



RWANDA

CIVIL AVIATION AUTHORITY

**DIRECTOR GENERAL
DIRECTIVE
RCAA-DD-002**

POST COVID-19 LOCKDOWN AVIATION INDUSTRY RESTART GUIDANCE SAFETY AND SECURITY

PURPOSE:

This Directive Guides Air Operators, Air Travelers and aviation personnel on a Standards which would be followed on resumption of flight operations. The main objective is to protect all stakeholders and prevent further spread of COVID-19 as a result of resumed operations after a period of suspension of flights

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SECTION 1: GENERAL

1.1 STATUS OF THIS DIRECTIVE

- (a) This is an original issuance of this Directive.
- (b) The Directive provides regulatory material and alternative means of compliance to combat the spread of COVID-19.

1.2 BACKGROUND

- (a) On 20th March 2020, Rwanda Civil Aviation Authority issued a NOTAM suspending all commercial flights into and out of Rwanda this was in response to the ICAO electronic Bulletin regarding COVID-19 Epidemic that had gone viral across the world. Most of the States and Airports across the world followed suit and the whole aviation industry closed down only allowing for cargo and humanitarian flights.
- (b) As aviation has almost come to a complete halt due to the COVID-19 pandemic outbreak, it is essential to find a way in which to resume the international aviation system, taking into consideration public health requirements.
- (c) RCAA hereby releases these Directives to protect all stakeholders and prevent further spread of COVID-19 as a result of resumed operations after a period of suspension of flights

1.3 APPLICABILITY

This Directive is applicable to the following persons and or entities;

- (a) All Air Operators operating in and out of Rwanda
- (b) Rwanda Airport Operators;
- (c) Ground Handling Companies;
- (d) Air Travelers;
- (e) Any other person/entity involved in the transportation of passengers and cargo by air.

1.4 RELATED PUBLICATIONS

For further information on COVID-19, several entities have made available publications for public guidance as follows:

- (a) ICAO CART Take-off guidance
 - (b) Annex 9 Facilitation, annex 11, annex 6, annex, 14 and 15
 - (c) Document 9957, Facilitation Manual
 - (d) ICAO Document 4444, PANS ATM
 - (e) ICAO CAPSCA Harmonized Guidance on Facilitating Cargo Flights and Protecting Crew during the COVID-19 Pandemic
 - (f) International Health Regulations (2005)
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- (g) Operational considerations for managing COVID-19 cases or outbreak in aviation,
- (h) Ministry of health guidelines
- (i) Rwanda Civil Aviation Regulations

1.4 NATIONAL AIR TRANSPORT FACILITATION PROGRAMME

- (a) Letter number 020/0363/RBC/2020 of 24th Jan 2020 Notice from the government of Rwanda Ministry of Health (MoH) about the Novel Corona Virus Prevention;
- (b) Ministry of Health Instructions for COVID-19 Screening at Points of Entry dated 8th of March 2020.

1.5 RWANDA CIVIL AVIATION AUTHORITY

NOTAM based on the World Health Organization (WHO) declaration, Instructions from Ministry of Health recommending preventative measures to protect all residents and visitors of Rwanda from COVID-19 virus.



SECTION 2: DIRECTIVE FOR AIRCRAFT OPERATORS

On resumption of flight operations, air operators shall put in place harmonized but flexible measures to protect people. Airport operators, aircraft operator, ground handlers, migration, customs and any other relevant stakeholders shall work together to put in place harmonized or mutually accepted risk-based measures to protect passengers, crew, and other staff throughout the travel experience.

2.1 PASSENGER AND CREW

- (a) **Adjust the boarding process.** To the extent possible consistent with weight and balance requirements, board and disembark passengers in ways that reduce the likelihood of passengers passing in close proximity to each other.
- (b) **Seat Assignment Processes:** Where required, assign seats for adequate physical distancing between passengers. Airlines should allow for separated seating arrangements when occupancy allows it.
- (c) **Limit interaction on board.** Encourage passengers to travel as lightly as possible with check-in of all luggage except small hand luggage that fits under the seat. Remove newspapers and magazines. The size and quantity of duty-free sales may also be temporarily limited.
- (d) **Staying in assigned seat:** Encourage passengers to stay in the assigned seat as much as possible.
- (e) **Limit or Suspend Food and Beverage Service:** Limit or discontinue food and beverage service on short-haul flights or require dispensing in sealed, pre-packaged containers.
- (f) **Restrict lavatory access.** When possible, one lavatory should be designated for crew use only, provided sufficient lavatories remain available for passenger use without fostering congregation by passengers waiting to use a lavatory. Also, to the extent practicable depending on the aircraft, require passengers to use a designated lavatory based on seat assignment to limit passenger movement in flight, which reduces exposure to other passengers.
- (g) **Crew protection measures.** Prohibit sharing of safety equipment used for safety demonstrations. Instruct crew members to provide service only to specific sections of the cabin. Explore additional means of protection, for instance plastic curtains or Plexiglas panels during the boarding process (to be removed once boarding is completed).

Note: The following tables concerning disinfection contain the latest joint Aircraft OEM recommendations currently available. Users of this guidance should note that:

- i. These recommendations are based on evolving circumstances and technology.
 - ii. While every attempt was made to provide common recommendations for disinfectants usage on aeroplanes, there are differences between the products
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manufactured by each Aircraft OEM. It is strongly recommended that the operator is familiar with OEM guidance and consults the OEM for any questions specific to that airframe.

- iii. The intent of these guidelines is to provide operators with recommendations that are aligned with the aircraft product. It is the responsibility of the operator to ensure that the disinfectants are used per the manufacturer's instructions, proper protection is employed by those using the disinfectant and that their use is in alignment with health organizations recommendations for recommendations for efficacy, and in accordance with the label instructions of the disinfectant*

2.2 DISINFECTION

Disinfection is important and crucial for the safety and health of the crew and passenger.

Note: *The Aircraft COVID-19 Disinfection Control Sheet (PHC Form 2) is to be completed and shared every time before flying into Rwanda*

2.2.1 Flight deck

- (a) Frequency of cleaning of the flight deck shall account for both separation of the flight deck from the passenger compartment and frequency of crew transitions.
 - (b) Clean and disinfect the flight deck at an appropriate frequency to accommodate safe operations for the crew.
 - (c) Airframe manufacturers recommend the use of a 70% aqueous solution of Isopropyl Alcohol (IPA) as a disinfectant for the flight deck touch surfaces. Refer to appropriate health organizations for instruction on application to be effective against viruses. Refer to the original equipment manufacturer's instructions to ensure that the proper application, ventilation, and personal protection equipment is used. For more detailed recommendations or additional disinfecting chemicals, please reach out to the specific Airframe Manufacturer.
 - (d) Clean surfaces of dirt and debris before disinfecting to maximize effectiveness.
 - (e) Apply with pre-moistened wipes or single use wetted cloth and use limited bottle sizes on board to minimize the risk of spilling the IPA solution. Do not spray IPA in the flight deck. Do not allow the liquid to pool or drip into the equipment.
 - (f) IPA is flammable, so precautions shall be taken around potential sources of ignition.
 - (g) Because the frequency of disinfection has significantly increased due to COVID-19, and there is no data on the long term effects associated with this frequent application, the operator shall periodically inspect the equipment to ensure that there are no long term effects or damage over time. If damage is observed, contact the OEM for guidance on alternate disinfectants. Specific care shall be taken for application on leather and other soft goods.
 - (h) Given the increased likelihood that switch positions may be inadvertently changed during the cleaning or disinfection process, operators and flight crew shall reinforce
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procedures to verify that all flight deck switches and controls are in the correct position prior to operation of the airplane.

- (i) Some equipment on the flight deck may have additional disinfectant requirements based on usage (e.g. oxygen masks) and procedures shall be put in place accordingly.

Note: *In order to ensure uniform implementation, operators are advised to adhere to Original Equipment Manufacturer (OEM) communication through International Coordinating Council of Aerospace Industries Associations (ICCAIA) and OEM communication with operators*

2.2.2 Passenger Cabin

Before access into the passenger cabin, ensure that:

- (a) Clean and disinfect the cabin at an appropriate frequency to accommodate safe operations for the passengers and crew. The frequency shall account for the operation of the aircraft and the potential exposure of an infected person.
 - (b) Airframe manufacturers recommend the use of a 70% aqueous solution of Isopropyl Alcohol (IPA) as a disinfectant for the touch surfaces. Refer to appropriate health organizations for instruction on application to be effective against viruses. Refer to the manufacturer's instructions to ensure that the proper application, ventilation, and personal protection equipment is used. For more detailed recommendations or additional disinfecting chemicals, please reach out to the specific Airframe Manufacturer.
 - (c) Clean surfaces of dirt and debris before disinfecting to maximize effectiveness
 - (d) Apply with pre-moistened wipes or single use wetted cloth and use limited bottle sizes on board to minimize the risk of spilling the IPA solution. Do not spray IPA in the cabin. Do not allow the liquid to pool or drip into equipment (e.g. In-Flight Entertainment electronic boxes).
 - (e) IPA is flammable, so precautions shall be taken around potential sources of ignition.
 - (f) Because the frequency of disinfection has significantly increased due to COVID-19, and there is no data on the long term effects associated with this frequent application, the operator shall periodically inspect the equipment to ensure that there are no long term effects, colour shift or damage over time. If damage is observed, contact the OEM for guidance on alternate disinfectants. Specific care shall be taken for application on leather and other soft goods. The operator shall validate disinfecting agents for Buyer Furnished Equipment (e.g. Seats and IFE) with the manufacturer.
 - (g) Airlines may wish to review their operating procedures to minimize the number of personnel who need to contact high-touch surfaces such as access panels, door handles, switches, etc. For more detailed recommendations or additional disinfecting chemicals, please reach out to the specific Airframe Manufacturer.
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2.2.3 Cargo compartment

- (a) Clean and disinfect the cargo compartment touch surfaces at an appropriate frequency to accommodate safe operations for the ground staff.
- (b) Airframe manufacturers recommend the use of a 70% aqueous solution of Isopropyl Alcohol (IPA) as a disinfectant for the touch surfaces. Refer to appropriate health organizations for instruction on application to be effective against viruses. Refer to the manufacturer's instructions to ensure that the proper application, ventilation, and personal protection equipment is used. For more detailed recommendations or additional disinfecting chemicals, please reach out to the specific Airframe Manufacturer.
- (c) Clean surfaces of dirt and debris before disinfecting to maximize effectiveness
- (d) Apply with pre-moistened wipes or single use wetted cloth and use limited bottle sizes on board to minimize the risk of spilling the IPA solution. Do not spray IPA in the Cargo Compartment. Do not allow the liquid contact critical equipment (e.g. smoke detector, electronic door operation equipment and fire extinguishing discharge nozzle).
- (e) IPA is flammable, so precautions shall be taken around potential sources of ignition. Pay particular attention to hidden ignition sources as many aircraft have electronic boxes mounted in the cargo compartment.
- (f) Because the frequency of disinfection has significantly increased due to COVID-19, and there is no data on the long term effects associated with this frequent application, the operator shall periodically inspect the equipment to ensure that there are no long term effects or damage over time. If damage is observed, contact the OEM for guidance on alternate disinfectants.
- (g) Airlines may wish to review their operating procedures to minimize the number of personnel who need to contact high-touch surfaces such as access panels, door handles, switches, etc.

2.2.4 Maintenance

The post-check in terminal airside area is an area of high passenger traffic, with few physical barriers and usually wide-open space. Consideration needs to be given to the temporary need for physical distancing, while also providing passengers with access to the retail, duty-free concessions and food and beverage offerings. The following will be considered:

- (a) Airlines shall be mindful of regular maintenance to both air systems and water systems to ensure they continue to protect the passenger and crew from viruses. Airlines shall refer to the Airframe OEM for specific maintenance actions and intervals.
 - (b) It is recommended that airlines include access panels and other maintenance areas in their disinfection procedures to ensure a safe environment for the maintenance crews.
 - (c) Airlines may wish to review their operating procedures to minimize the number of personnel who need to contact high-touch surfaces such as access panels, door handles, switches, etc.
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- (d) It is required that Airlines establish maintenance procedures applied after disinfection procedures to check Flight Deck, Passenger Cabin and Cargo Compartment for correct positioning of control handle, circuit breakers and control panels switches and knobs. Access panels and doors closure also shall be checked.

2.3 AIR SYSTEM OPERATIONS

To minimize people generated contaminant concentrations during ground and flight operations, the aircraft manufacturers recommends maximizing total cabin airflow and care shall be taken to avoid blocking air vents (particularly along the floor). It is strongly recommended that operators consult with the Aircraft OEM for questions specific to an aircraft type.

2.3.1 Ground Operations (before chocks-off and after chocks-in)

- (a) Avoid operations without the air conditioning Packs or external Pre-Conditioned Air (PCA) source. External air sources are not processed through a HEPA filter. The aircraft APU shall be permitted to be used at the gate to enable the aircraft's air conditioning system to be operated, if equivalent filtration from PCA is not available.
- (b) If the aircraft has an air recirculation system, but does not have HEPA filters installed, refer to OEM published documents or contact the OEM to determine the recirculation system setting.
- (c) It is recommended that fresh air and recirculation systems be operated to exchange the volume of cabin air before boarding.
- i. For those aircraft with air conditioning, run the air conditioning packs (with bleed air provided by APU or engines) or supply air via external Pre-Conditioned Air (PCA) source at least 10 minutes prior to the boarding process, throughout boarding and during disembarkation.
 - ii. For aircraft with HEPA filters, run the recirculation system to maximize flow through the filters.
 - iii. For those aircraft without air condition system, keep aircraft doors open during turnaround time to facilitate cabin air exchange (passengers' door, service door and cargo door)

2.3.2 Flight operations

- (a) Operate Environmental Control Systems with all Packs in AUTO and recirculation fans on. Valid only if HEPA recirculation air filters are confirmed to be installed.
- (b) If non-HEPA filters are installed, contact the Aircraft OEM for recommendations on recirculation settings.
- (c) If the aircraft in-flight operating procedure calls for packs to be off for take-off, the packs shall be switched back on as soon as thrust performance allows.
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2.3.3 MEL Dispatch:

- (a) Fully operational air conditioning packs and recirculation fans provides the best overall cabin ventilation performance. It is recommended to minimize dispatch with packs inoperative. It is recommended to minimize dispatch with recirculation fans inoperative for aircraft equipped with HEPA filter.
- (b) Some aircraft have better airflow performance with all outflow valves operational. It is recommended the contact with the OEM about the ventilation performance of the aircraft with outflow valves inoperative and the limitations associated with the dispatch in this situation.

2.3.4 High Flow (max Bleed) Switch:

If the aircraft has an option for high flow operation, contact the OEM for setting recommendations.

2.3.5 Sick Passenger Positioning:

Separate the ill person from the other passengers by minimum of 1 meter (usually about two seats left empty in all directions, depending on the cabin design) from the seat occupied by the suspected case. Where possible this should be done by moving other passengers away.

2.3.6 Filter Maintenance:

- (a) Follow normal maintenance procedures as specified by the OEM. Please take note of special protection and handling of filters when changing them.
- (b) Contact OEM or refer to OEM published document to check if an additional sanitization procedure and/or personnel health protection is required to avoid microbiological contamination in the filter replacement area.

2.4 Procedures for Unruly Passengers

- (a) Air operators are responsible to ensure persons on board the aircraft wear appropriate PPE at all times unless otherwise directed by pilot in command not to do so in the interest of safety.
 - (b) In complying with the provisions of 2.4(a), air operators shall establish procedures for use by its personnel to identify and prohibit a person from traveling if the person is unable to wear required PPE (for example, masks) during the flight.
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SECTION 3: DIRECTIVES FOR CREW

3.1 GENERAL

The COVID-19 Crew Status Card (PHC Form 1) is to be filled and shared every time before flying into Rwanda.

3.1.1 Facilitation

- (a) Crew members, maintenance, cargo/load specialized personnel who are involved in flights with a stopover, should not need to be medically quarantined and/or observations while on layover or observed after returning, unless they were exposed to a known symptomatic passenger or crew member on board or during the stopover.
- (b) Rwanda shall consider implementing measures that facilitate the continued operation of aircraft, such that:
 - i. Quarantine measures will not be imposed on crew who require a layover, or rest, for the purposes of complying with Flight Time Limitation (FTL) rest requirements;
 - ii. Crews should not be subject to screening or restrictions applicable to other travellers. Crew members should ensure that health screening methods are as non-invasive as possible.
 - iii. Crew shall perform a PCR COVID-19 test every 14 days.
- (c) Crew members should ensure that health screening methods are as non-invasive as possible.
 - i. all crew members meet all relevant customs, immigration, and health requirements;
 - ii. complete the appropriate forms on arrival and departure; and
 - iii. use the correct customs and immigration channels at the airports.

Note: *Crew members operating passenger aircraft with cargo only, for example, shall ensure that the correct notification has been sent to all agencies, to ensure that there is no confusion, or that crew members carried on board such as loadmasters, engineers, and cabin crew are correctly recognized and designated on the crew manifest.*

3.1.2 Health monitoring

- (a) Crew members shall monitor themselves for fever, cough, shortness of breath, or other symptoms of COVID-19. A measured temperature of 38°C or higher is the WHO case definition.
 - (b) Crew members shall take their temperature at least twice per day during duty periods and at any time they feel unwell;
 - (c) Crew members shall stay at home or in their hotel room, notify their employers occupational health program, and not report for work if they develop a fever, shortness
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of breath, or other symptoms of COVID-19, and shall not return to work until cleared to do so by the employers occupational health program and public health officials.

3.1.3 Exposure concerns include the following:

- (a) Are within a mandated period quarantine related to previous travel and/or duty;
- (b) Positive test for COVID-19 regardless of symptoms evident;
- (c) Know that they have been exposed to a person showing symptoms of COVID-19;
- (d) Are experiencing any symptoms of COVID-19;
- (e) Have recovered from COVID-19 symptoms but have not been assessed by the employer's Occupational health program. and/or public health authority.

3.1.4 During Flight:

If a crew member develops symptoms during flight, the crew member shall stop working as soon as practical, put on a surgical mask, notify the pilot in charge, and maintain the recommended physical distance from others, by isolation as designated on-board the aircraft. Upon landing, individuals shall follow up with airline medical and public health officials.

Note:

- i. The same procedures shall be implemented for a passenger who develops COVID-19 symptoms during the flight.*
- ii. Procedures for management of suspected cases during flight are found in the AIC*

3.1.5 Health protection

To protect the health of crew and health of others, including co-workers, crew members shall:

- (a) Maintain recommended physical distance from others where possible, when working on the aircraft e.g., while seated on the jump seat(s) during take-off or landing, during ground transportation and while in public places;
- (b) If hands are not visibly dirty, the preferred method is using an alcohol-based hand rub for 20–30 seconds using the appropriate technique. When hands are visibly dirty, they shall be washed with soap and water for 40–60 seconds using the appropriate technique;
- (c) Along with frequent hand washing/sanitization, crew members shall be reminded of the need to avoid touching their face wherever possible, including while wearing gloves;
- (d) Wear a face covering while around other people, especially in situations where the recommended physical distance from others cannot be maintained.

Note: *a face covering shall not replace the use of surgical masks or other PPE provided in the Universal Precaution Kit (UPK) when interacting with a sick traveller on board an aircraft.*

- (e) Avoid contact with people with a cough, fever, or shortness of breath or otherwise suspected of having COVID-19;
- (f) Before each flight, inspect and verify contents of the UPKs. Follow existing air carrier policy and procedures regarding the use of PPE in the UPKs, if needed to provide care to a sick traveller on board;
- (g) Follow the guidance and precautions of the Rwanda Ministry of health and other relevant health authorities related to COVID-19;

3.1.6 Additionally, airlines shall:

- (a) Provide sufficient quantities of cleaning and disinfectant products (e.g. disinfectant wipes) that are effective against COVID-19 for use during flight;
- (b) Consider providing face covering to crew members for routine use when on duty, if these do not interfere with required PPE, job tasks and when it is difficult to maintain the recommended physical distance from co-workers or passengers at all times.

3.1.7 Use of lavatories

Ideally, one or more lavatories should be reserved for crew use, in order to limit the potential for infection from passengers.

3.1.8 Crew rest compartments

- (a) To minimize any possibility of cross infection, where pillows, cushions, sheets, blankets or duvets are provided, these shall not be used by multiple persons unless coverings are laundered or changed.
- (b) Some airlines issue each crew member with their own provisions and the cabin crew members are responsible for ensuring that they are removed and bagged after use.
- (c) Other airlines provide bulk loading for crew rest area bedding items. Where this is the case crews shall install their own bedding items before their rest period and remove them hygienically afterwards.

3.1.9 Training devices

Increase the frequency of routine cleaning of flight simulators and training devices and other training aids, or equipment used during training. Cleaning products used shall be compatible with COVID-19 disinfectants

3.2 FLIGHT CREW

- (a) Limit, to the greatest extent possible access to the flight deck;
 - (b) Flight crew members shall only leave the flight deck for short physiological breaks;
 - (c) In the case of flight crew at controls displaying symptoms, the operator shall consider whether removal from the flight deck is an appropriate mitigation within their risk assessment;
 - (d) Carriers shall ensure that when face masks are worn by flight crew or other crew members etc., that oxygen masks can be still rapidly placed on the face, properly
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secured, sealed, supplying oxygen on demand and flight crew are provided with the correct guidance on how to do so;

- (e) When leaving flight deck, make sure all items are stowed, personal items removed, and flight-deck is ready for cleaning and disinfection;
- (f) Prior to each cockpit crew change, ensure that the flight-deck has been fully sanitized;
- (g) Reduce in person interactions with the cabin crew to a minimum;
- (h) If possible, designate one person only to be able to enter cockpit if necessary;
- (i) Only one member of the flight crew or technical crew should be allowed to disembark the aircraft to complete the external inspection, refuelling, etc., in such case direct contact with the ground crew should be avoided.

3.3 CABIN CREW

- (a) Cabin crew members should remind passengers that, should they develop symptoms such as fever, cough or difficulty breathing while in flight, they must notify any member of the crew. Cabin crew members should wear PPE when physically dealing with passengers, which includes attending to sick passengers or restraining unruly passengers on board the aircraft.
- (b) In such event, the pilot-in-command should ensure that the instance of a suspected communicable disease is reported promptly to air traffic control, in order to facilitate provision for the presence of any special medical personnel and equipment necessary for the management of public health risks on arrival, in accordance with Standard 8.15 of Annex 9 - Facilitation.
- (c) Cabin crew who are in contact with a passenger suspected to be infected shall not visit the flight deck unless operationally necessary;
- (d) While limiting the number and frequency of physical flight crew checks, an alternative method of checking on flight crew welfare such as regular interphone calls should be implemented;
- (e) The use of PPE shall not impact the ability to carry out normal, abnormal and emergency safety procedures, such as the donning of oxygen masks, carrying out firefighting procedures etc.;
- (f) Safety demonstration equipment shall not be shared to the extent feasible to reduce the likelihood of virus transmission. If they must be shared, alternate means of demonstration without the equipment should be considered or the equipment shall be thoroughly sanitized between uses.

3.4 LAYOVER CREW

If crew are required to layover or transit at an outstation, the air operator is to coordinate with the Rwanda public health authority at airport and implement the following:

(a) Commute arrangements (between airport and hotel, if required): The air operator shall arrange for the commute between the aircraft and the crew's individual hotel rooms ensuring hygiene measures are applied and the recommended physical distancing, including within the vehicle, to the extent possible.

At accommodation:

- a. At all times, crew must comply with relevant public health regulations and policies
 - b. One crew member to one room, which is sanitized prior to occupancy;
 - c. Crew, taking account of the above, and insofar as is practicable, shall:
 - i. Avoid contact with the public and fellow crew members, and remain in the hotel room except to seek medical attention, or for essential activities including exercise, while respecting physical distancing requirements;
 - ii. Not use the common facilities in the hotel.
 - iii. Dine in-room, get take-outs or dine seated alone in restaurant Within the hotel, only if room service is not available;
 - iv. Regularly monitor for symptoms including fever; and,
 - v. Observe good hand hygiene, respiratory hygiene and physical distancing measures when required to leave the hotel room only for the reasons specified in (i), (iii) or emergency situations.
- (b) Crew members experiencing symptoms suggestive of COVID-19 during layover or transit shall:
- i. Report it to the aircraft operator and seek assistance from a medical doctor for assessment of possible COVID-19;
 - ii. Cooperate with the assessment and possible further monitoring for COVID-19 in accordance with the evaluation procedure implemented by Rwanda (e.g. assessment in the hotel room, or an isolation room within the hotel, or alternative location);
- (c) If a crew member has been evaluated and COVID-19 is not suspected in accordance with the above procedures implemented by Rwanda, the air operator may arrange for the crew member to repatriate to base; and
- (d) If a crew member is suspected or confirmed as a COVID-19 case by Rwanda. Isolation is required by Rwanda, hence treatment in accordance with Rwanda Ministry of Health. Crew member could be medically repatriated by appropriate modes; if there is agreement to repatriate the crew member to home base.
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3.5 INFLIGHT CATERING AND SUPPLIES

- (a) Aircraft operators should monitor and carry out a visual check of food items destined for on-board consumption, in accordance with all relevant health and sanitary requirements, at the point of preparation during transport and on reception into the aircraft.
- (b) Catering operators shall adhere to sanitary measures established by the international health Regulations as well as the ministry of health.
- (c) If food items must be screened, this should be performed in a way that limits physical contact with such items, to the extent practicable

3.6 AIRCRAFT OPERATOR SECURITY PROGRAMME (AOSP)

- (a) Interim procedures implemented as a consequence of the impact of COVID-19 on air carriers' security operations should be added as an appendix to their AOSP. Such interim procedures should reflect the interim measures implemented to comply with the existing Directives issued. These interim procedures will be subject to fast-track approval processes by Rwanda Civil Aviation Authority
 - (b) Entities should train security staff on the risks related to COVID-19 and how to use PPE correctly to avoid possible contamination among staff and by passengers
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SECTION 4: DIRECTIVE FOR AIRPORTS

On resumption of flight operations, Airport operators shall put in place Harmonized but flexible Measures to protect people. Airport operators, aircraft operator, ground handlers, migration, customs and any other relevant stakeholders shall work together to put in place harmonized or mutually accepted risk-based measures to protect passengers, crew, and other staff throughout the travel experience.

4.1 TERMINAL BUILDING

Guidance for the operation of terminal buildings needs to consider all aspects of operations, including who has access to the building, the upkeep of cleanliness and disinfection procedures in place within the terminal building, as well as health measures, and the protocols for passengers and staff.

4.1.1 Physical distancing

- (a) Ensure a minimum of one (1) meter apart (physical distancing) following floor markings, queue ropes and signage, maintain adequate spacing, i.e. 1 meter, between passengers at queuing;
- (b) Suspend dine-in services at airport restaurants and bars;
- (c) Airports shall provide signage, floor markings and announcements via Public Address (PA) system to encourage physical distancing. In addition, support communication of key prevention messages from health authorities through audio messages and signs at key touchpoints of the passenger journey shall be adopted.
- (d) On disembarkation from the aircraft passengers shall observe PHYSICAL DISTANCING as they board the ramp passenger service Buses.
- (e) Rearrange or remove seating at waiting areas, departure gates, or food courts to maintain distance between people. The seats shall be clearly marked for usage and non-usage
- (f) Passengers shall observe physical distancing protocols at immigration queues as well as at the BAGGAGE claim area. hand sanitizer shall also be provided at the baggage claim area

4.1.2 Cleaning and disinfection

- (a) The Airport Operator shall increase the availability of cleaning and disinfecting products approved by the applicable authorities.
 - (b) The Airport Operator's SOPs shall provide for enhanced cleaning and disinfection in accordance with the standard operating procedures outlined in the WHO Guide to Hygiene and Sanitation in Aviation. The SOPs needs to be kept updated in terms of process, schedule and products, when new information becomes available.
 - (c) Cleaning and disinfection of terminal infrastructure and all equipment shall be done on a regular basis, in accordance with the aforementioned SOP, and its frequency shall be increased as needed based on traffic.
 - (d) All cleaning and disinfection staff shall be made aware of the cleaning and disinfection plan. It is necessary to ensure staff are utilizing products effectively, including the
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concentration, method and contact time of disinfectants, and addressing areas that are frequently touched and most likely to be contaminated, such as:

- (i) Airport information desks, passengers with reduced mobility (PRM) desks, check-in areas, immigration/customs areas, security screening area, boarding areas, etc.
 - (ii) Escalators and lifts, handrails.
 - (iii) Washrooms, toilets and baby changing areas.
 - (iv) Luggage trolleys and collection points: cleaned with dispensable wet wipes or disinfectants. Ensuring that disposal bins are made available.
 - (v) Seats prior to security screening and in boarding/check-in areas.
- (e) Increase the use of air conditioning and effective filtration systems to keep air clean, reduce recirculation and increase the fresh-air ratio. Horizontal airflows shall be limited;
 - (f) footwear would be disinfected/sanitized by foot mats placed at all entrances of the terminal building;
 - (g) Increase frequency of waste disposal to avoid accumulation of used masks in garbage containers;
 - (h) Disinfect passenger and crew buses after use and reduce the number of vehicles used;
 - (i) Sanitize changing rooms immediately after each change of shift;
 - (j) Public announcement shall be made intermittently from the announcement rooms to restrict passengers from touching surfaces and on the new guidelines and procedures at Airports.
 - (k) Any aircraft carrying a person(s) or cargo suspected of COVID-19 to be disinfected and isolated for a period as advised by health authority.
 - (l) Aircraft operators should carry out aircraft security searches/checks in accordance with the aircraft operator security programme as well as COVID-19 health requirements.
 - (m) Where security checks/searches are performed independently from cleaning and disinfection processes, checks/searches should be carried out after the aircraft has been cleaned and disinfected. Staff performing security checks/searches should be provided with appropriate PPE in accordance with COVID-19 health requirements

4.1.3 Pre-check in

Before access into the terminal building, ensure that;

- (a) All Passengers arrive properly kited with their face masks on;
 - (b) Port Health personnel may request from the passenger the results of their PCR tests within 24hrs, but shall screen each passenger's temperature using non-contact thermometers;
 - (c) Set up dedicated triage areas for suspected cases who require further checks or medical assistance;
 - (d) Set up de-gowning area for medical personnel to divest and dispose Personal Protective Equipment;
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- (e) More passenger processes to be done in advance online. Passengers should complete as much of the check in process as possible before arriving at the airport.

4.1.4 At Check in area

The general check-in area of an airport is usually an area that sees high passenger traffic. In order to limit queues and crowds, passengers should complete as much of the check-in process as possible before arriving at the airport (i.e. passenger should be ready to fly). Self-service options should be made available and utilized as much as possible to limit contact at passenger touchpoint. The airport Operators shall;

- (a) Implement measures that reduce congestion within these areas through advanced-planning and monitoring of passenger flows.
- (b) Usage of Various self-service tools, such as boarding pass and baggage tag kiosks and baggage drop should be encouraged to reduce face-to-face interactions, but with careful attention to the management of passenger flow and keeping such devices adequately and constantly disinfected.
- (c) Whenever possible, passengers should be encouraged to complete check-in processes prior to arriving at the airport. Online check-in, mobile boarding pass, off airport baggage tagging, and other initiatives will contribute to the reduction in the amount of contact with airport staff and infrastructure. It is therefore recommended that governments remove any regulatory obstacles to enabling such types of off-airport processes.
- (d) At the traditional check-in counters, use of retractable stanchions and floor signage in the queuing area shall be considered to maintain social distancing and consider installation of transparent barriers in front of staff at counters.
- (e) Self-sanitizing technology may also be considered for integration within kiosks touch screens, to allow for the disinfection of the screen between each use.
- (f) Whenever possible, airport and other stakeholders such as migration should use contactless processes and technology, including contactless biometrics such as facial or iris recognition).
- (g) Such digital identification processes can be applied to self-service bag drops, various queue access, boarding gates and retail and duty-free outlets. This will eliminate or greatly reduce the need for contact with travel documents between staff and passengers. It may also accelerate various processes, resulting in enhanced health protection, reduced queuing and other process efficiencies.

4.1.5 Passenger holding areas (transit)

The post-check in terminal airside area is an area of high passenger traffic, with few physical barriers and usually wide-open space. Consideration needs to be given to the temporary need for physical distancing, while also providing passengers with access to the retail, duty-free concessions and food and beverage offerings. The following will be considered;

- (a) An orderly boarding process will be necessary to reduce physical contact between passengers, especially once load-factors start increasing. Close cooperation between the airline, airport and government is vital. Airlines will need to revise their current boarding processes. Airports may need to assist in redesigning gate areas and governments may need to adapt applicable rules and regulations. The increased use of automation, such as self-scanning and biometrics should be facilitated.
- (b) during the early stages of the restart phase, carry-on baggage that would need to use the overhead bins shall be limited to facilitate a smooth boarding process.
- (c) Temporary closing of certain service areas should be considered, based on the stage of mitigation measures, such as:
 - (i) Self-service buffet food.
 - (ii) Café seating, or multi-purpose seating.
 - (iii) Smoking areas.
 - (iv) Children’s play areas
 - (v) Praying areas.
- (d) Installation of touch-free equipment in toilet facilities such as the following should be considered:
 - (i) Automated door systems.
 - (ii) Automatic toilet flushing system.
 - (iii) Taps and soap/hand sanitizer dispensers.
 - (iv) Automated hand towel dispensers.

4.1.6 Disembarking and Arrivals

- (a) The identity verification process should be automated with the use of biometric technology. Use of contactless technology, automated border control or e-Gates shall be used in order to enhance transaction time and limit interaction between passengers, officers and staff.
 - (b) Public health officials shall use electronic options (mobile applications and QR codes) to minimize human-to-human contact to capture health declarations on arrival.
 - (c) Smart thermal cameras will be used to scan the temperature of multiple passengers rapidly and unobtrusively.
 - (d) Request health declaration from arriving passengers;
 - (e) Provide standby healthcare officers at arrival gates in case of need for arriving passengers;
 - (f) Assign designated parking stands and baggage reclaim belts for flights arriving from areas with active community transmission;
 - (g) Assign designated entry for passenger buses and crew buses for flights arriving from areas with active community transmission;
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- (h) Provide basic comfort amenities for passengers being held for health checks, e.g. blankets, biscuits, and warm water.

4.1.7 Transfer

- (a) RCAA may where necessary, develop “one-stop” health screening arrangements using existing one-stop security arrangement where passengers and property may not be rescreened at transfer locations based on mutual recognition of security measures between the States in the travel itinerary.
- (b) Where transfer security screening is needed, it shall follow appropriate sanitary requirements as previously described in the departure process.
- (c) Passengers from canceled/delayed flights and connections more than 8 hours will be considered under the Public Health Corridor (PHC). While in the country, the air operator shall ensure these passengers;
- i. Are accommodated in designated hotels until their flights are due
 - ii. Use clean, safe and secure ground transportation to and from the airport.

4.1.8 Baggage Claim Area

- (a) The Airport Operator shall ensure a speedy baggage claim process and ensure that passengers are not made to wait for excessive amounts of time in the baggage claim area. The time limit of the first bag arrival at the carousel shall not go beyond 5 minutes.
- (b) Airport Operator Shall Maximize the use of available arrival baggage carousels to limit the gathering of passengers, and, where possible, use of dedicated baggage carousels for flights from high risk areas.
- (c) Social distancing of at least 1 meter shall be maintained.
- (d) Rwanda Revenue Authority shall ensure that the customs clearance process is as speedy as possible and that appropriate measures are taken in case of physical baggage inspections.
- (e) Cleaning schedules should be aligned based on flight schedules to ensure a more frequent, in-depth disinfection of luggage carts, washrooms, elevator buttons, rails, etc.
- (f) Self-service kiosks or online options for passenger needing to report lost or damaged luggage should be made available.
- (g) Airline agents at lost luggage counters shall be provided with a protective transparent separator when possible.
- (h) The use of baggage delivery services, where the passenger’s baggage can be delivered directly to their hotel or home, should be encouraged.
- (i) Baggage tracking information should be shared with passengers so that they are able to make a baggage claim, in case of baggage mishandling, without waiting in the reclaim area.
- (j) The Airport Operator shall establish Protocols for cleaning and disinfection of the area.
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4.1.9 Staff Protection

- (a) The level of adequate protection for staff members shall be evaluated on a case by case basis, such protection may include: personal protective equipment (PPE), health screening programme for staff, scheduling (keeping group of staff in steady teams and shifts), easy alcohol-based hand sanitizer access, specific staff process prior and after completing a shift, and physical distancing plan for workstation.
 - (b) Employees shall be equipped with PPE based on the risk of exposure (e.g. type of activity) and the transmission dynamics (e.g. droplet spread). PPE could include gloves, medical masks, goggles or a face shield, and gowns or aprons.
 - (c) For staff and teams working in shifts, handovers shall be conducted in a contact-free manner, i.e. via telephone, videoconference, electronic logs, or at a minimum through physical distancing.
 - (d) Maintenance and repair work in public areas should be prioritized and their schedule adjusted or possibly postponed if it's non-essential.
 - (e) Staff training should maximize the use of online training and virtual classrooms.
 - (f) The use of physical separators between selected staff and passengers are recommended in areas of repeat exchanges and transactions.
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SECTION 5: DIRECTIVES FOR SECURITY SCREENING MEASURES

Security screening staff should normally be exempt from carrying out health and safety related screening to ensure they remain focused on security screening and related processes.

5.1 CHECKPOINT ACCESS PROCEDURES

- (a) Hand sanitizers and disinfection products shall be provided prior to passengers and staff screening access points where possible. Screeners should be required to wear gloves
 - (b) Screeners and passengers shall maintain physical distancing to the extent possible or wear the appropriate PPE to mitigate the risk of exposure.
 - (c) Rearranging of security checkpoint accesses and layouts should be considered with the objective of reducing crowds and queues to the extent possible while maintaining desirable throughput. This should include both divestment areas and those areas where passengers retrieve their screened cabin baggage.
 - (d) Suspend fingerprint access control for airport staff and replace it with alternative methods;
 - (e) Markings shall be established on the ground within the queueing area to indicate the proper distancing required. Physical distancing shall remain in place until informed by relevant health authorities that it is safe to relax them.
 - (f) Procedures involving passengers presenting boarding passes and other travel documents to security personnel should be done, to the extent possible, while avoiding physical contact and in a way that minimizes face-to-face interaction. Should there be a need to identify a person wearing a mask against a government-issued photo identification, the mask could be removed if physical distancing measures are met. Appropriate signage shall be deployed that clearly inform about subsequent steps of the process. Possible solutions include:
 - (i) Direct passengers to use automatic boarding pass scanners at access points while maintaining appropriate physical distance.
 - (ii) Using mobile boarding pass scanners operated by the security staff.
 - (iii) Conducting a visual inspection of the boarding pass and relevant identification documentation, as needed by standard operating procedures.
 - (g) Automated gates and mobile scanners' reader surface shall be disinfected with the same frequency as for any other high-touch surface.
 - (h) Passenger preparation officers should be deployed to ensure passengers are prepared for the divestment needs. Screeners should reinforce processes with passengers accessing divesting areas, such that they properly divest and are less likely to cause a false alarm (to minimize the use of manual searches).
 - (i) Increase frequency of cleaning and disinfection of frequently touched surfaces and security screening equipment, e.g. x-ray machine console, baggage trays, divestment and repack areas. The frequency of such cleaning have to be in the operators health measures;
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- (j) Operate security lanes that are not adjacent to each other to provide additional separation between passenger awaiting processing, if traffic permits;
- (k) Passengers travelling with pets have to ensure that they are in their kennels and are transported in accordance with the Air operators 'policies. However, they will have transported in cabin of an aircraft only when the kennel in which it is carried is able to fit under the aircraft seat in full compliance with the public health measures in place;

5.2 PASSENGER SCREENING

- (a) Alcohol-based hand sanitizer shall be distributed to staff for the cleaning and disinfection of their hands.
 - (b) To limit the introduction and spread of COVID-19, screeners should work in pre-determined cohorts and with the same groupings of screening personnel at all shifts. This may also make it easier to protect screening personnel and facilitate contact tracing should one member of the cohort test positive for COVID-19 and for scheduling purposes if a member of staff or a cohort needs to be quarantined.
 - (c) Minimize the use of hand search for security screening by using alternative screening methods. Where possible use Quick Passenger Screening (**QPS**) and Advanced Imaging Technology (**AIT**).
 - (d) Avoid face-to-face with passengers or other persons being screened if there is a need for security screeners to conduct hand search. Screeners should wear gloves and change them after each manual search and wash their hands after removing gloves
 - (e) Appropriate signage and information to passengers shall be clearly displayed regarding newly implemented health requirements, as well as modified screening processes. Signage shall highlight the need for passenger cooperation throughout the screening process.
 - (f) Whenever screening checkpoints are processing a high number of passengers, staff and crew screening shall be performed in dedicated checkpoints and separately from passengers (as an additional preventive health measure), where possible.
 - (g) Screening should take place in non-adjacent lines to the extent possible, taking into consideration the screening checkpoint layout, space availability and constraints inherent in applying sanitary requirements, including physical distancing measures. Flow control measures at screening checkpoints should be implemented in order to avoid aggregations of people leading to and exiting checkpoints
 - (h) As screening checkpoint layouts and processes are modified to accommodate sanitary measures, and as the number of passengers will increase overtime, the entity responsible for screening of passengers and their cabin baggage, hold baggage and cargo shall determine in their SOPs the number of staff necessary at checkpoints to ensure an efficient and effective screening process while maintaining sanitary measures, such as physical distancing, for both staff and passengers.
 - (i) Where possible, alarm resolution shall be conducted in a dedicated area separated from the flow of passengers. This methodology mitigates the risk of queue build up and maintains passenger throughput but may need the positioning of additional personnel.
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- (j) For WTMD alarm resolution, prioritize the use of hand held metal detectors to identify the cause of alarm followed by a targeted manual search where the alarm is detected.
- (k) The use of explosive trace detection equipment (ETD) or explosive detection dogs (EDD) should not be limited to alarm resolution. Security should ensure that Random use of such explosive detection is conducted. The post SOPs should indicate the modalities of those random use of the ETD or EDD.
- (l) In order to resolve any alarms or concerns identified by screeners, the use of ETD or EDD should be considered in lieu of manual searches, where appropriate and subject to the nature of the screener's concerns.
- (m) Reuse of ETD swabs should be discontinued to limit the possibility of spreading COVID-19 from one bag or person where a sample is taken to another.
- (n) A maximum of 100ML of health-related liquids, aerosols and gels (LAGs) such as alcohol-based hand disinfectants, are accepted on a passenger who chooses to use his/her own hand sanitizer.
- (o) The Airport operator should design the arrival process in a manner that arriving passengers do not meet with the general public. A separate lane directing them to the buses that take them to hotels for covid-19 tests should be established and secured.
- (p) extend the passenger drop off points at the kerb side to allow for social distancing during queuing for check-in processes;
- (q) Close airport facilities, e.g. smoking rooms, and praying rooms, to minimize gathering of people;
- (r) Open up access to working areas in a manner that avoids overcrowding in corridors, lifts or staircases;
- (s) Increased cargo/baggage disinfection/decontamination.
- (t) Ensure that personnel that handle or screen hold baggage are protected from covid-19 through the use of personal protective Equipment (PPEs) and appropriate sanitizers.
- (u) During the screening of vehicles entering the Security Restricted Areas, PPE that is capable of covering areas of the body that can be in contact with the surface of the vehicle should be used.
- (v) In order to limit the handling of personal items by screeners, passengers and staff should be provided with information via verbal commands, signage or public announcements on how to best prepare for the screening of their belongings. This should include information on how to proceed with cabin baggage and other bulky items (e.g. baby strollers) and what items should be placed in separate trays (e.g. electronic items and liquids).

5.3 SCREENING EQUIPMENT: MAINTENANCE AND CALIBRATION PROTOCOLS

- (a) Due to an unusual period of inactivity resulting from the pandemic, it is critical that security equipment undergo proper maintenance and calibration before being brought back into operation in order to ensure it is properly functioning and serviceable. Maintenance and calibration checks should therefore be performed by trained staff in

accordance with the manufacturer's instructions. All relevant maintenance and calibration information should be recorded and logged for quality assurance purposes.

5.4 ACCESS CONTROL TO SRA

- (a) In the event that during a period of operational inactivity the sterility of a designated SRA may have been compromised, appropriate measures including sweep and search of any such areas should be completed prior to the re-commencement of operations.
 - (b) For persons other than passengers (also referred to as "staff"), the verification of a valid identification permit (e.g. airport badge and aircraft operator identification) necessary for granting access to airside and SRA of airports should not require the holder to hand over the permit to security officers at access points. Security officers should stay at least one meter away from the person so that a check of the picture, the area authorized (if applicable) and the validity date can be made.
 - (c) If contact-prone access control systems are used (e.g. access card reader), they should be frequently disinfected in accordance with manufacturers' guidelines as to not impair their performance. Complementarily, airport operators should consider requiring staff to disinfect their hands before and after touching an access control system (disinfectant dispensers should therefore be installed next to access control systems).
 - (d) Airport operators, in coordination with their tenants, should consider limiting access to the SRAs to personnel who have an operational need to be granted such access, taking into account the fact that certain persons who were granted SRA access before the pandemic may no longer need it.
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SECTION 6: CARGO

6.1 ONSITE BIOSAFETY PRINCIPLES:

- (a) Proximity for document handover shall be minimized, floor markings shall be indicated and / or appropriate PPE shall be worn.
- (b) Wherever possible, hand washing or alcohol-based hand sanitizer shall be placed on entry.
- (c) Surfaces (e.g. handles, kiosks) shall be regularly cleaned and disinfected.
- (d) Alcohol-based hand sanitizer shall be made available for users of office cubicles in hangars, etc.
- (e) Area(s) for donning and doffing of appropriate PPE as needed shall be identified.

6.2 PHYSICAL HANDOVER OF GOODS (TRUCK OFFLOAD):

- (a) Drivers shall stay in vehicle cabin until instructed (as per relevant procedures).
- (b) Physical distance shall be kept between driver and facility staff where possible.
- (c) Close contact of personnel shall be limited; appropriate PPE shall be worn where appropriate.

6.3 DOCUMENTATION HANDOVER (OFFICE):

- (a) Digital document systems and data exchange shall be implemented wherever possible.
- (b) Physical distancing of at least 1 meter shall be kept between all parties where possible, use of floor markings or wearing the appropriate PPE.
- (c) Where physical documents need to be signed, each signatory shall do so with their own pen.
- (d) Physical barriers shall be installed (transparent) at counters and reception.
- (e) Alcohol-based hand sanitizer shall be made available when entering or exiting common areas.

6.4 MATERIAL HANDLING EQUIPMENT (MHE) USAGE (E.G. FORKLIFTS, HAND CARTS):

- (a) To avoid cross contamination, MHE shall be cleaned and disinfected after use.
- (b) Employees shall be educated and shall practice personal hygiene principles.
- (c) Appropriate PPE shall be worn where necessary.

6.5 PHYSICAL HANDOVER OF GOODS

- (a) Physical distance shall be maintained, and cargo drop zones used where possible.
 - (b) Close contact of personnel shall be limited, and appropriate PPE shall be worn where necessary.
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6.6 GROUND SUPPORT EQUIPMENT (GSE) USAGE

- (a) To avoid cross contamination, GSE shall be cleaned and disinfected between users.
- (b) All employees shall be educated and shall practice personal hygiene principles.
- (c) Appropriate PPE shall be worn where necessary.

6.7 SCREENING OF CARGO

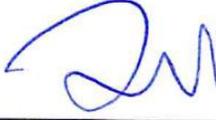
- (a) During the screening of cargo, screening should be performed using methods and means most suitable to detect prohibited items according to the nature of the consignment. If several methods are considered appropriate, those allowing for limited handling of consignments should be used.
 - (b) Based on a risk assessment carried out by the Risk Assessment and Profiling (RASP) Team mentioned in chapter 5 of the NCASP, RCAA may consider exempting or, at least, alleviating certain shipments from screening requirements. Such consignments should be adequately protected against unauthorized access from the point they are identified as air cargo, and be accompanied by the proper documentation issued by the relevant authorities
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SECTION 7: QUALITY CONTROL (QC) METHODOLOGY

- (a) Rwanda Civil aviation will review appropriate procedures, forms, checklists and protocols used by ITS national aviation security inspectors for conducting security audits, inspections and tests in a standardized and effective manner to take into account the modified requirements and any restrictions implemented to mitigate the impact of the pandemic. Such a review should also be performed once the pandemic is over with a view to reverting to QC procedures and protocols that are suited for normal operations.
 - (b) Until these restrictions are removed, the focus of oversight activities shall be placed on those activities that can be implemented while maintaining proper physical distancing measures, and that do not unnecessarily add to the complexity and stress of accomplishing security measures. This could result in the reduction of the number of oversight activities, in particular the reduction or temporary suspension of covert testing on some activities (covert testing may still be useful to evaluate the efficacy of new measures or processes implemented during the pandemic, e.g., modified manual search protocol). The feasibility of each type of oversight activity shall be assessed in the context of physical distancing, while other protocols may be adapted in order to reduce contact and ensure that health considerations are taken into account.
 - (c) The need to apply physical distancing during observations should lead to focusing efforts on documentation reviews (which should be shared electronically whenever possible to avoid physical contact with persons) and to an increase in the use of CCTV to observe operations when available, as well as observations from remote or high points. Similarly, remote (telephone, videoconferencing) interviews should be conducted wherever practicable.
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SECTION 8: EFFECTIVITY

- (a) Directive Issue number 2 comes into force effective July 15th,2020
- (b) This directive repeals directive RCAA-DD-029-004 and its revisions.



Silas Udahemuka
DIRECTOR GENERAL
RWANDA CIVIL AVIATION AUTHORITY