Airport Covid-19 Certification Guidelines

Standard topics to be considered in the Certification Process

1. Passenger health and safety,

2. Employee health and safety,

3. Additional measures taken in the facilities,

4. Public information and communication,

5. Land side operations,

6. Air side operations,

7. Responsibilities of stakeholders,

8. Risk analysis and review of measures

1. Passenger health and safety

- Body temperature of passenger is measured with a thermal camera or remote contactless thermometer at the entrance of passenger to the airport facilities. All kinds of measures are taken regarding the health and safety of the passengers who will use the air transport), including special public transportation vehicles used for arrival / departure from the airport.
- Passengers are prevented from entering airport facilities without personal protective equipment such as masks.
- Suspicious cases are managed according to the Ministry of Health COVID-19 guideline.

2. Employee health and safety

- Personal protective equipment for the personnel is provided by the employer and used continuously by the personnel as long as they are on duty.
- The measures specified by the relevant authorities(indoor antiseptic, cleaning and disinfection of vehicles, materials and equipment when necessary, disinfection of the neighborhoods) are taken by institutions/organizations in closed areas such as terminal building, working offices, and other facilities of airports. The personnel are trained on COVID-19 Pandemic and these trainings should be compatible with the training material on the Ministry of Health website.
- Disinfection of the tools, equipment and supplies (radio, handheld detector etc.) used by the staff is ensured to be done by the staff himself or by the staff in charge.

3. Additional measures taken in the facilities

- In all facilities belonging to the airport and terminal building measures are taken to protect the social distance, at least 1 meter.
- In line with the recommendations of the health authorities, the terminal buildings and working areas are ventilated. Each institution / organization is responsible for the ventilation and maintenance of its own facility, and the maintenance frequency of the ventilation systems is increased.

- Arrangements should be made to minimize personal contact as much as possible in the facilitation of passengers.
- The utilization of the collectively used areas can be restricted according to the risk situation.
- Measures should be taken to prevent the spread of COVID 19 Pandemic during the Passenger, Staff and Baggage / Goods screening.

4. Public information and communication

- Warning information is displayed on the information screens. The measures taken, practices in place and the passenger related information are published on the social media accounts and web pages of the airports in a remarkable way.

5. Land side operations

- Necessary measures are taken for the incoming and outgoing passengers in the parking lots.
- Restrictions and measures for greeters and senders are taken by the airport operator.
- Tools, equipment, materials, hardware maintenance and cleaning and disinfection are taken by the responsible institutions / organizations.
- Measures regarding waste management are taken.

6. Air side operations

- It is the responsibility of the relevant institutions / organizations according to the field of activity of the passenger on boarding / landing to the aircraft, transporting them by ground service vehicles where necessary, and the necessary measures are taken by these institutions / organizations.
- The necessary measures, especially social distance, are taken by the relevant institutions / organizations in the field of baggage manipulation and during the loading of the aircraft.
- Cabin baggage is not accepted on flights, items to be accepted to cabin are limited to laptops, handbags, briefcases and baby items; all other items are allowed to be transported in the cargo compartment of the aircraft upon check-in.
- The necessary measures in the arrival halls are taken by the airport operator / terminal operator.
- All measures related to cleaning and disinfection including maintenance of tools, equipment and supplies, are under the responsibility of the operating institution / institutions..

7. Responsibilities of Stakeholders

- The institutions and organizations within the airport provide training for their own personnel for the prevention of COVID 19 Pandemic.
- The follow-up of all international flights to the airports is carried out under the coordination of the relevant institutions of the Ministry of Health. The tracking of the international arrivals by thermal cameras is carried out by Border Health units Special waiting areas are created at the airports for suspicious cases from domestic /international arrivals and the management of these people is done according to the Ministry of Health COVID-19 guide.

8. Common Measures for Facilities

- Hand Disinfectants are provided.
- Doors in common use, especially the doors of the areas in the use of passengers / personnel in terminal buildings, are converted to automatically open / close doors to prevent contamination as far as physical facilities permit.
- The frequency of cleaning of the areas where the passengers are in high contact is increased.
- Frequently contacted surfaces are covered with disinfectant.
- Toilet cleaning is done with disinfectants.
- The floors and carpets are disinfected.
- It is encouraged to switch to SMS / QR Code, Electronic check-in applications instead of giving the boarding pass in printed form. If it is not possible, the use of machines for taking boarding passes by the passengers in a way that minimizes contact with the employee can be applied.
- At the check-in counters, the technologies for the remote contactless scanning of the ID card are encouraged, so as to prevent contact of the person in charge with the passenger during the passenger ID control.
- It is ensured that the removal times of the waste are shortened,
- It is compulsory to use contactless POS in order to ensure that customers can pay with smart payments (for minimum cash exchange) in commercial areas operated by undersecretaries,
- It is encouraged to remove the printed menus at the food and beverage areas and to provide the menu to the customer on the online / digital screen or mobile environment,
- Disposable cutlery-plates, spices, glasses, etc. in food and beverage areas. service is encouraged or made compulsory according to the risk,
- It is ensured that surfaces (tables, chairs) are cleaned with at least 70% alcohol after use / departure of each user,
- It is ensured that an automatic sensor hand disinfectant in the food and beverage areas are provided,
- It is ensured that social distance is maintained at service desks and customer service in all common areas,
- It is ensured that the number of seating groups in the welcoming / farewell reception areas is reduced and human traffic unrelated to the flight is prevented,
- It is ensured that signs and notifications regarding social distance are placed at regular intervals with high visibility and clear instructions and warning announcements are made in at least 2 languages (Turkish-English) at certain intervals depending on the need,
- • Since health checks have to be carried out may cause long queues for passengers, necessary measures are taken to prevent crowd at the entrance of the terminal building,
- • More than 30% capacity is not allowed in elevators,
- • It is ensured that the personnel is trained and assigned to the terminal building and the apron to protect the social distance and to guide the passengers on the land and air side accordingly,
- • If it is to be opened, warnings such as pure lanes, etc that will provide social distance in the public areas such as food courts and place of worship is applied,
- • It is ensured that adjustments are made in all passenger seating groups, passenger lounges (Gates) according to social distance and necessary markings are made on seating groups throughout the terminal,
- It is requested that the use of PPE is mandatory for the employees working in the stores, and measures are taken with the Plexiglas separator in line with the risk analyzes to be made for places such as cashier departments serving face to face and the food service areas where the order is taken.

- Periodic automatic / manual disinfection of the toilets and control of the schedules related to the rigorous follow-up of this work is ensured.
- It is ensured that the passengers are guided by the passenger services officer to respect the social distance when they are boarding the plane, using the passenger boarding bridges and using the apron to board.
- Information is provided on flight information screens (FIDS) regarding the measures against COVID-19 that passenger individually should take and that are taken at the airports.
- Air curtains should not be used in buildings, facilities and terminals.
- Ventilation of the boarding bridge should be operated continuously and ventilation of the transition corridors should be increased so that fresh air comes from outside during the passenger pass.
- Operating the ventilation (all areas) with fresh air from outside
- Arrangements should be made in the baggage claim area, so that the passengers are obliged to comply with the social distance while taking their luggage.
- Baby care rooms should be treated according to the cleaning and disinfection rules recommended for toilet areas after each use.
- PPE use of employees should be provided in the porter services to be provided for those in need.
- Wheelchair used for passengers with reduced mobility carriers should be regularly disinfected.

9. Risk analysis and review of measures.

- By the Pandemic Commission, additional measures are taken in accordance with the course of the epidemic in the country and the world
- The Commission can increase and decrease the measures upon conducting a weekly risk assessment.