan the temperature of multiple passengers rapidly and unobtrusively.	<input type="checkbox"/> Fully implemented <input type="checkbox"/> Partially implemented <input type="checkbox"/> Not yet implemented <input type="checkbox"/> Not applicable	
1.6.5. Secondary health assessments could be set to maintain the main general flow of passengers. Thermal screening can be conducted prior to the customs hall, but individual passenger health assessments should be avoided so as not to have a drastic impact on throughput resulting in more queues.	<input type="checkbox"/> Fully implemented <input type="checkbox"/> Partially implemented <input type="checkbox"/> Not yet implemented <input type="checkbox"/> Not applicable	
1.6.6. For flights arriving from higher-risk areas where there are cluster or community transmission, a particular section of the arrivals terminal could be utilised to increase physical distancing, and/or smart thermal cameras could be placed at appropriate locations to screen arriving passengers.	<input type="checkbox"/> Fully implemented <input type="checkbox"/> Partially implemented <input type="checkbox"/> Not yet implemented <input type="checkbox"/> Not applicable	
Health Declaration		
1.6.7. Health declaration shall be enforced in accordance with guidance of Centre for Disease Control and Prevention of Macao.	<input type="checkbox"/> Fully implemented <input type="checkbox"/> Partially implemented <input type="checkbox"/> Not yet implemented <input type="checkbox"/> Not applicable	
Transfer		
1.6.9. Where transfer security screening is needed, it shall follow appropriate sanitary requirements as previously described in the departure process.	<input type="checkbox"/> Fully implemented <input type="checkbox"/> Partially implemented <input type="checkbox"/> Not yet implemented <input type="checkbox"/> Not applicable	
1.7. Baggage Claim Area		

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Mitigation Measure	Status	Implementation details / remarks
1.7.1. All efforts need to be made to provide a speedy baggage claim process and ensure that passengers are not made to wait for excessive amounts of time in the baggage claim area.	<input type="checkbox"/> Fully implemented <input type="checkbox"/> Partially implemented <input type="checkbox"/> Not yet implemented <input type="checkbox"/> Not applicable	
1.7.2. Maximize use of available arrival baggage carousels to limit the gathering of passengers, and, where possible, use of dedicated baggage carousels for flights from high risk areas.	<input type="checkbox"/> Fully implemented <input type="checkbox"/> Partially implemented <input type="checkbox"/> Not yet implemented <input type="checkbox"/> Not applicable	
1.7.4. Cleaning schedules shall be aligned based on flight schedules to ensure a more frequent, in-depth disinfection of luggage carts, washrooms, elevator buttons, rails, etc.	<input type="checkbox"/> Fully implemented <input type="checkbox"/> Partially implemented <input type="checkbox"/> Not yet implemented <input type="checkbox"/> Not applicable	
1.7.6. The use of retractable stanchions and floor markings shall be considered to encourage physical distancing at the baggage carousel.	<input type="checkbox"/> Fully implemented <input type="checkbox"/> Partially implemented <input type="checkbox"/> Not yet implemented <input type="checkbox"/> Not applicable	
1.7.7. Protective transparent separator shall be implemented at lost luggage counter.	<input type="checkbox"/> Fully implemented <input type="checkbox"/> Partially implemented <input type="checkbox"/> Not yet implemented <input type="checkbox"/> Not applicable	
1.7.10. Protocols for cleaning and disinfection of the area shall be established.	<input type="checkbox"/> Fully implemented <input type="checkbox"/> Partially implemented <input type="checkbox"/> Not yet implemented <input type="checkbox"/> Not applicable	
1.8. Exit the Landside Area		
Airport terminal access		

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Mitigation Measure	Status	Implementation details / remarks
1.8.2. Multiple hand washing stations or hand sanitisers shall be provided prior to the exit of the terminal building.	<input type="checkbox"/> Fully implemented <input type="checkbox"/> Partially implemented <input type="checkbox"/> Not yet implemented <input type="checkbox"/> Not applicable	
1.8.3. Cleaning shall be increased based on flight schedules to ensure a more frequent, in-depth disinfection of landside public areas, including seating areas, food and beverage and retail, handrails, washrooms, automated moving systems and buses.	<input type="checkbox"/> Fully implemented <input type="checkbox"/> Partially implemented <input type="checkbox"/> Not yet implemented <input type="checkbox"/> Not applicable	

Implementation Report of Guidance for Air Travel through the COVID-19 Public Health Crisis (Issue 1)

Completion Instructions

Step	Completion Instructions
1	Provide the name of the aerodrome operator.
2	Enter the name and contact information of the person whom the AACM can contact regarding this report.
3	<p>Based on the implementation status, check the appropriate box and enter the details of means of implementation in the “Implementation details / remarks” column.</p> <p>The operator may implement the mitigation measure only under certain circumstances. For example, based on the operator’s risk assessment, the mitigation measure is only implemented on flights to areas with high risk of COVID-19 classified by the public health authorities. In this case, detail justification shall be indicated in the “Implementation details / remarks” column.</p> <p><u>Fully implemented</u></p> <p>The mitigation measure is considered fully implemented if:</p> <ul style="list-style-type: none"> ▪ The operator has already established necessary procedures; and ▪ Communication and/or coordination with all relevant parties have been made; ▪ All necessary equipment or hardware have already been installed; and ▪ The operator has already established mechanism to keep the record or evidence of implementation. <p><u>Partially implemented</u></p> <p>The mitigation measure is considered partially implemented if:</p> <ul style="list-style-type: none"> ▪ Procedures are being developed, but not yet completed; or ▪ Communication and/or coordination with all relevant parties are in progress, but not yet completed; ▪ Installation of necessary equipment or hardware are in progress, but not yet completed; or ▪ Mechanism to keep the record or evidence of implementation are being developed, but not yet completed. <p>If the box “Partially implemented” is checked, the following shall be indicated in the “Implementation details / remarks” column:</p> <ul style="list-style-type: none"> ▪ Reason of “Partially implemented”; and ▪ Target date of full implementation <p><u>Not yet implemented</u></p> <p>The mitigation measure is considered <u>not yet implemented</u> if:</p> <ul style="list-style-type: none"> ▪ Procedures has not yet been developed; and ▪ Communication and/or coordination with all relevant parties have not yet been made; and ▪ Necessary equipment or hardware has not yet been installed; and ▪ Mechanism to keep the record or evidence of implementation has not yet been developed. <p>If the box “Not yet implemented” is checked, the following shall be indicated in the “Implementation details / remarks” column:</p> <ul style="list-style-type: none"> ▪ Reason of “Not yet implemented”; ▪ Implementation plan; and ▪ target date of full implementation <p><u>Not applicable</u></p> <p>If “Not applicable” is checked, the reason shall be indicated in the “Implementation details / remarks” column.</p>