

REPUBLIQUE DU CAMEROUN

Paix - Travail - Patrie

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**AUTORITE AERONAUTIQUE**  
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*Le Directeur Général*  
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REPUBLIC OF CAMEROON

Peace – Work – Fatherland

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**CAMEROON CIVIL AVIATION AUTHORITY**  
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*The Director General*  
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**CIRCULAR N° 000020 /C/CCAA/DG of 18 NOV 2020**

**Providing health safety guidelines for airline operators in the  
context of the COVID-19 pandemic**

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## **1. INTRODUCTION**

### **1.1. Subject**

- (1) The purpose of this circular is to provide health safety guidelines for airline operators, hereafter referred as "operators", in the context of the COVID-19 pandemic.
- (2) This circular covers the provision of a safe sanitary operating environment for passengers, crew and ground staff.

### **1.2. Applicability**

This circular applies to all airline operators operating in Cameroon.

### **1.3. Description of changes**

Not applicable.

## **2. REQUIREMENTS AND REFERENCES**

### **2.1. Requirements**

- (a) Circular Letter N°007/CL/MINT/SG/DAC/CSE of 15 July 2020

### **2.2. Reference documents**

- (a) Take-off: Guidance for Air Travel through the COVID-19 Public Health Crisis, ICAO CART, May 2020.
- (b) Circular No.008/C/CCAA/DG of 01 June 2020 providing operational guidelines for the management of air passengers in the context of the COVID-19 pandemic.
- (c) IATA Health Safety Standards Checklist for Airline Operators, Edition 1 – August 2020.

## **3. DEFINITIONS AND ABBREVIATIONS**

- (1) The following definitions are used in this circular:

Not applicable.

- (2) The following abbreviations are used in this circular:

- (a) CART: Council Aviation Recovery Task Force
- (b) GSE: Ground support Equipment
- (c) HEPA: High Efficiency Particulate Air
- (d) IATA: International Air Transport Association
- (e) ICAO: International Civil Aviation Organization
- (f) PIC: Pilot In Command
- (g) PPE: Personal Protective Equipment
- (h) UPK: Universal Precaution Kit

## 4. CONTEXT

In the aftermath of the COVID-19 outbreak, a set of measures are to be implemented by airline operators in order to reduce health risks to air travellers, aviation workers, and the general public. These measures will contribute to the efficient, safe, secure, and sustainable transport by air of an increasing number of passengers and will minimise the risk of COVID-19 transmission. The implementation of these measures will also facilitate and strengthen the recovery of the air transport system from the COVID-19 pandemic.

The following guidelines have been developed based on the document "Take-off: Guidance for Air Travel through the COVID-19 Public Health Crisis", a deliverable of the ICAO's Council Aviation Recovery Task Force (CART).

## 5. GENERAL

### 5.1. General guidelines

- (1) An operator shall have a program that ensures applicable operator personnel are supplied with personal protective equipment (PPE). Such program should also ensure:
  - (a) PPE is appropriate for the type and level of personal interaction with or proximity to passengers, aircraft and associated equipment, and for travelling to and from the aircraft and during layovers;
  - (b) Personnel are trained in the appropriate use and cleaning or replacement of PPE.
- (2) An operator should have a program to ensure personnel of its outsourced serviced functions are trained on procedures introduced due to COVID-19.
- (3) An operator should have procedures to ensure operator operational personnel that are in close proximity to passengers and/or the aircraft observe biosafety principles and practices, to include:
  - (a) Maintain physical distancing or, if not possible, wear appropriate PPE;
  - (b) Change uniforms daily or, as an alternative, wear a protective garment (e.g. gown or coverall);
  - (c) replace masks and gloves regularly;
  - (d) Wash or sanitize hands frequently.
- (4) An operator should have procedures or guidelines that minimize the number of personnel that need to be in contact with high-touch surfaces (e.g. access panels, door handles, switches).

### 5.2. Health Safety Management

- (1) An operator should have a health hazard identification program that is implemented and integrated throughout the organization, to include:

- (a) A combination of reactive and proactive methods of hazard identification;
  - (b) Processes for health data analysis that identify existing hazards, and may predict future hazards, to healthy operations.
- (2) An operator should have a health safety risk assessment and mitigation program that includes processes implemented and integrated throughout the organization to ensure:
- (a) Hazards are analysed to determine corresponding health safety risks to operations;
  - (b) Health Safety risks are assessed to determine the requirement for risk mitigation action(s);
  - (c) Health risk mitigation actions are developed and implemented in operations when required, and their effectiveness is assessed.
- (3) An operator should have a health safety reporting system that is implemented throughout the organization in a manner that:
- (a) Encourages and facilitates personnel to submit reports that identify health safety hazards, expose health safety deficiencies and raise health safety concerns;
  - (b) Ensures mandatory reporting in accordance with applicable regulations;
  - (c) Includes analysis and management action as necessary to address health safety issues identified through the reporting system.
- (4) An operator should have processes for setting performance measures to monitor the operational health safety performance of the organization and to validate the effectiveness of health safety risk controls. Health safety performance targets and alert threshold should be set.

### **5.3. Emergency Response Plan Preparedness**

- (1) An operator should have procedures to ensure participation in the development and testing of the public health component of the national and airport emergency response plans for public health events related to COVID-19.

### **5.4. Quality Control of Outsourced Operations**

- (1) An operator should have processes to monitor its external service providers that conduct outsourced operational functions to ensure requirements that affect passenger and operational personnel health are being fulfilled.
- (2) An operator should include auditing as a process for the monitoring of its external service providers in accordance with point 1 above.

## 6. PRE-ARRIVAL NOTIFICATION

- (1) An operator should have procedures to ensure passengers are notified of relevant travel information before arriving at the airport. Such information should include but not be limited to:
  - (a) Provision of a recommended arrival time before flight departure that accounts for possible delays associated with COVID-19 preventive measures in place;
  - (b) Advisory that passengers should have a sufficient number of face masks for the entire duration of the journey;
  - (c) Notification that :
    - (i) Symptomatic passengers are not to come to the airport;
    - (ii) Only confirmed passengers are permitted access to the terminal except for persons that accompany passengers that require special assistance.
    - (iii) Passengers identified as symptomatic will be refused access to or taken off the aircraft and removed from the airport premises by competent public authorities;
    - (iv) Passengers that do not adhere to preventative measures will be treated as unruly passengers and denied access to or will be removed from the aircraft, without prejudice of prosecution as provided for by law;
    - (v) Advisory that face masks are to be worn while in airport terminals and during flight.

## 7. CHECK IN

- (1) If required by applicable authorities of the destination airport, an operator should ensure a health declaration or health statement is recorded for both crew members and passengers and:
  - (a) Such declaration or statement is made available to applicable destination authorities;
  - (b) Passengers are made aware of the following:
    - (i) Consequences of making a false statement;
    - (ii) If identified as symptomatic at the airport, regardless of the health statement, they will not be allowed to continue their travel.

## **8. EMBARKATION AND DISEMBARKATION**

- (1) An operator should have procedures to ensure an orderly embarkation and disembarkation to reduce physical contact between passengers.
- (2) If an operator transports positioning crew, ground engineers, technicians or any other types of personnel who may be required on board to provide engineering or safety support for the flight, procedures should be in place to ensure such members are assigned seats in designated sections of the aircraft, segregated from the flight crew, as applicable, for the duration of the flight to achieve the recommended physical distancing.
- (3) If an operator transports positioning crew members, procedures should be in place to ensure such crew members are the last to embark and the first to disembark.

## **9. AIRCRAFT CLEANING**

- (1) An operator should have aircraft cleaning and sanitizing procedures for the flight deck, if used, oxygen masks, passenger cabin and cargo compartments, as well as the access panels for the air conditioning system, potable water system, intercom system and any other system that has an access panel used by ground and/or maintenance personnel. Such procedures should include but not be limited to:
  - (a) Defined cleaning cycles with a frequency that accounts for the risk level based on the frequency of use by personnel and any other factors;
  - (b) As applicable per public health authorities, preventative disinfection after every use.
  - (c) Appropriate cleaning solutions in accordance with the applicable OEM;
  - (d) Application methods that minimize the risk of spilling (e.g. pre-moistened wipes, wetted cloth);
  - (e) Cleaning personnel are required to use appropriate PPE.
- (2) An operator should have procedures that ensure flight deck switches and controls are in the correct position after cleaning has been completed.

## **10. ONBOARD AIR QUALITY**

- (1) An operator should have procedures to ensure the best possible aircraft internal air quality when passengers are embarking and/or are on board. Such procedures should ensure:
  - (a) When the aircraft is parked on the ground:
    - (i) When an external pre-conditioned air (PCA) unit using high-

efficiency particulate air (HEPA) filters is available, conditioned air is provided from the PCA unit.

- (ii) When a PCA unit using HEPA filters is not available, and if allowed by the airport, air is provided from the aircraft auxiliary power unit (APU) and conditioned through operation of the aircraft air conditioning system.
  - (iii) For aircraft with HEPA filters, the air conditioning system recirculation fans are run to maximize air flow through the filters.
  - (iv) Prior to embarking passengers, conditioned air, whether from a PCA unit or the aircraft air conditioning system, is provided to the aircraft cabin for a minimum of 10 minutes.
  - (v) If aircraft HEPA filters are not available, alternative operations are implemented in accordance with instructions from the aircraft OEM.
- (b) If no source of conditioned air that has been cleaned with HEPA filters is available, cabin doors may be opened for ventilation, but only if appropriate ground support equipment (GSE) is positioned at each open door to provide fall protection.
- (c) When the aircraft is in flight:
- (i) For aircraft with HEPA filters, the aircraft air conditioning system is operated in the AUTO mode and the recirculation fans ON.
  - (ii) If the above-specified operation is not possible, refer to the aircraft OEM instructions for recommended recirculation system settings.
- (2) If an operator uses aircraft equipped with HEPA filters, the operator should ensure such aircraft are not dispatched with packs and/or recirculation fans inoperative to provide the best overall cabin ventilation. The operator's MEL for those aircraft can be considered for amendment.

## **11. IN-FLIGHT OPERATIONS**

### **11.1. Flight Crew**

- (1) An operator should have procedures to ensure the flight crew:
- (a) Prior to each flight crew change, checks that the flight deck has been fully sanitized;
  - (b) During flight, reduces time for leaving the flight deck to a minimum;
  - (c) Avoids the use of their own disinfectants in the aircraft environment;
  - (d) If face masks are worn on the flight deck, is provided with and follows guidance on how rapidly placing on the face and properly securing oxygen masks;



- (e) Limits access to the flight deck to a minimum;
- (f) Limits to one crew member the activities that are in close proximity to passengers (e.g. embarkation or disembarkation) or ground personnel (e.g. exterior aircraft inspection);
- (g) When leaving the aircraft, prepares the flight deck for cleaning and disinfection by stowing flight deck equipment and removing personal items.

## **11.2. Cabin Crew**

- (1) An operator should have procedures to ensure the cabin crew:
  - (a) To the extent possible, minimizes the number of visits to the flight deck;
  - (b) Checks flight crew welfare on a regular basis using interphone calls;
  - (c) Is provided with and follows guidance for performing normal, abnormal and emergency safety procedures while wearing required PPE;
  - (d) Avoids the use of their own disinfectants in the aircraft environment;
  - (e) Does not share safety demonstration equipment unless thoroughly sanitized between each use.
- (2) An operator should have procedures to ensure the following during flight:
  - (a) Passengers are provided with guidance material regarding application of the on-board preventive measures;
  - (b) The safety demonstration advises passengers that, in case of loss of pressurization, face coverings are to be removed before using the aircraft oxygen masks;
  - (c) Passengers are notified to remain in their seats as much as possible and limit the use of lavatories;
  - (d) To the extent possible, food and beverage services are limited and consist of sealed and pre-packaged containers;
  - (e) The cabin crew is assigned specific zones for services.
- (3) An operator should have procedures to ensure the following in the event a passenger is suspected of COVID-19 symptoms:
  - (a) The cabin crew makes sure the passenger is wearing the face mask properly and has additional masks available for replacement should it become wet due to coughing or sneezing;
  - (b) If a face mask cannot be tolerated, the sick person covers mouth and nose with tissues, napkins or other appropriate material when coughing or sneezing;

- (c) In the event the passenger is having difficulty breathing, medical assistance is sought, and supplemental oxygen is offered;
- (d) The passenger is separated from other passengers by minimum 1 meter or 2 rows in all directions either by:
  - (i) moving other passengers; or
  - (ii) positioning the passenger in the last row window seat.
- (e) If applicable, one rear lavatory is designated for quarantine use;
- (f) A specific crew member is assigned to assist the sick passenger and to:
  - (i) Make use of PPE in the Universal Precaution Kit; (UPK)
  - (ii) Observe physical distancing between other crew members.
- (g) If applicable, any persons accompanying the sick passenger are confined to an isolation area, even if they do not exhibit symptoms;
- (h) As applicable, the flight or cabin crew:
  - (i) Notifies the destination airport and follows any instructions;
  - (ii) Completes the health part of the aircraft general declaration to register the on-board health information;
  - (iii) As required by the destination state, submits the general declaration to health officials at the Point of Entry.
- (i) After landing and passengers have deplaned, the sick passenger and, as applicable, crew members are transferred in accordance with local public health authorities;
- (j) Passengers that were seated two seats and two rows in every direction from the sick passenger be notified that they maybe need to be interviewed by the entry country public health authorities.

## **12. FLIGHT AND CABIN CREW - GENERAL**

- (1) An operator should have procedures to ensure crew members adhere to the facilitation requirements, to include but not limited to:
  - (a) Comply with all local customs, immigration, health and quarantine requirements;
  - (b) Complete appropriate forms on arrival and departure;
  - (c) Use correct customs and immigration channels at the airports.
- (2) An operator should have procedures to ensure crew members adhere to health monitoring requirements, to include but not limited to:
  - (a) Continuous self-monitoring prior to and while on duty for any indication of COVID-19 symptoms;

- (b) Refraining from work for a minimum of 14 days if:
  - (i) An indication of COVID-19 symptoms is identified;
  - (ii) There is concern of exposure while at home or during a layover.
- (c) Reporting symptoms to relevant departments and competent authorities.
- (3) An operator should have a plan to manage crew members who are identified as symptomatic or positive for COVID-19 while on duty.
- (4) An operator should have procedures to ensure a crew member that develops or had close contact with a person with symptoms indicative of COVID 19 while on duty:
  - (a) Stops working as soon as practical;
  - (b) Wears a medical face mask;
  - (c) If not the pilot-in-command (PIC), notifies the PIC;
  - (d) To the extent possible, isolates and maintains recommended physical distancing;
  - (e) discovered during flight, upon landing follows up with appropriate medical and public health officials.
- (5) An operator should have procedures to ensure crew members adhere to health protection requirements, to include but not limited to:
  - (a) Maintaining recommended physical distancing within areas of ongoing virus transmission;
  - (b) Regular washing of hands and using hand sanitizers;
  - (c) Limiting touching the face, including while wearing gloves;
  - (d) Wearing medical face mask when physical distancing cannot be maintained or when interacting with persons suspected of having COVID-19.
  - (e) Before each flight, inspecting and confirming the condition and contents of the UPKs.
- (6) If An operator uses aircraft with an onboard crew rest compartment, procedures should be in place to ensure items or equipment used in such compartments (e.g. pillows, cushions, sheets, blankets) are:
  - (a) Not be used by multiple persons;
  - (b) Installed and removed with hygienical procedures that limit risk of contamination.

### 13. CREW LAYOVER

- (1) An operator should have procedures to ensure the following with respect to crew layover:
  - (a) Crews comply with local public health regulations and policies;
  - (b) Layover time is reduced to the minimum extent in high risk areas and is in accordance with fatigue-related safety risk management constraints;
  - (c) Crew transportation to and from resting facilities:
    - (i) To the extent possible, avoids transit through public areas of the airport;
    - (ii) Is in private sanitized vehicles;
    - (iii) Includes maintenance of proper physical distancing or use of appropriate protection;
  - (d) Layover hotel provides rooms that are sanitized in advance of crew arrival;
  - (e) Insofar as practical, crews remain in hotel room at all times except to seek medical attention or for essential activities;
  - (f) Crews are provided with enough quantities of sanitizer for personal use;
  - (g) Crew observes hygiene and distancing measures when leaving the hotel at the end of the layover.
- (2) An operator should have layover procedures to ensure a crew member that is experiencing symptoms indicative of COVID-19:
  - (a) Reports symptom status to the Operator;
  - (b) Seeks assistance from a medical doctor;
  - (c) Cooperates with restrictions associated with the medical assessment;
  - (d) Continues monitoring for COVID-19 symptoms in accordance with the evaluation protocol implemented by the relevant state.
- (3) An operator should have layover procedures to ensure a crew member experiencing symptoms indicative of COVID-19 may be repatriated when, in accordance with protocol implemented by the relevant state, such crew member has been identified as negative or does not require isolation.

## 14. AIRPORT FACILITIES

For operators' personnel requirements pertaining to airport facilities refer to provisions in:

- (a) 5.1(1) and 5.1(3): Biosafety principals;
- (b) 11.1(1)(f): Use of one crew member only for the activities that are near passengers and/or ground personnel; and
- (c) 12(1)(c): Use of correct customs and immigration channels at airports and forms completion on arrival and departure.

## 15. CONTACT

- (1) For more information, please contact:  
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- (2) Any suggestion to modify this circular will be highly appreciated and can be submitted via the above-mentioned email address.



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