

COVID-19 Sanitary Guidelines for Universal Aviation FBO Ground Services Locations and Preferred Third-Party Ground Handlers

Updated May 12, 2020

OVERVIEW

- This document provides an overview of sanitary guidelines followed at all Universal Aviation (UA) locations to help prevent the transmission of COVID-19 and other diseases.
- These guidelines were developed based on information provided by the CDC, WHO, NBAA, NATA, IATA, and ACI.
- Universal requires that its preferred third-party ground handlers working with Universal® Trip Support to have similar procedures in place and to follow them in order to help protect our clients from this disease.
- We recognize that every country and local municipality has defined its own health and safety standards that, at minimum, must be following. Generally speaking, the standards outlined in this document are in line with, or above, most government standards. These are intended to bring a level of consistency across our global operating environment for the health and safety of our guests, employees, and the people they touch.
- Some of the following guidelines may be already in place in your location, others may not be.
- Universal represents global customer base that expects these minimum standards in place to ensure the safety of passengers and crew.

GENERAL GUIDELINES

This section provides high-level general guidelines. More detailed guidelines can be found in subsequent sections.

- First and foremost, all FBO ground services offices must follow and comply with the following, which will vary by location:
 - Your country's health protocols and regulations.
 - Your airport's safety procedures.

- Reducing possible points of contact:
 - Passengers and crew are less interested in facility amenities now, and they are more concerned with ground time velocity and reducing risk of exposure.
 - We recommend you focus on passenger and crew traffic flow analysis to increase speeds where able, reduce possible points of contact once they leave the aircraft, and perform before-and-after sterilization of physical touchpoints that you control.
- According to local health protocols, provide and promote regular use of the following for employees and customers:
 - Hand washing for a minimum of 20 seconds using soap and water, using hand sanitizers with a minimum alcohol content of 60% where soap and water is not available, and anti-bacterial wipes. [See CDC website for more info.](#)
 - Wear masks at all times. Where possible, make these available for customers. Dispose of in accordance with procedure once used. If masks are washable, follow the mask maker's instructions for washing, and wash them frequently.
 - Wear gloves. (Important: the use of gloves does not replace the need for appropriate hand hygiene, which should be performed frequently. Dispose of in accordance with procedure once used.
- For all offices and equipment: Follow enhanced cleaning procedures when staff arrive, throughout the day, in between handling customers, and prior to staff departing.
 - This includes disinfecting all common-use surfaces like doorknobs, handrails, counters, phones, keyboards, touch screens, controls panels, and anything else that gets commonly touched or shared.
 - [See CDC guidelines for more info.](#)
- Staff should practice safe social distancing.
 - Minimize staff time in the office / where possible.
 - Split staff into teams on different shifts. Team members on different teams should not be mixed to reduce chance of employee exposure.
 - Consider additional measures to maintain distancing such as re-arranging workstations, using Perspex screens or other physical barriers.
- Implement a training, education and awareness campaign, including:
 - Hand and respiratory hygiene procedures.
 - Email communications.

- Regular meetings and updates with employees.
- Awareness posters, etc.

STAFF GUIDELINES

- Perform recurring staff education and have protocols in place – country and local airport requirements, company protocols, local health authority guidelines, CDC, WHO.
- Provide staff health advice and monitor – at home and when arriving at work.
 - Check fever daily – If fever is at or above 38°C (100.5°F) do not come to work and seek medical help.
 - Be vigilant to other possible signs of infection such as a new persistent cough.
- Restrict access to workplace – reduce unnecessary staff; shelter at home as able.
- Split staff into different teams – to prevent cross contamination among team members.
- Practice safe social distancing – at workplace and at home.
- Wear PPE as needed, following the correct procedure to put on and remove:
 - At a minimum, wear mask and gloves – and follow hand hygiene protocols.
 - If the mask is washable and reusable, please do so according to the mask maker’s instructions.

PASSENGER/CREW MANAGEMENT

- Perform a COVID-19 pre-arrival assessment, including any other local health protocols.
 - Does any crew member or passenger have a high temperature at or above 38°C (100.5°F)?
 - Does any crew member or passenger have a new persistent cough?
 - Does any crew member or passenger have shortness of breath or breathing difficulties?
 - If operating a Medical or Humanitarian flight – are there any passengers with suspected or confirmed COVID-19?
 - Is there any reason to suspect any crew member or passenger has been exposed to COVID-19 or may be symptomatic?
- Perform Temperature Screening – as required by local Authority protocols.

- Provide abundant access to hand sanitizer and antibacterial soap.
- Provide masks to crew and passengers, as able.
- If possible, have sanitizer/disinfecting mats.
- Encourage crew to sign documents with their own pens. If you need to provide a pen, make sure it has been sterilized before and after use.
- Maintain social distance during the process.
- If a flight is carrying a known positive case:
 - Inform your location manager and follow your company’s information escalation protocol.
 - Contact Universal immediately.
 - Notify the Universal® Trip Support team managing those impacted missions, as applicable.
 - Copy Nick Rose, nrose@univ-wea.com, on all communications.
 - Comply with all local, country, and airport required procedures.
 - Follow health authority guidance.
 - Follow all PPE and distancing requirements.
 - Minimize contact with all individuals on flight—including staff, equipment and facilities.
 - Disinfect everything that has come into contact with these individuals.

FACILITIES

- Analyze flow of traffic within your facility and redesign in order to avoid unnecessary frontal contact.
- Ensure social distancing is being followed in enclosed areas.
- Maintain a cleaning protocol to disinfect and sanitize the facility according to local health recommendations.
- Disinfect and sanitize pre-arrival and post-departure, and upon the start and end of each shift.
- Operate a “clear-desk policy” on workstation and counters in order to reduce points of possible contamination.

- Avoid having containers with office supplies (like pens) out in the open. Provide pens as needed and sterilize before and after use.
- Avoid common-use serving for food and snacks (like snack bowls). Use pre-package snacks.
- Control and regulate access of vendors and visitors. Make sure cleaning staff and contractor are following protocols.

AIRCRAFT HANDLING – PRE-ARRIVAL

- A COVID-19 pre-arrival assessment must be completed prior arrival.
 - If yes to any of the questions in this form, advise local airport and health authorities in accordance with their requirements, as well as inform the UA location manager who will follow applicable company policies.
- Pre-arrival assessment questions to include:
 - Does any crew member or passenger have a high temperature at or above 38° C (100.5° F)?
 - Does any crew member or passenger have a new persistent cough?
 - Does any crew member or passenger have shortness of breath or breathing difficulties?
 - If operating a Medical or Humanitarian flight, are there any passengers with suspected or confirmed COVID-19?
 - Is there any reason to suspect any crew member or passenger has been exposed to COVID-19 or may be symptomatic?
- Agents must be prepared and wearing the recommended PPE.

AIRCRAFT HANDLING – ARRIVAL & DEPARTURE

- Company written processes and procedures must be followed.
- Special country/airport/local procedures must be followed.
- As much as possible, practice “physical distancing” (min. 6 ft. / 2 m).
- Have all documentation ready and look to reduce the “ground time” as much as possible.
- Increase cleaning, disinfection and sanitation activities as well as the frequency, including commonly touched surfaces.

- Where security screening units cannot be disinfected post-use, ensure clear plastic bags are available for personal (hand) items.
- All PPE used must be discarded in the designated special container labeled as HBIW (hazardous biological infectious waste).
- Clean and disinfect all touched and common surfaces, especially high-touch-high-traffic areas.
- Follow all staff hygiene guidelines, including washing hands frequently and practicing cough and sneeze etiquette.
- If symptoms are observed, follow local health procedures and alert your manager:
 - Fever-like symptoms (visibility looks feverish, discloses a history of feeling feverish, or has an actual measured temperature of 38°C (100.5°F) or higher) that has persisted for more than 48 hours.
 - Persistent cough.
 - Difficulty breathing.
 - Appears obviously unwell.
- Follow guideline for staff safety and facility sterilization.
- For further guidance:
 - [ACI Airport Operational Practice Examples for Managing COVID-19 202](#)
 - [IATA Ground Operations Bulletin 02 April 3, 2020 Quick Reference for Ground Handling during COVID-19](#)

AIRCRAFT DISINFECTION AND CLEANING

- If you provide disinfection and cleaning services, NBAA's Aircraft Disinfection and Cleaning Procedures Guide must be followed, as outlined here:
 - <https://nbaa.org/aircraft-operations/safety/coronavirus/aircraft-disinfection-coronavirus/>

IF AN EMPLOYEE IS POTENTIALLY EXPOSED

- If an employee may have been exposed COVID-19 prior to handling any operation, or may have been exposed to COVID-19 while handling an operation, the following actions should be taken:

- Inform your location manager and follow your company’s information escalation protocol.
- Immediately determine what other staff, surfaces, and operations may have been exposed to the employee prior to the employee being isolated and surfaces decontaminated.
- If a flight managed by Universal® Trip Support has been potentially impacted, immediately send notification to Universal.
 - Notify the Universal® Trip Support team managing those impacted missions.
 - Copy Nick Rose, nrose@univ-wea.com, on all communications.

IF AN EMPLOYEE SHOWS SYMPTOMS

- Inform your location manager and follow your company information escalation protocol.
- Employees must self-isolate and follow local guidelines.
- Location will need to assess risk of exposure to location surfaces, people, and customers in accordance with guidance provided on previous slide “What to do if an employee is potentially exposed”.
- You must establish a protocol for monitoring sick employees or employees reporting symptoms prior to them returning to office, which is at least 7 days after symptoms were first observed and at least 3 days after fever has passed without the aid of medication.

ADDITIONAL RESOURCES

- You can find detailed information about these topics at:
<https://www.who.int/emergencies/diseases/novel-coronavirus-2019/advice-for-public>
- Additional guidance is available at: <https://www.cdc.gov/coronavirus/2019-ncov/index.html>

QUESTIONS OR COMMENTS

Please contact:

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