

# COVID-19 Prevention Protocol

COVID-19 spreads by respiratory droplets. These are breathed out particularly when the sick person coughs, sneezes or talks, and then they are either breathed in directly by someone else, or travel via the hands of the sick person to the hands of the well person, who then touches their face and breathes in the particles.

Less efficiently, the virus maybe passed from hands to hands via recently touched surfaces. Most of the spread has been from close contact with someone unwell at the time. Close contact is typically defined as being within 1-2 meters for 15 minutes.

Based on the Environmental Cleaning and Disinfection Recommendations from US CDC, "Transmission of novel corona virus to persons from surfaces contaminated with the virus has not been documented. Transmission of corona virus in general occurs much more commonly through respiratory droplets.

COVID-19 has become a pandemic and has affected all human beings. This protocol is implemented to contain/prevent the contagion affecting the work place of Buddha Air because this pandemic is set to stay for a protracted period.

## All Staffs

1. All staffs feeling sick due to sore throat, common cold, cough, breathlessness, flu/high temperature, body ache, fatigue, loss of taste/smell etc. must take immediate sick leave till completely cured. This will be strictly implemented by all supervisors and HODs through meetings and observations.
2. Head of Department, Head of Division and Supervisors shall interact through meetings, one-to-one conversation and observations at least once a week to assess the morale and motivation of each staff every day. Each staff must be made aware of social distancing and not go out of home and/or secure and safe environment; parties, restaurants, shopping malls, cinema halls etc. and come in contact with unidentified persons or persons who have recently arrived in the community.
3. Every staff will cover their noses and mouth with masks or other form of cloths like clean handkerchiefs etc. The company will endeavor to supply such masks but it is each staff's responsibility to obtain one and use it. Such material must be soaked and washed every night in hot water and soap.
4. Masks must be clean and not moist/wet and must fit snugly to cover the mouth and nose properly, so that mucus and spit droplets of the person do not come out.
5. Mandatory check of temperature and sanitization of hands as demonstrated by WHO will be done every time before entering Buddha Air premises and offices.
6. Mandatory distancing between each staff will not be less than one meter.
7. Avoid touching nose, mouth and eyes with un-sanitized hands
8. Wash or sanitize hands regularly and before touching mouth, noses, eyes etc.
9. All staffs are recommended to either carry food from home or advised to eat in Buddha Air's canteen as other canteens may be contaminated.
10. Everyone is encouraged to report any discrepancies in the work place to one's superior and strict disciplinary action shall be taken for the sake of benefit of all

This will create a secure and confident work environment amongst the staffs.

## **Sanitization of offices, GSE equipments, vehicles and aircrafts**

Proper mops, rags, sprays and sanitizers (60% alcohol, hypochlorite or peroxide) will be provided to all stations and contact points and supplies adequately supplied by GSD at all time

1. Dedicated trained personnel shall be deputed to do the sanitizing jobs for each office premises and such schedule will be maintained
2. Person doing the cleaning shall wear mask, disposable gloves, water proof aprons and protective eyes gear.
3. Whole office premises will be sanitize twice a day; before work starts and at midday
4. Sanitization of places that are frequently touched like toilets, door handles, table tops railings etc. will be sanitized every 30 minutes that will be logged
5. All trolleys etc. will be sprayed with disinfection twice a day; before work starts and at midday
6. All vehicles – transport vans, ramp buses and vans etc. will be sanitized after every use and logged. All drivers will be trained to sanitize the vehicle s/he is driving and it will be the responsibility of the driver on-duty to sanitize the vehicle.
7. Aircrafts will be thoroughly sanitized early in the morning and places passengers frequently touch like seat handles, trays, overhead handles, railing, toilets etc. will be sanitized after every flight at all stations
8. Sanitization on quick turnaround basis will be made without compromising quality
9. Four persons (loaders at outstations and loaders/cleaners at TIA) will enter the aircraft immediately after passengers disembark with proper sanitization tools. Two will sanitize from the front and two from the rear. This should be timed and should not take more than five minutes
10. Everyone is encouraged to report any discrepancies in the work place to one's superior and strict disciplinary action shall be taken for the sake of benefit of all

## **Staff dealing with customers**

1. A safe distance of at least 5 feet must be maintained with the customer
2. Mandatory wearing of clean mask covering mouth and nose all the time
3. Shall not come into physical contact with the customer. Special care shall be taken while handling over printed tickets
4. Sanitize hands after receiving documents and/or money regularly
5. There will be a glass barrier at all counters
6. Customers not wearing proper face mask will not be entertained
7. The concerned staff will report immediately to the supervisor any customer not adhering to this protocol , who will be dealt firmly
8. Everyone is encouraged to report any discrepancies in the work place to one's superior and strict disciplinary action shall be taken for the sake of benefit of all

## **Cargo Handling**

1. A safe distance of at least 5 feet must be maintained with the customer
2. Mandatory wearing of clean mask covering mouth and nose all the time
3. Shall not come into physical contact with the customer. Special care shall be taken while handling over printed tickets
4. Sanitize hands after receiving documents and/or money regularly
5. There will be a glass barrier at all counters
6. All documents and cargo will be sprayed with disinfectant and will be informed to the owners in written
7. Customers not wearing proper face mask will not be entertained
8. The concerned staff will report immediately to the supervisor any customer not adhering to this protocol , who will be dealt firmly
9. Everyone is encouraged to report any discrepancies in the work place to one's superior and strict disciplinary action shall be taken for the sake of benefit of all

## Passengers handling at the airport

1. Regular information through our different communication channels will be done to inform passengers not to come to the airport and/or fly if they have common cold, cough, flu/high temperature, body ache, loss of taste/smell etc.
2. Passengers with any kind of ailments will not be allowed to fly till further notice
3. Passengers will be informed to board with masks on, otherwise they will be off-loaded.
4. Contact information of all passengers must be recorded; those agents not doing so will be barred from selling BHA tickets.
5. Passengers will not be allowed in the flight if BHA authorized personnel decides that the mask s/he is wearing is not up to the safety standard (masks must be clean and not moist/wet and must fit snugly to cover the mouth and nose properly, so that mucus and spit droplets of the person do not come out.)
6. Company will endeavor to sell disposable masks if available in the market at the airport
7. There will be marked area for passengers to cue one meter apart (stand in line) for check-in
8. Temperature of each passenger will be taken, therefore all must check-in through the counter.
9. Ground staffs will be trained to look for as well and interview passengers for other symptoms other than temperature like sore throat, running nose, cough, breathlessness, body ache and fatigue, loss of taste/smell
10. The check-in counter staff and other staffs at the airport will be trained and there will be specially deputed staffs before the check-in counter and departure to do this observation
11. Special sticker will be stuck in each boarding pass prominently to confirm each passenger has gone through this procedure. This will be implemented for VIP passengers also.
12. Every passenger's personal ID will be checked and high risk passengers shall be identified accordingly, who will be more thoroughly scrutinized.
13. Counters will be closed 15 minutes before boarding and all passengers will be informed accordingly to report at airport at least one hour before flight time.

14. No-show will be strictly implemented and such passengers will not be adjusted in other flights
15. Passengers will be informed that movement inside the aircraft will not be allowed so they must use the toilet before boarding.
16. Each passenger will be scrutinized of tell tale symptoms before boarding and temperatures checked to and fro destinations deemed high risk
17. Passengers will be boarded in the ramp bus at 75% of the seating capacity of the ramp bus and four at a time in the aircraft according to seat number from the front
18. Passengers will be disembarked four at a time from the rear and loaded on the ramp bus at 75% seating capacity
19. The concerned staff will report immediately to the supervisor any passenger not adhering to this protocol , who will be dealt firmly and immediately reported to the airport security
20. Everyone is encouraged to report any discrepancies in the work place to one's superior and strict disciplinary action shall be taken for the sake of benefit of all

## **Passengers' role inside the aircraft**

1. Passengers will wear the face mask continuously throughout the flight – before boarding to baggage collection.
2. Passengers will be informed to do as less movements and touching as possible while boarding and inside the aircraft and not use toilet as far as possible but to go before boarding
3. All passengers will be provided and made to sanitize their hands at the doors of the aircraft (before boarding).
4. Water will be made available upon request, which will be announced
5. Passengers will only be boarded according to the seat numbers four at a time
6. Passengers will be disembarked four at a time, the remaining passengers will be seated till their turn comes
7. The concerned staff will report immediately to the PIC/supervisor any passenger not adhering to this protocol , who will be dealt firmly
8. Everyone is encouraged to report any discrepancies in the work place to one's superior and strict disciplinary action shall be taken for the sake of benefit of all



## **Cabin Crew**

1. Cabin Crews will wear face mask and glasses all the time and refrain from touching their mouth, nose and eyes at all times, if required must sanitize their hands properly
2. There will be no in-flight catering and magazines. Water will be provided only upon demand.
3. PA will be prepared to inform accordingly and also inform passengers not to move unnecessarily and process of disembarking – four at a time from the rear.
4. Cabin Crews must be aware of not coming in close contact or touch any passengers or their baggage, which will be pre-informed to the passengers
5. The concerned staff will report immediately to the PIC/supervisor any customer not adhering to this protocol , who will be dealt firmly
6. Everyone is encouraged to report any discrepancies in the work place to one's superior and strict disciplinary action shall be taken for the sake of benefit of all