

0.1.0.0 COVER PAGE

## COVID-19

# STANDARD OPERATING PROCEDURES (SOP)

# aviance Ghana

Reference Code: AVIA-CV19SOP

Copy Assigned Electronically to all Manual Holders

**aviance Ghana Limited**  
**Private Mail Bag**  
**Kotoka International Airport**  
**Accra – Ghana**  
**Tel: +233-302-778025**  
**Fax:**  
**Email:**  
**Website: <http://www.avianceghana.com>**  
**SITA address: ACCOOXH**

INTENTIONALLY LEFT BLANK

**0.2.0.0. APPROVAL PAGE**

<p><b>TITLE</b></p> <p><b>COVID – 19 STANDARD OPERATING PROCEDURES</b></p> <p>Reference Code: AVIA- CV19SOP</p>				
<p><b>AMENDMENT</b></p> <p>Issue 1 Revision 1</p>				
<p><b>EFFECTIVE</b></p> <p>23 July 2020</p>				
Approval Details	Title	Name	Signature	Date
<b>Prepared</b>	Manager, QHS	Helen O. Agyemang Badu	HOAB	22 July 2020
<b>Reviewed</b>	General Manager	Adrian Tweeddale	AT	22 July 2020
<b>Approval</b>	Managing Director	Mark Kamis	MK	22 July 2020

**0.3.0.0 RECORD OF REVISION**

Please note that this SOP and its revisions are distributed by electronic means. Every time a revision is distributed, the entire SOP’s digital file will be replaced by the new digital file version. This SOP will be distributed to aviance Management, aviance personnel and Subcontracted Service Providers.

Revision History						
Revision	Date	Issued by	Remarks	Verified by	Date	Remarks
1.0	28 May 2020	Manager, QHS	All sections issued	General Manager	29 May 2020	
1.1	22 July 2020	Manager, QHS	Sections 0, 1, 2, 3 and Appendix 3	General Manager	22 July 2020	
1.2						
1.3						
1.4						
1.5						
1.6						

**0.4.0.0 DISTRIBUTION LIST**

Electronic Copies distributed to the below manual holders for sharing with all aviance personnel, service providers and stakeholders as applicable.

<b><u>COPY NUMBER</u></b>	<b><u>HOLDER</u></b>
Electronic copy	Accountable Manager (MD)
Electronic copy	General Manager
Electronic copy	GM, Human Resources & Training
Electronic copy	Manager Quality, Health & Safety
Electronic copy	Vehicles & Properties Maintenance Manager
Electronic copy	Passenger Handling Manager
Electronic copy	Airside Operations Manager
Electronic Copy	Appearance Manager
Electronic copy	Cargo Operations Manager
Electronic Copy	PH Duty Manager
Electronic copy	Ramp Duty Manager
Electronic copy	Flight Operations Manager
Electronic copy	Security Monitoring Manager
Electronic copy	Manager, IT & Special Projects
Electronic copy	Manager, Special Services
Electronic copy	Financial Controller
Electronic copy	Procurement Manager
Electronic copy	All Subcontracted Service providers

**0.5.0.0 HIGHLIGHTS OF REVISIONS**

Rev No	Highlights	Page No	Effective Date
	<b>Section 0</b>		
Rev. 1	0.1.0.0 revised to reflect the current revision status of the SOP	1	22 July 2020
Rev. 1	0.2.0.0 Approval page revised to reflect current revision and Effective date	3	
	0.3.0.0 Record of Revisions revised to reflect current revision status	4	
	0.5.0.0 Highlight of Revisions inserted to highlight portions revised	6	
	0.6.0.0 Table of Contents revised to capture paragraph titles of sections revised	7-8	
Rev. 1	<b>Section 1</b>	<b>Page No</b>	22 July 2020
	1.0.0.0 Revised to reflect 1.1.8.4 Staff Advisory & 1.1.8.5 Work Station cleaning and Disinfection. Inserts moved from Section 2	12	
	1.1.9.0 Emergency Contact List incorporated into the SOP	13	
Rev. 1	<b>Section 2</b>	<b>Page No</b>	22 July 2020
	Section 2 – 2.3.0.0 & 2.4.0.0 Revised to introduce Business Class Lounge (The Adinkra Lounge in T2 & 3), Baggage Service and Guidelines for the Handling of PRMs	15-18	
	<b>Section 3</b>	<b>Page No</b>	
	Section 3 – 3.2.0.0 Revised to introduce Disinfection of GSE & Cobuses/Crew Buses	19-20	
Rev. 1	<b>Section 4</b>		22 July 2020
	4.1.5.4 Revised to introduce <i>Appendix 3</i> – Sample of Aircraft Cleaning & Disinfection Sheet	25	
Rev. 1	<b>Appendix</b>	<b>Page No</b>	22 July 2020
	Appendix 3 Aircraft Appearance Cleaning/Disinfection Report added	7	

### 0.6.0.0 TABLE OF CONTENTS

0.1.0.0	COVER PAGE.....	1
0.2.0.0	APPROVAL PAGE .....	3
0.3.0.0	RECORD OF REVISION .....	4
0.4.0.0	DISTRIBUTION LIST .....	5
0.5.0.0	HIGHLIGHTS OF REVISIONS .....	6
0.6.0.0	TABLE OF CONTENTS.....	7
1.0.0.0	SECTION 1.....	9
1.1.0.0	SECTION 1 – GENERAL.....	9
1.1.1.0	Scope.....	9
1.1.2.0	Background .....	9
1.1.3.0	Coronavirus Symptoms .....	9
1.1.4.0	Transmission .....	9
1.1.5.0	Staff and Stakeholder Instructions.....	10
1.1.6.0	Communication on prevention and risks.....	10
1.1.7.0	Personal Protective Equipment .....	10
1.1.8.0	PPE Uses and Safe Handling.....	11
1.1.8.3	Non-contact thermometer .....	11
1.1.8.4	Staff Advisory .....	12
1.1.8.5	Work Station cleaning and Disinfection .....	12
1.1.9.0	Emergency Contact List .....	13
2.0.0.0	SECTION 2 .....	14
2.1.0.0	SECTION 2 – OPERATIONS.....	14
2.1.1.0	Pre-flight .....	14
2.1.2.0	Check-in and Boarding.....	14
2.1.2.1	Screening Process at check-in area.....	14
2.1.2.2	Separation (isolation).....	15
2.1.2.3	Actions to be undertaken when dealing with sick passenger: .....	15
2.1.3.0	Handling Passengers on Arrival .....	15
2.2.0.0	Business Class Lounge (The Adinkra Lounge in T2 & 3).....	15
2.2.1.0	Cleaning and Disinfection of the Business Class Lounge .....	16
2.2.2.0	Cleaning and Disinfection Products .....	16
2.2.2.1	Product selection .....	16
2.2.2.2	Product use .....	16
2.3.0.0	Baggage Service .....	17
2.4.0.0	Guidelines for the Handling of PRMs.....	17
2.4.1.0	Handling of PRMs On arrival.....	17
2.4.2.0	Handling of PRMs on Departure .....	18
2.4.3.0	Handling of PRMs in Hi-Lift/Ambulift .....	18
3.0.0.0	SECTION 3 .....	19
3.1.0.0	AIRSIDE AND CARGO OPERATIONS.....	19
3.1.1.0	Screening Process at aviance Pedestrian Entry Point.....	19
3.2.0.0	Disinfection of GSE & Cobuses/Crew Buses .....	19
3.2.1.0	Cleaning & Disinfection of Ground Support Equipment (GSE).....	20
3.2.2.0	Cleaning & Disinfection of Cobus/Crew bus.....	20
4.0.0.0	SECTION 4 .....	21
4.1.0.0	AIRCRAFT CLEANING & DISINFECTION GUIDE .....	21

4.1.1.0	General .....	21
4.1.2.0	Aircraft Cleaning Measures Taken Due to COVID-19 .....	21
4.1.3.0	Cleaning Personnel .....	21
4.1.3.1	Occupational health and safety .....	21
4.1.3.2	Personnel protection .....	22
4.1.3.3	Briefs and updates .....	22
4.1.4.0	Cleaning and Disinfection Products .....	23
4.1.4.1	Product selection .....	23
4.1.4.2	Product use .....	23
4.1.5.0	Aircraft Cleaning and Disinfection on Ground .....	24
4.1.5.1	Cleaning and disinfection tasks .....	24
4.1.5.2	Action prior to cleaning .....	24
4.1.5.3	Actions during cleaning .....	24
4.1.5.4	Actions after cleaning .....	24
5.0.0.0	SECTION 5.....	26
5.1.0.0	SUBCONTRACTED SERVICES.....	26
5.1.1.0	Standard Operating Procedure.....	26
Appendix 1	aviance Ghana Ltd. – Guidelines on COVID-19 .....	1
Appendix 2A	COVID-19 Prevention Tips .....	3
Appendix 2B	COVID-19 Prevention Tips .....	4
Appendix 2C	COVID-19 Prevention Tips .....	5
Appendix 2D	Instructions for aircraft cleaning staff biosafety during COVID-19 .....	6
Appendix 3	Aircraft Appearance Cleaning/Disinfection Report.....	7



## 1.0.0.0 SECTION 1

### 1.1.0.0 SECTION 1 – GENERAL

#### 1.1.1.0 Scope

This SOP aims to establish procedures to be followed by personnel and stakeholders of aviance Ghana Ltd. when operating in the applicable work station to ensure on conformance to aviation health safety protocols during the current outbreak of the coronavirus disease (covid-19).

#### 1.1.2.0 Background

According to World Health Organization, 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.

The purpose of these operational guidelines is to provide guidance to personnel as well as other relevant stakeholders, on how to facilitate the safe handling of passengers in the gradual restoration of ground handling services. This is subject to the deployment of proportionate and effective measures to protect the health of personnel, stakeholders and passengers, by reducing the risk of SARS-CoV-2 transmission in the airport and on-board aircraft as much as practicable.

These recommended guidelines should be adhered to in hand with Customer Airline's and State Regulations as provided by the Airport and Port Health Authorities. These measures are implemented for everyone's safety and security, which applies to personnel of aviance Ghana Ltd. in the deployment of ground handling services to its customer airlines, passengers and stakeholders.

Failure by personnel and applicable stakeholders to adhere to present safety and security measures as stipulated here and instructed by airport and applicable authorities may result in disciplinary measures.

#### 1.1.3.0 Coronavirus Symptoms

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

- Fever (37.3 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.

#### 1.1.4.0 Transmission

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.

#### 1.1.5.0 Staff and Stakeholder Instructions

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

General guidance and directives

- Avoid Public Transportation – It is recommended to travel in private transport when traveling between the airport/office and home/accommodations. Where public transport is used, ensure nose masks are adorned, avoid contact with other passengers and sanitize hands as often as possible.
- Minimize contact with passengers, other ground personnel 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 2 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 a 60% alcohol-based hand sanitizer.
- Avoid touching your face (eyes, nose and mouth) because contaminated hands may transfer the virus to your body through these openings.
- When sneezing or coughing, cover your mouth and nose with bent elbow or tissue and immediately dispose of the tissue in an appropriate place.
- Face masks can limit transmission of the virus to others if you are sick or showing the symptoms as described above.
- Notify the Port Health Authorities if you had travelled to infected countries or you were exposed to individuals with suspected COVID-19.

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 37.3 degrees Celsius or higher. Immediately report any fever, cough, or difficulty breathing to **your local emergency facility or call 112 (in Ghana)**: Notify the operator that you are seeking care or may have COVID-19.

#### 1.1.6.0 Communication on prevention and risks

Stay informed by carefully reading circular and advisory mail sent by Quality, Health and Safety Office and also read information distributed through the following recommended pages.

- For up-to-date information on prevention and risks, please see [the World Health Organization Webpage](#).
- For a real-time map of Ghanaian COVID-19 cases and provincial public health notices, see [the COVID-19 Ghana webpage](#).
- For aviation and Ground Handling Updates on COVID-19, see [the IATA webpage](#).
- Check-out the aviance notice board near your respective work station when at work for precautionary tips and updates.

#### 1.1.7.0 Personal Protective Equipment

Aviance Ghana Ltd. shall ensure availability of the following Personal Protective Equipment (PPE) to personnel while on duty

- Face masks

- Gloves
- Overalls (where applicable)
- Non-contact thermometers (at designated pedestrian points)
- Disinfectant gels (alcohol-based hand sanitizers over 60%)
- Availability of dustbins in all work station and airport terminals in line with Airport Authority's requirements
- All staff shall be briefed and informed on basic rules on the usage and handling of PPE as described section 1.1.8.0, Annex 2 (of this manual) and other related publications that will be issued in line with the COVID-19 pandemic.

### 1.1.8.0 PPE Uses and Safe Handling

#### 1.1.8.1 Face Masks

Remember to always wear your mask whenever going out in public or at the workplace. Keep to the following guidelines in the usage of face mask;

- Personnel should always clean their hands with alcohol-based sanitizer or soap and water before applying the mask and after removing it.
- Avoid touching the mask while using it; if you do, clean your hands with alcohol-based hand rub or soap and water. Masks are effective only when used in combination with frequent hand cleaning with alcohol-based hand rub or soap and water.
- A mask can be used only once but staff can keep the same mask on until it becomes moist or damp inside.
- To remove the mask; remove it from behind without touching the front of the mask; discard immediately in a closed bin; clean hands with alcohol rub or soap and water.

#### 1.1.8.2 Gloves

Always wash hands before putting on gloves and after removing them.

Change gloves any time they are damaged, dirty or torn and when they become too moist. Follow these steps to remove gloves:

- Grasp the outside of one glove at the wrist. Do not touch your bare skin.
- Peel the glove away from your body, pulling it inside out.
- Hold the glove you just removed in your gloved hand.
- Peel off the second glove by putting your fingers inside the glove at the top of your wrist.
- Turn the second glove inside out while pulling it away from your body, leaving the first glove inside the second.
- Dispose of the gloves safely and do not reuse the gloves.
- Clean your hands immediately after removing gloves.

#### 1.1.8.3 Non-contact thermometer

The security guards at the aviance pedestrian screening point will be asked to take temperatures of anyone entering the work (head office) premises.

In general, the non-contact infrared thermometers are held 3 to 15 cm person getting screened and typically measure temperature on the forehead or temple.

Ask the person being screened to remove any hair to expose base skin for correct reading.

#### 1.1.8.4 Staff Advisory

Personnel are advised to self-monitor their health:

- Take temperature daily for fever 37.3 C° or higher and watch for cough or difficulty breathing.
- Report any of the above signs or symptoms to your local emergency support line and keep your Duty Manager informed. Call the provided COVID-19 hotline for advice if needed.
- Limit unnecessary movements and contacts.
- Exercise physical/Social Distancing at all times, and avoid touching work areas as much as possible.

#### 1.1.8.5 Work Station cleaning and Disinfection

- **Wear disposable gloves** to clean and disinfect.
- **Clean surfaces using soap and water, then use disinfectant.**
- Cleaning with soap and water **reduces number of germs, dirt and impurities** on the surface. **Disinfecting kills germs** on surfaces.
- **Practice routine cleaning** of frequently touched surfaces.
  - o More frequent cleaning and disinfection may be required based on level of use.
  - o Surfaces and objects work areas, such as desks, PCs and keypads should be cleaned and disinfected before each use.
- **Take note and disinfect thoroughly High touch surfaces include:**
  - o Tables, doorknobs, light switches, countertops, handles, desks, phones, keyboards, toilets, faucets, sinks, etc.
- For electronics, such as tablets, radios, desktops, laptops, touch screens, keyboards, mouse remote controls etc. **use alcohol-based sprays or disinfectants containing at least 60% alcohol.** Dry surface thoroughly before use.

### 1.1.9.0 Emergency Contact List

Designation	Name	Contact
Operations Control Center	PH Duty Manager Airside Duty Manager Flight Operations Officer Cargo Duty Manager	+233 (0) 244 342 526 +233 (0) 506 806 860 +233 (0) 544 334 027 +233 (0) 544 334 021
General Manager	Adrian Tweeddale	+233 (0) 552 654 594
Health and Safety	Helen Agyemang Badu Safety Officer	+233 (0) 243 600 959 +233 (0) 559 725 009
Flight Operations	Eben Darko	+233 (0) 243 500 641
Airside Operations	Eben Agyei	+233 (0) 243 500 642
Passenger Handling	Benedict Gasu	+233 (0) 544 349 577
Cargo Operations	Richard Baah	+233 (0) 202 290 085
Maintenance	Emmanuel Boakye	+233 (0) 246 717 900
Security	Kwesi Yawson	+233 (0) 245 246 229
Port Health (KIA)	Accra	<b>112</b> <b>+233 (0) 307 011 419</b> <b>+233 (0) 509 497 700</b> <b>+233 (0) 558 439 868</b> <b>+233 (0) 244 803 807</b>

## **2.0.0.0 SECTION 2**

### **2.1.0.0 SECTION 2 – OPERATIONS**

#### **2.1.1.0 Pre-flight**

Aviance will monitor and take directives from the Airport Authority, Customer Airline and other relevant authorities in its operations and handling activities during the outbreak of the COVID-19 pandemic. Handling services shall be provided for flights who have been approved by the state authority only.

Duty managers in liaison with the Procurement Department shall ensure that there is adequate supply of PPE needed by personnel prior to the handling of each flight handling activities.

All aviance staff shall wear PPE comprising of a mask and gloves, and ensure on the availability of alcohol-based hand disinfectants prior to the commencement of each handling service.

#### **2.1.2.0 Check-in and Boarding**

- It is recommended for aviance Ghana Ltd. staff to provide information to passengers on the potential risk of Covid19 and advise on preventive hygiene measures.
- Direct passengers on screening procedures in the facility and designated screening locations within the terminal as provided.
- Personnel shall submit themselves to any screening checks and/or protocols installed by the Customer Airline, Airport Authorities and by aviance at designated points in airport terminals, work stations and aircraft.
- All aviance staff shall wear PPE comprising of a mask and gloves and frequently use hand disinfectants during the handling process.
- Information on COVID-19 shall be made available at the check-in and boarding counters/area in line with Airport Authority and Customer Airline directives and requirements

##### **2.1.2.1 Screening Process at check-in area**

Operational steps to be performed:

- Clean and disinfect the Check-in areas before using them.
- Place posters with information about the COVID-19 preventive measures in the visible part of the passenger's check-in area in line with customer airline's requirements.
- Place disinfectant gel at the check-in counters and apply as frequently as required.
- Keep distance minimum 2 meters from any passenger.
- Assess passenger's physical condition i.e. sneezing, coughing, having difficulty in breathing or any other known symptoms and keep the Port Health Officials informed.
- The check-in counter staff interacting with passengers and baggage shall wear disposable gloves.
- Check-in and boarding staff shall wear protective gloves when handling passenger documents.
- Check-in staff shall wash or disinfect their hands with alcohol-based sanitizers as often as possible.

### 2.1.2.2 Separation (isolation)

Where passengers show signs of the mentioned symptoms of COVID-19, the passengers will be reported to the airport health authorities and customer airline representative for a decision to be made. Suspected passengers shall remain isolated from the other passengers until a determination of the case is made. Aviance personnel shall avoid bodily contacts with the passengers and the appropriate protective clothing shall be worn when handling such passengers.

### 2.1.2.3 Actions to be undertaken when dealing with sick passenger:

- Assess the passengers' condition and evaluate the condition; Recognize the symptoms to look out for including persistent coughing, sneezing, trouble breathing, onset of confusion, inability to wake or stay awake, bluish lips or face etc.
- Ensure there is no bodily contact with the passengers;
- Isolate the passengers (separate the suspected person a meter from the rest of the passengers) until they have been assessed by an appropriately approved medical practitioner;
- Notify your immediate supervisor and the airport medical services (Port Health) without delay;
- Ensure you wear appropriate protective clothing when handling the passengers;
- Give support (if possible, assist by following instructions from Port Health or supervisor);
- Record and advise the customer airline representative without delay.

### 2.1.3.0 Handling Passengers on Arrival

Prior to the handling passengers on arrival or on transit ensure that passengers have gone through all the Airport Health Safety Protocols in place in the terminal.

Wear the appropriate PPE comprising of a mask and gloves, and ensure on the availability of alcohol-based hand disinfectants prior to the commencement of any handling services on flight arrival. Keep distance minimum 2 meters from passengers and other persons at all times.

### 2.2.0.0 Business Class Lounge (The Adinkra Lounge in T2 & 3)

Staff in the Adinkra Lounge shall observe and adhere to the Health Safety guidance and directives outlined in Section 1 of this document in line with Customer Airline and Airport Authority's requirements.

The following guidelines shall be observed to ensure the safety of staff and lounge users;

- Lounge access shall be restricted to entry requirements to minimize the number of people inside at a point in time as per respective Customer Airline's priority list.
- Magazines, books and newspapers shall not be made available on media stands until further notice. This is to avoid the touching and sharing of paper items.
- Hot meal service in open lounge space shall not be available. Only packed food items shall be served.
- Lounge tables, handles, floors and counter tops shall be cleaned and disinfected at least once every two hours.
- The space and counter tops occupied by a passenger(s) shall be disinfected after the passenger(s) exit from the lounge.
- The seating area of the lounge shall be arranged to maintain the 2-meter physical distancing at all times.

- Standing and waiting areas shall be marked with floor markings to ensure safe distancing is observed by passengers. Lounge staff are to monitor passengers to adhere to social distancing protocols.
- Posters and markings with information about COVID-19 preventive measures shall be placed in the visible points in the lounge in line with customer airline and airport authority's requirements. Staff shall provide guidance on this information to lounge users.
- Alcohol-based hand sanitizers shall be made available at vantage locations in lounge for use by all lounge users. Staff shall guide passengers to these points.
- Face masks are required by visitors/passengers to gain access into the lounge. Failure to adhere to the face mask rule will result in non-admittance to the lounge.
- Staff and lounge workers shall wear face masks and gloves at all times while working in the lounge. Gloves must be worn, changed, removed and disposed of correctly as per section 1.1.8.2 of this SOP.
- Training shall be provided to lounge personnel in collaboration with airport operators and GACL. Training shall be conducted in line with WHO, Customer and Airport Authority's requirements.

#### **2.2.1.0 Cleaning and Disinfection of the Business Class Lounge**

It is aviance's responsibility to ensure that the lounge is cleaned and disinfected in line with approved health safety protocols for the safety of lounge users and personnel.

- The lounge space, counter tops, worktops, handles, doors and floors shall be cleaned and disinfected at least once every two hours.
- The space occupied by a passenger shall be cleared, cleaned and disinfected.
- Washrooms shall be cleaned and disinfected at least once every hour.
- The kitchen area shall be accessible to authorized personnel only.
- Kitchen worktops, handles and floors shall be cleaned and disinfected once every hour.
- Any used PPEs, tissues, wipes or disposable cleaning items shall be disposed of correctly in the bins provided.

#### **2.2.2.0 Cleaning and Disinfection Products**

It is aviance's responsibility to ensure procedures, cleaning and disinfecting products used are based on the airline industry/FDA health safety recommendations. This includes the usage of proper protection and disinfection products.

Informed selection and the correct use of products is vital in ensuring effective cleaning and disinfection of the lounge, minimizing the likelihood of the transmission of COVID-19 (or any other communicable diseases).

##### **2.2.2.1 Product selection**

The selection of cleaning and disinfection products shall be based on the following requirements;

- (a) local health authorities for recommendations on products effective against COVID-19
- (b) customer airline's recommendation and guidance on COVID-19 best products
- (c) Cleaning and disinfection products shall have at least 60% alcohol to effectively destroy the virus on a range of surfaces
- (d) Refer to the cleaning and disinfection product manufacturer's instructions to ensure that the proper application, ventilation and personal protection equipment is used

##### **2.2.2.2 Product use**

The following recommendations are based on customer airline recommendations and [EASA - Interim guidance on Aircraft Cleaning and Disinfection.](#)



- (a) Use of a 60% Isopropyl Alcohol (IPA) as a disinfectant for the touch surface within the lounge
- (b) Apply with pre-moistened wipes or single use wetted cloth
- (c) Use the limited bottle sizes to minimize the risk of spilling the IPA solution
- (d) Do not allow the liquid to contact critical items such as food, lounge crockery and electronic openings

### 2.3.0.0 Baggage Service

In reference to the current World Health Organization guidance, there is no evidence that the COVID-19 virus can be transmitted through baggage handling. However, following the National Directives from Port Health, Baggage Agents must ensure passenger baggage/packages are disinfected by the Airport Authority prior to loading/offloading and collection from the designated carousels.

The following guidelines shall be observed to ensure the safety of staff, passengers and stakeholders involved in the baggage handling process;

- Baggage agents must practice proper hygiene by washing of hands frequently with soap and water for at least 20 seconds under running water.
- Or Use alcohol-based hand sanitizer as often as possible.
- Baggage agents shall wear face masks and gloves at all times while on duty.
- Work tops and station shall be cleaned and disinfected by baggage agents with provided disinfectants as specified in Section 1.1.8.5 of this document.
- Face masks are required by visitors/passengers to gain access into the baggage service unit. Failure to adhere to the face mask rule will result in non-admittance to the baggage unit.
- Standing and waiting areas shall be marked with floor markings to ensure safe distancing is observed by passengers. Baggage agents are to monitor passengers to adhere to social distancing protocols.
- Baggage agents shall use own stationery and pen in the handling of documents and/or records.
- Baggage agents shall wash hands or use alcohol-based sanitizer after interaction with each passenger on baggage pick up.

### 2.4.0.0 Guidelines for the Handling of PRMs

Staff handling passengers with reduced mobility (PRM) shall observe and adhere to the Health Safety guidance and directives outlined in Section 1 of this document in line with Customer Airline and Airport Authority's requirements.

#### 2.4.1.0 Handling of PRMs On arrival

The following guidelines shall be observed to ensure the safety of staff and passengers on arrival;

- MAAS supervisor shall ensure all wheel chairs are cleaned and disinfected prior to the commencement of each shift. Dates and times of disinfection of the wheelchairs shall be recorded.
  - On reporting for duty, staff shall attend airline briefing for flight updates at the designated office.
  - Staffs are required to wear face mask and gloves before attending to PRMs.
  - Disinfect wheelchairs with the provided disinfectant (Lysol /disinfectant/hydrogen peroxide) before and after every passenger use.
  - Ensure there is no bodily contact with the passengers where possible.
  - Ensure passengers wear nose mask before using the wheelchair.
- Make reference to Customer Airline's directives.

- MAAS agents shall change gloves, wash and disinfect hand immediately after handling each passenger.
- MAAS agents shall adhere to the physical distancing measures by ensuring PRMs are escorted through the designated marking points in the arrival terminal.
- Maintain vigilance in passenger; report or request for medical clearance for PRMs with any of the highlighted symptoms as persistent coughs, difficulty in breathing or appears unwell.
- Agents shall use their own pens in the signing of documentation where required.

#### 2.4.2.0 Handling of PRMs on Departure

The following guidelines shall be observed to ensure the safety of staff and passengers during departure activities;

- MAAS supervisor shall ensure all wheel chairs are cleaned and disinfected prior to the commencement of each shift. Dates and times of disinfection of the wheelchairs shall be recorded.
- On resumption of duty, staff shall attend airline briefing for flight updates.
- MAAS Agents are required to wear face mask, gloves and before attending to PRMs.
- MAAS Agents shall disinfect wheelchairs with the provided disinfectant (Lysol / disinfectant/ hydrogen peroxide) before and after each passenger use.
- Wheelchairs shall be positioned by the designated airline's counter on commencement of check in.
- Ensure there is no bodily contact with the passengers if possible.
- MAAS Agents shall provide guidance/assistance to PRMs where required, on the health safety protocols in place within the terminal.
- Through the departure process, agents shall ensure PRMs maintain safe physical distance from others following the floor markings or provided other indicators.
- Agents shall use their own pens in the signing of documentation where required.

#### 2.4.3.0 Handling of PRMs in Hi-Lift/Ambulift

When disembarking /embarking passengers with the assistance of the ambulift, the following protocols shall be adhered to.

- The ambulift shall be used with limited occupancy of 5 passengers per trip following the floor markings or other provided indicators in the ambulift cabin.
- The ambulift operator shall adorn face mask and gloves during service and disinfection in the carriage cabin.
- The ambulift shall be disinfected with the provided disinfectant (Lysol / disinfectant/ hydrogen peroxide) before and after each passenger use and/or trip by the ambulift operator.

### **3.0.0.0 SECTION 3**

#### **3.1.0.0 AIRSIDE AND CARGO OPERATIONS**

Aviance Ghana personnel accessing or working on the Airside shall. Wash hands before entering the airside.

- Wear provided face masks
- Wash hands after handling cargo/baggage and avoid touching the faces.
- Ensure gloves are always worn when loading and unloading baggage, cargo and pouches.

The rationalized use and distribution of PPE when handling cargo from and to countries affected by the COVID-19 outbreak includes following these recommendations:

- Wear face masks provided by the company during handling operations.
- Importantly, the use of gloves does not replace the need for appropriate hand hygiene, which should be performed frequently, as described above.
- When disinfecting supplies or pallets, no additional PPE is required beyond what is routinely recommended.

To date, there is no epidemiological information to suggest that contact with goods or products shipped from countries affected by the COVID-19 outbreak have been the source of COVID-19 disease in humans.

Aviance will stay updated on WHO and State guidelines that closely continues to monitor the evolution of the COVID-19 outbreak and will update recommendations as needed.

##### **3.1.1.0 Screening Process at aviance Pedestrian Entry Point**

Operational steps to be performed:

- Keep distance minimum 2 meters from any passenger, customer or agent.
- Check eligibility for entry, i.e. staff or agent must possess the required access permission or ID.
- Inform the customer or agent of screening reason and process in place.
- Observe passenger, customers or agents for any visible COVID-19 symptoms.
- Check the temperature keeping distance and measuring temperature 3-5 cm in front of forehead.
- If the temperature reading is high (over 37.3 C), politely ask the person wishing to gain access to work premise to move to a shaded area and wait. Report the situation immediately to the security monitor on duty for further action in line with COVID-19 protocols.
- Clear passenger, customer, staff or agent to access the applicable area if there are no symptoms and temperature below 37.3 Celsius.
- Ensure the 'No Face Mask, No Entry' policy is strictly adhered to.

##### **3.2.0.0 Disinfection of GSE & Cobuses/Crew Buses**

GSE Operators/ Cobus drivers shall observe and adhere to the Health Safety guidance and directives outlined in Section 1 of this document in line with Customer Airline and Airport Authority's requirements.

The following guidelines shall be observed to ensure on the safety of staff, crew members and passengers;

**3.2.1.0 Cleaning & Disinfection of Ground Support Equipment (GSE)**

- On assumption of duty, daily equipment serviceability checks shall be conducted on all GSE as required
- Staff must adorn company prescribed health safety PPE (nose mask, gloves and overall, where applicable)
- The frequently touched areas (i.e. steering wheels, arm rests, door handles, dashboards, etc.) of all GSEs shall be disinfected by the assigned operator prior to the start of shift with the provided disinfectant (hydrogen peroxide/Lysol).
- The operator shall ensure hand sanitizer is made available on GSEs fitted with cabins for the operator's use where required.
- To ensure social and physical distancing protocols are observed, the operator shall ensure the "no seat, no ride" rule is adhered to at all times.
- The equipment operator shall display high level of personal hygiene by washing of hands regularly under running water at the nearest hand washing facility at the airside. Hands may also be disinfected with provided alcohol-based sanitizers.
- The interior of the ambulift, passenger steps and conveyor shall be disinfected with hydrogen peroxide/ Lysol disinfectant prior to being used for the shift operation and after every use.
- Areas to disinfect include the door handles, steering wheels, arm rests, seats, doors, cabin and the dashboards.
- GSE operator shall disinfect the passenger steps and conveyor belt on commencement of shift.

**3.2.2.0 Cleaning & Disinfection of Cobus/Crew bus**

- On assumption of duty, daily equipment serviceability checks shall be conducted on all GSE as required
- Staff must adorn company prescribed health safety PPE (nose mask, gloves and overall, where applicable)
- The operator shall ensure hand sanitizer is made available in the cabin for operator and passengers use.
- The driver shall wash his hands regularly under running water at the nearest hand washing facility at the airside and disinfecting hands with at least 60% alcohol-based sanitizer supplied before and after every trip.
- Prior to using the bus, the interior shall be disinfected with hydrogen peroxide/Lysol disinfectant prior to being used for the shift operation and after every embarkation/disembarkation.
- Areas to disinfect shall include the metal handles, the seats, the doors, the cabin and the counter.
- Operator must ensure prescribed passenger numbers per ride is not exceeded to maintain the required physical distancing in the cabin.

#### 4.0.0.0 SECTION 4

##### 4.1.0.0 AIRCRAFT CLEANING & DISINFECTION GUIDE

###### 4.1.1.0 General

During the COVID-19 pandemic, aviance shall review and amend its cleaning and disinfection programs based on the local regulatory requirements, airport plan for enhanced cleaning and disinfection. It shall be kept updated in accordance with the WHO [Guide to Hygiene and Sanitation in Aviation](#) and industry standards and recommendations.

###### 4.1.2.0 Aircraft Cleaning Measures Taken Due to COVID-19

aviance Ghana in cooperation with the customer airlines, shall evaluate and assess the following aspects as well as its impact on the operations:

(a) Pandemic Management

1. Flight schedules, aircraft type and size, and ground (stopover) times
2. The risk levels for aircraft cleaning activities based on exposure to COVID-19
3. Availability of personal protective equipment (PPE)
4. Required safety and health measures such as physical distancing, hygiene, use of PPEs, etc.

(b) Personnel Readiness

1. Availability and allocation of cleaning personnel to perform the job tasks
2. Training re-currency, training needs and requirements
3. Occupational safety regulatory compliance continuity

(c) Operational readiness

1. Cleaning types
2. Enhancement of standard cleaning and disinfection procedures due to technical needs, events causing health risks
3. Type and availability of cleaning and disinfection products that are not detrimental to aircraft materials
4. Regulatory and airport requirements

###### 4.1.3.0 Cleaning Personnel

###### 4.1.3.1 Occupational health and safety

Aviance Ghana Ltd. shall develop and implement occupational health and safety (OHS) pandemic strategies to ensure that personnel are protected. Strategies shall comply with all applicable legislations, local requirements and guidelines pertaining to COVID-19.

Such strategies include enhanced hygiene routines, ensuring the availability of relevant facilities and disinfectants, health and wellness monitoring, proper use of personal protection equipment, awareness campaigns and training, and others.

#### 4.1.3.2 Personnel protection

Based on the pandemic demands, aviance shall develop a multi-layered approach to keep personnel and stakeholders safe based on the following health safety protocols;

(a) Hygiene routines

1. Frequent hand washing
2. Elimination of face-touching, droplet spreading via coughing etc.
3. Availability of washing facilities
4. Alcohol-based sanitizers
5. Understanding and recognition of COVID-19 symptoms

(b) Physical distancing

1. Distancing between personnel on duty and during breaks
2. Separation of teams during a shift and transportation to/from the aircraft
3. Scheduling of the same teams to work the same days
4. Conduct contact-free handovers, i.e. via telephone, videoconference, electronic logs, or at a minimum through physical distancing
5. Reduction of unnecessary personnel movement around the airport

(c) Personal protective equipment (PPE) e.g. medical masks, nose mask, gloves, overalls, etc.

1. aviance cleaning crew shall use PPE depending on local rules and regulation and on the risk of exposure (e.g. type of activity) and the transmission dynamics (e.g. droplet spread)
2. Disposable gowns may be worn while cleaning the cabin and lavatories based on customer airline and local airport authority requirements

(d) Removal of Personal Protective Equipment

When cleaning and disinfecting are complete the protective equipment should be carefully removed as follows:

1. Disinfect the gloves before removing them
2. Remove the gloves
3. Hand disinfection after the removal of the gloves
4. Removal of face mask and goggles (where applicable) without touching the outer parts of it
5. Clean hands and other body parts which may have been exposed to contaminants with soap and water or an alcohol-based hand rub
6. Avoid touching the face with gloved or unwashed hands

#### 4.1.3.3 Briefs and updates

As the pandemic situation is very dynamic, regulatory and health authorities' requirements are changing almost daily. Regular briefs and updates shall be provided to all personnel on the following topics:

- (a) Changes introduced by new regulations on COVID-19
- (b) Organizational and management changes / updates
- (c) New or amended procedures during the COVID-19
- (d) Health and safety actions

(e) Hygiene routine reminders

Aviance shall cooperate with airport operators to ensure that airport requirements and instructions are incorporated into the training and updates.

#### 4.1.4.0 Cleaning and Disinfection Products

It is the airline and aviance's responsibility to ensure procedures, cleaning and disinfecting products used are based on the aircraft manufacturers (OEM) recommendations. This includes the usage of proper protection and that any procedures are followed in alignment with local health organization recommendations.

Informed selection and the correct use of products is vital in ensuring effective cleaning and disinfection of an aircraft without damaging the aircraft interior, systems, and equipment while minimizing the likelihood of the transmission of COVID-19 (or any other communicable diseases).

##### 4.1.4.1 Product selection

The selection of cleaning and disinfection products shall be done in reference to the following requirements;

- (e) local health authorities for recommendations on products effective against COVID-19
- (f) customer airline's recommendation on the aircraft manufacturers (OEM) guidance for the most recent recommendations on COVID-19
- (g) Cleaning and disinfection products shall have at least 60% alcohol to effectively destroy the virus on a range of surfaces
- (h) Refer to the cleaning and disinfection product manufacturer's instructions to ensure that the proper application, ventilation and personal protection equipment is used

##### 4.1.4.2 Product use

The following recommendations are based on OEM recommendations and [EASA - Interim guidance on Aircraft Cleaning and Disinfection](#).

- (a) Use of a 60% Isopropyl Alcohol (IPA) as a disinfectant for the touch surface within cockpit, cabin and cargo holds
- (b) Apply with pre-moistened wipes or single use wetted cloth
- (c) Use the limited bottle sizes on board to minimize the risk of spilling the IPA solution
- (d) Do not spray IPA in the cargo compartment
- (e) Do not allow the liquid to contact critical equipment (e.g. smoke detector, electronic door operation equipment and fire extinguishing discharge nozzle)
- (f) Take precautions around potential sources of ignition, especially hidden sources such as electronic boxes mounted in the cargo compartment as disinfectants are flammable.

#### 4.1.5.0 Aircraft Cleaning and Disinfection on Ground

##### 4.1.5.1 Cleaning and disinfection tasks

The objectives of this cleaning recommendation serve as a guideline on how to provide a safe and sanitary operating environment for passengers, crew, and cleaning personnel.

For further guidance on aircraft cleaning refer to IGOM 3.7 or AVIA-GOM 4.15.1.0 Aircraft Cabin Servicing.

##### 4.1.5.2 Action prior to cleaning

- (a) Prior to entering an aircraft for cleaning, cleaning crew should ensure the aircraft ventilation system is running. In case of any doubts contact Flight Turnaround Coordinator (TRC)
- (b) Cleaning crew shall take clearance from the engineer through the TRC prior to boarding the aircraft to commence cleaning activities. This is to ensure that fresh air and recirculation systems have been operational (for at least 5 minutes) before the cleaning crew boards the aircraft.
- (c) To comply with general physical distancing recommendations, cleaning crew should not enter the aircraft for cleaning purposes until all passengers and crew have disembarked.

##### 4.1.5.3 Actions during cleaning

- (a) Once on board, ventilation systems should be kept running while cleaning takes place. Contact the TRC in case of any concerns.
- (b) To avoid contamination on board, cleaning crew shall:
  - 1. Be assigned specific tasks as much as possible
  - 2. Different cleaning materials shall be used in each task area, e.g. cloths, buckets, brushes, mops, etc., in line with colour coded items accordingly
  - 3. Carry their own cleaning items onboard to avoid unnecessary exchange of cleaning items between different teams/persons
  - 4. Use new disposable gloves in each area. Disposable gloves shall not be reused again in other sections of the cabin.
- (c) Use disinfection products as per the recommendation in the section 4.1.4.0 to 4.1.4.2 above
- (d) Spray the floor from front to back before disinfection and then spray again in opposite direction once cabin disinfection is complete

##### 4.1.5.4 Actions after cleaning

After cleaning and handover process, cleaning crew must disembark with all items for cleaning including all garbage and that the following provisions are followed:

- (a) Disposal of waste must be done in accordance with local airport authority regulations
- (b) Do not obstruct jetties or steps with garbage bags
- (c) Do not throw garbage bags onto the ramp from the aircraft or from steps



A clear handover process as prescribed by each airline shall be put in place to signify that the aircraft has been cleaned as per recommended standards. If any amenities are to be loaded prior to departure, ensure this is done and indicated in the handover documentation.

A handover sheet may include information such as:

- (a) Aircraft registration, time and station of cleaning and disinfection
- (b) Area of disinfection to include flight deck, passenger cabin and aircraft hold if applicable
- (c) Type of disinfection products used
- (d) Remarks in case of any observation made
- (e) Signature of cleaning supervisor if applicable

See *Appendix 3* for sample of Aircraft Cleaning & Disinfection Sheet. Contact Appearance Manager/Supervisor for the current version of the form, if required.

## **5.0.0.0 SECTION 5**

### **5.1.0.0 SUBCONTRACTED SERVICES**

All subcontractors providing services for or on behalf of aviance Ghana Ltd. shall adhere to the aviance and Airport Authority's COVID-19 guidelines and SOPs in place.

Subcontracted companies shall provide the appropriate PPEs as outlined in this document to its staff and affiliates for the conduct of services for or on behalf of aviance Ghana Ltd.

#### **5.1.1.0 Standard Operating Procedure**

Subcontracted companies providing services for and on behalf of aviance Ghana Ltd. shall update respective SOPs on the control and management of communicable diseases to address the following elements:

- Infections control measures before, during and post handling or security services
- Handling of suspected infectious disease during handling services
- Work Station disinfection
- Provision of PPE to staff

## Appendix 1 aviance Ghana Ltd. – Guidelines on COVID-19

– Issued: 2<sup>nd</sup> April 2020

### What you should know about COVID-19

aviance Ghana Ltd (AGL), the largest Ground Handling Company in Ghana is highly committed to keeping its staff and stakeholders safe; it is paramount to our culture to put our people first. COVID-19 is officially listed as a pandemic by the World Health Organization (WHO), and with so much uncertainty and unknown about the pandemic we wanted to let you know the importance and proactive steps we are taking to ensure our team's safety.

You might also have a few questions on the novel COVID-19.

### What is COVID-19?

COVID-19 is the infectious disease caused by the most recently discovered coronavirus. This new virus was unknown before the outbreak began in Wuhan, China, in December 2019. COVID-19 is now a global pandemic including Ghana.

### When do you have to Seek Emergency Medical Attention?

Look for **emergency warning signs\*** for COVID-19. If someone is showing any of these signs, **seek emergency medical care immediately:**

- Trouble breathing
- Persistent pain or pressure in the chest
- New confusion
- Inability to wake or stay awake
- Bluish lips or face

\*This list is not limited as other symptoms are been identified. Please call your medical provider for any other symptoms that are severe or concerning to you.

**Call 112 (in Ghana) or call ahead to your local emergency facility:** Notify the operator that you are seeking care for someone who has or may have COVID-19.

## aviance Ghana Ltd. Guidelines

### Communication

We want to highlight the **importance of communication** if/when you're feeling threatened by the COVID-19 pandemic. Please remain in close contact with your departmental manager. Please reach out to your manager on the respective duty line and express any concern or report.

### Safety precautions

- **If you are not feeling well**, you must speak to your manager/supervisor and you **MUST** work from home.
- Hand washing points have been fitted at entry points and within the work premises. You must wash your hands with soap and water or use alcohol-based sanitizers at these points as often as required.
- In line with the national guidelines issued by the Ghanaian Executive Legislature, all staff and stakeholders are reminded to be wear face masks while in public or when entering the work premise.

**The No Nose Mask, No Entry Rule** applies and **MUST** strictly be adhered to at all times during the COVID-19 pandemic.

We encourage you to follow **usual health precautions**, such as:

- washing your hands often
- social distancing and avoiding interaction with those who are sick
- refraining from touching your face more than is necessary
- practicing proper coughing and sneezing etiquette
- avoiding crowded events
- avoiding non-essential travel

#### Office visitors

- As much as possible prevent, all visitors other than delivery people from coming into the office.
- Details of all persons entering the premises will be taken on entry as is the normal practice. Security at the check points to ensure strict adherence to this practice.

#### Work scheduling

You are advised not to come to the office premise unless advised by your supervisor/manager. The current lockdown on the Ghana borders has changed the work reporting times and schedules. The new work schedules have been provided and communicated to all staff by the department heads and supervisors. Subsequent updates will also be communicated. Contact you supervisor or manager when in doubt or for any further information.

#### Remote-work options

- Person to person and group meetings are highly discouraged during this COVID 19 period
- Meetings over the cloud and on-line options are recommended for respective team members when the need for meetings is required.
- Some work teams due to the nature of work have been detailed to work from home. The IT department will provide the required resource and guidance

#### Communication on prevention and risks

Stay informed by carefully reading circular and advisory mail sent by Quality, Health and Safety Office and also read information distributed through the following recommended pages.

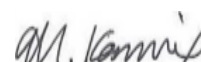
- For up-to-date information on prevention and risks, please see [the World Health Organization Webpage](#).
- For a real-time map of Ghanaian COVID-19 cases and provincial public health notices, see [the COVID-19 Ghana webpage](#).
- For aviation and Ground Handling Updates on COVID-19, see [the IATA webpage](#).
- Check-out the aviance notice board near your respective work station when at work for precautionary tips and updates.

#### Issued



.....  
Helen Agyemang Badu,  
Manager, Quality, Health & Safety

#### Approved



.....  
Mark Kamis,  
Managing Director

**Disclaimer: This publication reflects our best knowledge at the time of writing and will be continually updated to incorporate new learnings as they surface.**

Appendix 2A COVID-19 Prevention Tips

# COVID-19 PREVENTION TIPS

## QUICK GUIDE ON USING OF FACE MASK



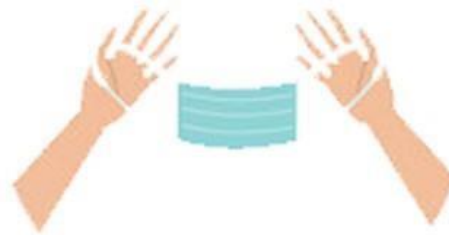
*Before putting on a mask, clean hands with alcohol-based rub or soap and water.*



*Masks are effective only when used in combination with frequent hand cleaning with alcohol-based hand rub or soap and water.*



*Avoid touching the mask while using it; if you do, clean your hands with alcohol-based hand rub or soap and water.*



*To remove the mask; remove it from behind without touching the front of the mask; discard immediately in a closed bin; clean hands with alcohol rub or soap and water.*

**STAY SAFE**

Appendix 2B COVID-19 Prevention Tips

## COVID-19 PREVENTION TIPS

Wash your hands with soap and water more often  
for 20 seconds



**PROTECT YOURSELF & OTHERS STAY SAFE!**

Appendix 2C COVID-19 Prevention Tips

# COVID-19 PREVENTION TIPS

## HOW TO USE HAND SANITIZER



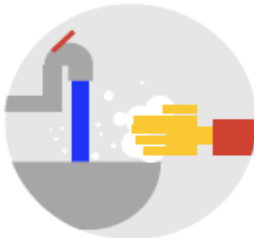
**SAFETY MATTERS**

15<sup>th</sup> June 2020

**NEWSFLASH**

Appendix 2D Instructions for aircraft cleaning staff biosafety during COVID-19

# Instructions for aircraft cleaning staff biosafety during COVID-19



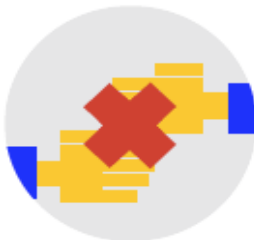
**Regularly wash your hands**

Use liquid soap and water to wash your hands for at least 20 seconds every time you enter the building.



**Disinfect**

When handwashing is not possible, disinfect your hands with an alcohol-based hand rub.



**Avoid shaking hands**

Remember that the virus spreads through coughing and sneezing via airborne droplets, as well as through direct contact.



**Respect physical distancing**

Maintain a safe distance from others by following floor markings or other indicators. Drivers to stay in their vehicles until instructed and follow local procedures.



**Clean regularly**

Disinfect all frequently touched surfaces and all the equipment between uses.



**Maintain the distance**

Avoid entering enclosed rooms with other people present or wear appropriate personal protective equipment.



**Use your own pen**

Ensure you don't touch others' pens when signing documentation.



**Follow any company, local or national guidance and regulations, especially if you show potential symptoms.**



