

## 1. INTRODUCTION

This procedure will detail the steps to be followed for protecting workers & visitors from exposure to, and infection with, the novel coronavirus, COVID-19 on all type of work being performed and exposure risk, including potential for interaction with infectious people and contamination of the work environment.

## 2. RESPONSIBILITY

The Accountable Manager has the responsibility to ensure safety of all Aerogulf employees.

The Safety Manager is responsible for the development, compliance monitoring and review of these procedures and any associated guidelines.

The responsibility for implementation of this procedure is with all department Managers & all staff members.

## 3. PROCEDURE

### 3.1 Applicable Regulations / Guideline Materials

- DHA Guidelines
- WHO requirements
- GCAA & EASA Guidelines
- OSHA requirements. [OSHA 3327-02N 2007]
- Customer requirements for Transportation of staff (DP)
- GCAA GM-07

### 3.2 Definitions

#### **Novel Coronavirus (COVID-19)**

On 12 February 2020, the novel coronavirus was renamed "severe acute respiratory syndrome coronavirus 2" (SARS-CoV-2), while the disease associated with it is referred to as COVID-19 is a new strain of coronavirus which may cause illness in animals or humans. In humans, several coronaviruses are known to cause respiratory infections ranging from the common cold to much more severe symptoms and even death in a small percentage of those infected.

#### **Quarantine**

Restrictions of movement of those who may have been exposed to a communicable disease, but do not have a confirmed medical diagnosis to ensure they are not infected.

Quarantine does not mean total isolation, but it involves:

- Voluntary movement restriction of individuals.

- Individuals are provided with all their needs of food and personal belongings. Family members and friends will help them in carrying out daily tasks while taking into consideration preventive measures to prevent the spread of infection.
- Quarantined persons will not necessarily be under medical supervision, but will follow medical directives of authorities placing procedural and regulatory control over those in quarantine.
- The positive aspect of such experience is those able to conduct work at home and will be able to continue to be productive, and those who cannot will have time to meditate, read, watch movies and practice hobbies.

### **Isolation**

Separation of ill persons who have a communicable disease from those who are healthy, so they can start the treatment journey without infecting others.

### **Close Contact**

Any person, in the period extending from 48 hours before onset of symptoms in the confirmed or probable case, had

1. Unprotected face-to-face contact within 2 meter (6 feet) for 15 minutes or more with a person with COVID-19.
2. Shared of a closed space case for a prolonged period (more than 2 hours) at work or otherwise.
3. Worked closely in the same environment as a person with COVID-19 for more than 2 hours.
4. Shared the same room.
5. Lived in the same household as a person with COVID-19 or household-like setting (e.g. in a boarding school or hostel).
6. Sat in the same classroom as a person with COVID-19.
7. Attended the same gathering as a person with COVID-19.
8. Travelled in the same conveyance and sitting within two seats (1 meter) in any direction of a person with COVID-19 case in any kind of conveyance including buses, minibus, car, etc. or seated in the same row as the case, or in the two rows in front or two rows in any kind of conveyance including aircraft.
9. Provided direct care for a person with COVID-19 without using the proper personal protective equipment in a healthcare or non-healthcare setting.
10. Was a crew who provided prolonged periods of in-flight service in the section of the aircraft where the infected passenger was seated or was a passenger in the section of the aircraft where infected crew who provided prolonged periods of in-flight service.

These are general guideline and a case-by-case risk assessment should be conducted.

Considerations for conducting a risk assessment should include:

- a. Proximity
- b. Duration of exposure
- c. Size of the space of interaction including air circulation
- d. Precautions taken, including PPE worn

## **Social distancing**

Social distancing involves avoiding large gatherings. If you have to be around people, keep 3 feet (1 meter) between you when possible.

## **Employee / Staff**

Individuals working within the organization at all levels including contracting persons.

## **Customer**

Individuals and customers from outside the organization of the concerned parties.

### **3.3 How Influenza Can Spread Between People**

[Ref OSHA 3327-02N 2007]

Influenza is thought to be primarily spread through large droplets (droplet transmission) that directly contact the nose, mouth or eyes. These droplets are produced when infected people cough, sneeze or talk, sending the relatively large infectious droplets and very small sprays (aerosols) into the nearby air and into contact with other people. Large droplets can only travel a limited range; therefore, people should limit close contact (within 3 feet) with others when possible.

### **3.4 How COVID-19 spreads**

When someone who has COVID-19 coughs or exhales they release droplets of infected fluid. Most of these droplets fall on nearby surfaces and objects - such as desks, tables or telephones. People could catch COVID-19 by touching contaminated surfaces or objects - and then touching their eyes, nose or mouth. If they are standing within one meter of a person with COVID-19 they can catch it by breathing in droplets coughed out or exhaled by them.

In other words, COVID-19 spreads in a similar way to flu. Most persons infected with COVID-19 experience mild symptoms and recover. However, some go on to experience more serious illness and may require hospital care. Risk of serious illness rises with age: people over 40 seem to be more vulnerable than those under 40. People with weakened immune systems and people with conditions such as diabetes, heart and lung disease are also more vulnerable to serious illness.

### **3.5 Safety Guidelines to prevent the spread of COVID-19 in workplace**

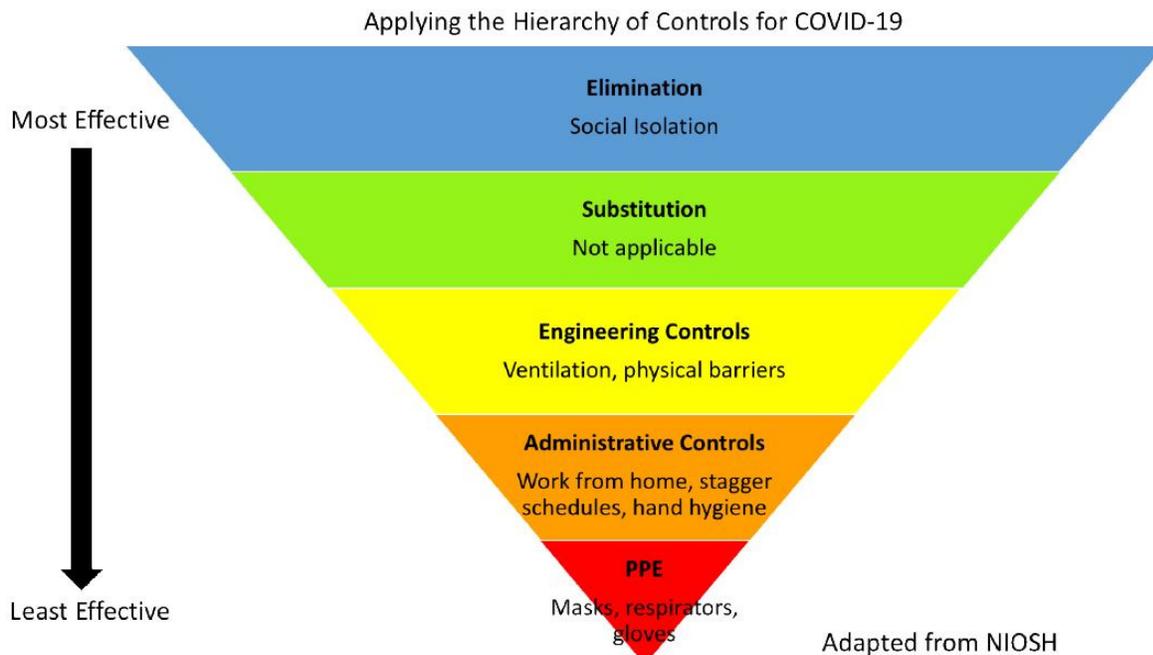
It is mandatory to follow the safety guidelines issued by Aerogulf and other health authorities such as DHA, Ministry of health, WHO etc. to prevent the spread of COVID-19 in the workplace.

The best strategy to reduce the risk of becoming infected with COVID-19 is to follow some basic hygiene and social distancing precautions that can be implemented in every workplace include the following:

1. Encourage sick employees to stay at home.
2. Social Distancing of all personnel- (maintain a separation of at least 3 feet).

3. Wash hands thoroughly with soap and water for at least 20 seconds (Rub all parts of your palm). In the absence of water/soap, use an alcohol-based hand sanitizer at least 65% alcohol content.
4. Face mask and gloves to be worn all times at work.  
*Note: Masks shall be disposed of appropriately and shall be changed at least once every 4 hours (or whenever necessary) and shall not be re-used after removal.*
5. Avoid close contact with anyone showing signs of respiratory illness
6. When sneezing/coughing make sure to cover your mouth and nose with tissue then dispose properly. Use your elbow in the absence of tissue.
7. Keep work surfaces, telephones, computer equipment and other frequently touched surfaces and office equipment clean. Be sure that any cleaner used is safe and will not harm employees or your office equipment. Use only approved sanitizing chemical/disinfectants.
8. Discourage employees from using other employees' phones, desks, offices or other work tools and equipment.
9. Travel only if it is essential.
10. Minimize meetings. Use e-mail, Online Meeting rooms, phones and text messages to communicate with each other.
11. Reconsider all situations that permit or require visitors to enter the workplace. Refer to para 3.11 for more details.
12. Boost your immunity by healthy lifestyle such as eating healthy food, practicing physical activity and getting enough sleep.
13. If there is space, arrange dining room seats at least one meter apart.

The framework, shown below, is an upside-down pyramid, showing five levels of control efforts: elimination, substitution, engineering controls, administrative controls, and personal protective equipment or PPE. They are ranked in order of effectiveness to prevent hazardous exposures and disease. The framework also applies well for controlling exposures to novel coronavirus.



### **3.5.1 Follow the Work Practice and Risk Controls measures**

A frequent close contact between employees or with the general public such as passengers contact cannot be avoided, there are practices to reduce the risk of infection. In addition to the basic work practices that every workplace should adopt. Medium risk occupations require employers to address enhanced safety and health precautions. The specific actions to be taken are based on the Risk Assessment (#005-2020) of the situation.

Overall risk of Aerogulf's operations activities are considered as a Medium risk and below are some additional plans for workplace safety and health during this situation.

#### **a. Administrative Controls**

1. COVID-19 safety awareness posters are fixed throughout the facilities.
2. Employees are advised to postpone their leave involving travel until the situation is stable except absolute emergency cases.
3. Work from home policy is encouraged when practicable. The situation will be assessed and approved by the department Manager.
4. Aerogulf Biometric Punching system stopped.
5. All facility disinfection / sterilization on a recurrent basis will be conducted during periods of potential risk such as the coronavirus pandemic.
6. Staff transportation means shall ensure reasonable and safe physical distance between each person on-board. Particular attention to this should be made the driver who generally conducts several transportation trips in a day.
7. Wherever and whenever possible, number of staff required shall be limited to strict minimum. Maintenance instructions/practices shall consider physical distancing principles, as much as practical.

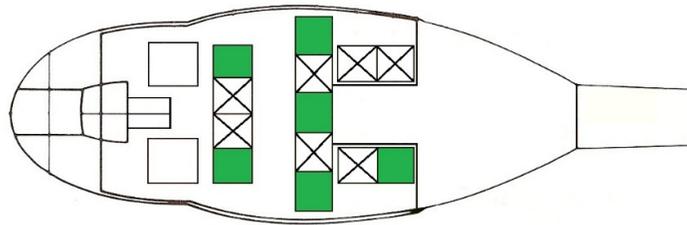
Any suspected or COVID-19 symptomatic staff shall be PCR tested. Notify HR Director and call one of the 24-hour help line numbers first [Dubai Health Authority at 800342].

#### **b. Flight Operations / Engineering Controls**

##### **For Normal Operations:**

1. Prior each flight, Pilots must be screened by AGS operations for any symptoms of COVID-19 and to confirm crew fitness to perform their duty;
2. Crew's body temperature must be measured prior to the flight (if more than 37.3C, boarding shall not be allowed); This applies passengers as well.
3. Process Declaration Form (Appendix-1) for crew
4. Flight Crew and passengers must wear face mask and gloves due to close proximity in the confined area.  
*Note: PPE shall not be mandated when flight safety or human performance may be compromised.*
5. Clean the aircraft using disinfectant substances suitable for aviation use after each flight.

6. Personnel involved in the handling of the relevant flight must wear sufficient PPE's. Such as medical masks & gloves. Wash hands often to prevent other infectious diseases.
7. The Passengers seating is reduced to six (6) and seated in the following way; two (2) in the front row, three (3) in the middle row and one (1) aft in the left lateral seat. This will mean that no passengers are seated immediately next to one another, and so are distanced with no touching. See helicopter seating configuration graph.



8. Operations such as recreational or leisure flight, shall be deemed non-essential flights are stopped until further notice. [Ref to GCAA Safety Decision 2020-13 for more details]

#### **Management of carrying Sick / COVID-19 Suspected passenger(s);**

Upon carrying sick / suspected COVID-19 passenger(s) having symptoms such as fever, fatigue and dry cough or treating body fluids such as respiratory secretions, nausea, vomiting, diarrhea or with or without fever the following procedures should be followed;

1. The pilots should wear personal protective equipment (PPE). Such as Gloves, Masks, eye protection and protective clothing.
2. Only minimum number of persons to be allowed onboard.
3. The sick passenger should be quarantined on-board by the following methods:
  - a. Try to minimize the contact between the suspected infected person and others.
  - b. The well seat in the pax cabin should be specifically designated (with Plastic seat covers) for quarantine purpose.
  - c. Passenger should wear a medical mask all the times.
  - d. The person accompanying or taking care should have a N95 mask and gloves.
  - e. Personnel involved in the ground handling (offshore & Onshore) of the relevant flights must be equipped with masks, gloves, goggles and other PPE's as required.
4. Director of flight operations shall report to the GCAA any suspected case (including its own staff or his/her family).
5. All crew need to monitor their health conditions and report promptly any abnormalities that may crop up.
6. Staff who performed duty on the same flight or within the 2 days preceding the appearance of the above symptoms should be instantly removed from rosters and reported to UAE Health Authorities for further instructions.

#### **Aircraft on Arrival Procedures**

1. On Arrival at DWC airport, the suspected passenger and accompanied person should be isolated and transferred to the customer vehicle.

2. Other passengers or luggage's must be loaded to the customer vehicle directly.
3. Personnel involved in the handling of the relevant flight must wear sufficient PPE's. Such as medical masks, gloves, disposable coverall protective suite and other PPE's as required.
4. Personnel shall wash hands often to prevent other infectious diseases.

### **Aircraft cleaning - Post carrying Sick / COVID-19 Suspected passenger**

- a. Park the aircraft in a special parking bay.
- b. Vehicles used for ground handling activities including pilot's transportation must be decontaminated with special disinfectant after operation;
- c. Aircraft disinfection cleaning should be conducted post-flight by using an approved cleaning chemical that is not corrosive or otherwise detrimental to aircraft components.
- d. Clean the following areas thoroughly.
  - Pilots Cabin / Cockpit
  - Pilots seats
  - Passenger cabin including Seats.
  - Floor
  - Door handle inside and outside
  - Panels, including sides, overhead and the cargo compartment.
  - Adjacent walls and windows.
  - Seat belt buckles
  - Stretcher if used.
  - Headsets and life jackets provided to passengers.
- e. Correctly discard any potential infectious contents / Waste; When potentially contaminated wastes are found, related local departments shall be promptly contacted, and the wastes shall be disposed as instructed. Please refer to the Dubai Healthcare City Authority (DHCR) HSE Waste Policy,
- f. All PPE should be disposed of appropriately.
- g. After disposing of the waste, Aircraft cleaners should wash hands with soap and water.
- h. Ground staff need to monitor their health conditions and report promptly any abnormalities that may crop up.
- i. Ground Staff who performed duty on the same flight or within the 2 days preceding the appearance of the above symptoms should be instantly removed from rosters and reported to UAE Health Authorities for further instructions.

### **3.6 Self-Quarantine Guide**

If you have been identified as having been in contact with someone diagnosed with COVID-19 follow these guidelines for 14 days from your last potential exposure to COVID-19:

Stay at home

**How to self-monitor:**



## COMPANY PROCEDURES

### Safety Management System Procedure

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**Step 1** Do health checks every morning and every night or anytime you feel like you might have a fever:

1. Take your temperature with a thermometer and/or that of family members who are being monitored and cannot do so for themselves. You should do this at least two times a day.
2. Watch for other symptoms such as fever, respiratory illness (cough, sore throat, runny nose, shortness of breath), mild flu-like illness (fatigue, chills, muscle aches) and/or loss of taste or smell.
3. Protect others!
  - Stay home. You should stay in a specific room and away from other people in your home. Also, you should use a separate bathroom, if available.
  - Do not take public transportation, taxis, or ride-shares
  - Do not have any visitors to your house during this time
  - If you must have visitors, tell them that you are under quarantine
  - Keep your distance from others (about 3 feet or 1 meter).
  - Separate yourself from other people and animals in your home.

If you need to seek medical care for other reasons call ahead to your healthcare provider and tell them you are under COVID-19 quarantine.

**Step-2** The person under observation shows any symptoms during medical observation (such as fever, chills, dry cough, cough, expectoration, nasal congestion, runny nose, sore throat, headache, fatigue, muscle soreness, breathing difficulties, conjunctivitis, dyspnea, chest tightness, conjunctival hyperemia, nausea, vomiting, diarrhea and abdominal pain).

1. Seek medical advice – call ahead before you go to a healthcare provider's office or emergency room. Tell them you are under COVID-19 quarantine and about your symptoms. Be sure to coordinate this activity within the HR department and your department manager who will give additional guidance.
2. Put on a facemask before you enter the healthcare facility. These steps will help the healthcare provider's office to keep other people in the office or waiting room from getting infected or exposed
3. Cough or sneeze into the fold of your elbow. Alternatively, cover your mouth and nose with a tissue when you cough or sneeze.
4. Wash hands often with soap and water for at least 20 seconds to avoid spreading the virus to others. If soap and water are not readily available, you can use an alcohol-based hand sanitizer that contains at least 65% alcohol. Always wash hands with soap and water if hands are visibly dirty.
5. Clean all "high-touch" surfaces every day.

**For any medical support or inquiry, please contact:**

- "Estijaba" service at the operation center – Department of Health at 8001717
- Ministry of Health & Prevention at 80011111
- **Dubai Health Authority at 800342**

- And keep in regular contact with your department manager and HR Director at 050 6546788.

The HR Director should report to the local public health department immediately for further instructions and the staff should not work subsequent duty period until the staff has been cleared by local health officials. After the medical observation period, the staff under observation may return to duty if showing no signs of symptoms.

### **3.7 Training**

Pilots, Maintenance Staff and other staff shall be trained and managed, to minimise the risk of contamination of the staff outside their duty, before, during and after their duty;

- a. All staff shall receive a COVID-19 awareness training. The following training may be used <https://learn.mbru.ac.ae/courses/covid19>
- b. Cleaning and disinfection personnel shall only perform their duty if properly qualified or professionally trained.
- c. PPE specific training: Front-line staff shall be trained to correctly wear masks, hats, gloves, goggles and other protective equipment, and properly sanitize hands.

### **3.8 Aerogulf Facility Disinfection**

When confirmed cases are found in the company, facility disinfection should be performed by professionals.

### **3.9 Working from Home**

In situations wherein an employee was requested to work from home, their Department Head needs to ensure that;

- Employees' familiarity with how to use the technology of remote work.
- A mechanism to monitor employees' attendance and leave remotely.
- Electronic systems or procedures that enable activating means of communication and holding meetings remotely.
- Monitoring the status of tasks accomplished remotely.
- Daily reports of the level of work productivity. Ref Form AGS/GEN/031

### **3.10 Procedure for returning to work from outside country**

- The travel regulations in each destination are changing frequently. Please check air carrier website for the most recent information before you travel.
- Upon Arrival to UAE, the PCR test has taken at Dubai airports and must register their details on the COVID-19 DXB app.
- Employees must stay home until their PCR test results come out.

- Employees must send a copy of the PCR test result to the HR department and get permission to come to work.
- Upon return to work, compliance with all precautionary measures applied in Dubai Govt. (wearing masks, maintaining 2m social distance and washing hands regularly).

If the test result is Positive, then follow the below guidelines;

- Inform the HR department and obligation to abide by 14-day quarantine for positive COVID-19 cases.
- Quarantine according to official guidelines from the COVID-19 Command and Control Centre.
- In the case of an employee who tests positive for COVID-19 and is home-sharing or lives in high-density housing, the company will provide the quarantine facility or choose a quarantine facility provided by the government. In both cases, the employee must bear the costs involved if any.
- Compliance with all precautionary measures applied in Dubai Govt. (wearing masks, maintaining 2m social distance and washing hands regularly).

### **3.11 Work Place Visitors Policy**

This policy applies to all non-employees of Aerogulf. "Workplace visitors" may refer to contractors, external vendors, authorities and other stakeholders.

1. All visitors will be screened at Airport police gate for temperature and or any symptoms of COVID-19 before the visitor enters the facility.
2. No visitors are allowed in our workplace or on company property unless authorized by a department manager.
3. All requests for permission for nonemployees to enter company property must be made at the administration office.
4. All visitors must report to the administration department and signed on arrival. (Form AGS/SMS/002).
5. Visitor safety guide (AGS/SMS/003) will be issued to each visitor.
6. Visitors who have covid-19 symptoms (e.g., cough or shortness of breath) should be instructed to leave the facility and seek care if needed.

### **3.12 Maintenance and Ground staff roster change**

#### **3.12.1 Reason:**

Aerogulf has implemented necessary measures to restrict day-to day activities to the minimal as part of the precautionary and preventive steps to stop the spread of Novel Coronavirus.

Aerogulf is continuously monitoring the situation with NCEMA and other Government agencies to allow a quick and smooth return to normal operation. There is a need to continue serving our customers during this critical phase and available to ensure the business continuity. Aerogulf has decided to take possible precautions to resume normal operations to stop the spread of the new coronavirus.

### **3.12.2 Duty Timing:**

Morning Shift: (08 Hrs.)

Start Time: 06:00Hrs, Finish Time: 14:00Hrs, Break: 1 Hr.

Evening Shift: (08 Hrs)

Start Time: 13:00 Hrs, Finish Time: 21:00Hrs, Break: 1 Hr.

### **3.12.3 Conditions:**

1. Social Distancing must be maintained between shifts during handover.
2. Workshop supervisor and LAE in charge will ensure that the other department staff are not entering the Base & Line Maintenance areas and the other way around without a valid reason.
3. Maximum two persons are allowed at a time in the stores receiving area.
4. Engineering Tea room seating capacity is limited 04 staff and in Engineering pantry one at a time to keep social distancing. Efforts should be made to separate the breaks between the staff.
5. Toilet (next to Ops Office), restrict access only to engineering & ground staff. Operational personnel must use the toilet next to the pilot restroom.
6. Clean and disinfect high-touch surfaces daily in the facility common areas.
7. If any outside personnel / Third-party aircraft working in the hangar must follow the 'work place visitor' policy in the SMS-01 para 3.11 procedure.
8. Overtime & Weekend Work: As required, inter-mixing of personnel to meet the demand is acceptable if there is no other option at final discretion of department manager.

### **Additional mitigation measures:**

1. Organizing of shifts to proactively take into account human performance limitations. Ref to GCAA SAFETY ALERT 2017-04 for more details.
2. Many factors affect a person's workload capacity, some of Human factors are personal and subjective, and therefore cannot be measured, so suggest to establish a useful feedback at regular intervals and reduce risk.
3. Changing shift rotation in every 14 days if necessary.

The proposed mitigation measures are in no case binding because the situation may significantly vary from time to time. Therefore, we may need to assess at frequent interval whether the suggested measures are relevant, appropriate or effective.

If any employee tests positive, the department manager must determine the close contact and must be immediately quarantined and tested. The person will go back to work only after the test result is negative. The administration manager will keep a copy of these records.



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**Appendix -1**

**FLIGHT CREW DECLARATION FORM**

**CREW NAME:** \_\_\_\_\_

**1. Do you have any of the following symptoms**

- Fever
- Cough
- Runny nose
- Sore throat
- Abdominal Pain/ Diarrhea
- Loss of Smell or Taste
- None of the above

**2. Did you, in the past 14 days, come in close contact with someone who:**

- i. Is a confirmed COVID-19 (Novel Coronavirus) case; or
  - ii. Has been in habitation area with high density of COVID-19 (Novel Coronavirus).
- Yes**  
 **No**

**3. Have you been diagnosed as COVID-19 (Novel Coronavirus) patient?**

- Yes, if yes when:** \_\_\_\_\_  
 **No**

**4. Have you been hospitalized because you've been diagnosed by COVID-19 (Novel Coronavirus)?**

- Yes**  
 **No**

If yes, please confirm that you have finished a 14 days quarantine after the discharge from the hospital. **Yes / No**

**5. Are you suffering from?**

- High Sugar
- High Blood pressure
- Heart disease
- Treated Cancer
- Asthma
- None of the above

**6. Are you currently taking any medicine which lower your immunity such as (Humira Interferon /Steroids /Methotrexate/Infliximab...etc.)**

**7. Did you use a fever reducing medicine for the past 6 hours? Yes / No**

**8. Are you smoking a tobacco product (Shisha, Cigarettes, Midwakh? Yes / No**

**Declaration:** I hereby declare that I have carefully considered the statements made above and that to the best of my knowledge are complete, correct and that I have not withheld any relevant medical information including any medication used by myself (prescribed or non-prescribed) or made any misleading statements. In case any of the above information is found to be false or untrue or misleading or misrepresenting, I am aware that I may be held liable for it.

**CREW SIGNATURE:**

**DATE:**