

YETI AIRLINES/TARA AIR

SAFETY MEASURES  
COVID-19  
PROTOCOL

#StopTheSpread

## Background

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The novel coronavirus disease, COVID-19, is an infectious disease caused by severe acute respiratory syndrome coronavirus 2, SARS-COV-2. The World Health Organization (WHO) declared the COVID-19 outbreak a Public Health Emergency of International Concern (PHEIC) on January 30, 2020 and a pandemic on March 11, 2020. The first case in Nepal was detected on January 23, 2020. COVID-19 has become a pandemic and has affected all human beings. This COVID-19 Protocol is being planned and implemented to contain/ prevent the contagion affecting the airline workplace, including domestic flight operations

## Purpose

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The purpose of the Yeti Airlines/Tara Air COVID-19 Protocol is to prevent spread of the COVID-19 coronavirus in the workplace and protect the airline flight crew, ground staff and passengers from potential infection



## Applicability

The Yeti Airlines/Tara Air COVID-19 Protocol will come into effect immediately after the Civil Aviation Authority of Nepal permits the commencement of domestic flight operations and during the relief flight operations the airline will conduct from time to time prior to this.



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## Passenger Safety

- All passengers shall wear a protective face mask.
- All passengers body temperature shall be taken at check in counter and if it exceeds 100.4F they will not be allowed to check in or board the flight.
- Passengers with confirmed/suspected symptoms of COVID-19 will not be allowed to check in or board the flight.
- Inflight services are suspended. Use of aircraft cabin lavatory is not allowed.
- No hand carry luggage will be allowed inside the passenger cabin. Only small ladies handbags, purses & wallets will be allowed.
- All passengers must use the hand sanitizers provided by the airlines while entering the aircraft cabin.

## Passenger Safety

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- Passengers' baggage will be sprayed with chlorine-based disinfectant prior to loading.
- Passengers will be required to sign a declaration form that they are not suffering from COVID-19 and waiving the airlines liability for COVID-19 infections.
- Pets and other animals will not be allowed to be transported in the aircraft.
- Passengers must maintain appropriate physical distancing while queuing during check in, boarding and de-boarding the ramp bus and aircraft.
- Passengers will be boarded and de- boarded according to their seat numbers.

## General Policy on all airline staff

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- All staff who feel unwell, especially with symptoms of flu such as cough, fever, breathlessness and fatigue must stay on immediate sick leave until they recover fully from these symptoms.
- Should the above mentioned symptoms worsen than they must immediately contact the Nepal Government COVID-19 hotline 1133 and 1115 for testing.
- All staff when reporting for duty will have their body temperature taken. If it exceeds 100.4F they will be sent home to rest and recover fully before resuming duty.
- All staff who inadvertently or otherwise come into close physical contact with confirmed COVID-19 infected person(s) must mandatorily self-quarantine for a minimum of 14 days. If they develop symptoms of COVID-19 infection they must contact the Nepal Government hotline 1133 and 1115 for testing.



## Check-in counter and Terminal Hall staff

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- All airport front line staff shall wear face visors, surgical masks and gloves and shall maintain appropriate physical distance from passengers.
- Check in staff will ensure passengers fill up the mandatory declaration form.
- At the airline check in counter, staff will measure the body temperature of the passengers and will not permit passengers whose temperature exceeds 100.4 F to check in for their flight.

## Airside and Departure Area staff

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- All airside staff shall wear at least face mask and gloves.
- They will maintain appropriate physical distance from each other and with passengers during boarding and de-boarding on the ramp bus and the aircraft.
- All cargo, courier, documents, COMAIL, COMAT shall be disinfected before it is loaded onto the aircraft.

## Aircraft Maintenance staff

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- Routine cleaning and disinfection of frequently touched surfaces, shall be done following the directions on the cleaning/disinfectant product's label.
- Maintenance staff shall use mask and gloves and avoid touching mouth, nose or eyes while repairing aircraft interiors, lavatories or other surfaces that have been touched by passengers.
- Maintenance staff shall maintain appropriate physical distance while conducting maintenance work.

## Flight crew

- All the crew members shall wear at least surgical masks and gloves.
- Cabin crew shall additionally wear protective gown and face visors.

## Corporate, Ticketing and Cargo Sales Office Personnel Safety

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- All staff must wear face masks.
- Additionally those interacting directly with clients must wear face visors and gloves too.
- All staff handling cargo and courier documents must wear gloves too.

## Entry decorum for visitors

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- All visitors will have to wear face mask before entering office premises.
- Visitors must have their body temperature checked and apply hand sanitizers, provided at office entrance before entering the building/office space.
- Visitors with body temperature beyond 100.4 F will be debarred from entering the building/office premises.

## Passenger Ramp Bus

- Buses shall be disinfected after each shuttle.
- Shuttle buses shall carry passengers to aircraft maintaining proper physical distance.
- Proper distance shall be maintained while boarding and de-boarding the bus.

## Aircraft and Cabin Cleaning

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- The aircraft cabin shall be disinfected prior to each flight.
- Use of compressed air to clean surfaces contacted by passengers shall be discouraged as these techniques may aerosolize potentially infectious material.
- Surfaces in the flight deck that are frequently touched and utilized by cockpit crew members, such as yoke, throttles, auto pilots, radios, etc shall be cleaned and disinfected with prescribed disinfectants.



## Passenger boarding & seating arrangement in Aircraft

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- Passengers shall be boarded in small groups maintaining physical distance.
- Passengers shall be boarded as per assigned seating arrangement.
- Sanitizer shall be provided to all passenger at the time of boarding the aircraft.

## Aircraft Concurrent Disinfection

In case of bodily secretion inside the aircraft cabin by passenger(s) or others such as blood, respiratory secretions, vomit, excretions and other bodily fluids, the aircraft cabin shall be disinfected concurrently using the Universal Precautions Kits on board as per the procedure below :

- Cover the secretions, blood, vomit, excretions and other contaminants evenly with absorbent disinfectant for 3-5 minutes to enable them to solidify.
- Collect the coagulated contaminants into separate waste bags.
- Sterilize the contaminated area with pre-prepared disinfectant.
- Clear and disinfect hands before removing protections.
- Place contaminated items inside waste bags.

## Protection of office premises, Check In Counters, Crew Camp, Sales Counter

- To avoid unwanted access, premises shall be locked when not in use and shall be manned if in use.
- Daily disinfect the office premises in the morning prior to office opening using company approved chlorine spray.
- Make sure that staff and visitors enter office wearing mask, have their body temperature checked and use hand sanitizers before entering office premises.
- Regularly disinfect areas that are frequently used such as toilets, door handles, table tops, railings etc.

## Disinfection of Vehicles and Equipment

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- Ramp buses, staff vehicles and ground equipment will be disinfected regularly by prescribed disinfectants.

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**Let's beat coronavirus together!**

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