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JAMAICAN AIRPORT/AVIATION COVID-19 OPERATIONAL PROTOCOLS

Providing destination assurance & promoting safety through Jamaica's gateways

June 4, 2020

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JAMAICAN AIRPORT/AVIATION COVID-19 OPERATIONAL PROTOCOLS

Introduction

The Jamaican economy and industries like those of many countries across the world have been severely impacted by the COVID-19 Pandemic. The travel & tourism industry in particular has been one of the most affected sectors with a significant decline in passenger and aircraft traffic and consequently revenues since the start of the year and more so over the 3-month period: March – May 2020. This was precipitated by the closure of borders for many countries with Jamaica's own border closure order effected on March 20th 2020, where Jamaica's air and seaports were closed to incoming passenger traffic as part of its efforts to limit the spread of the coronavirus to the island.

This document represents a compilation of requirements, initiatives, plans and protocols identified and provided by stakeholders within the airports/aviation sector, that are required to be in place to facilitate the resumption of operations in a COVID 19 environment upon the lifting of the Government's border closure orders slated for June 15th 2020. This is being done to reassure travelers to Jamaica and other airport users that the airports and its stakeholder are in a state of readiness and that appropriate protocols are being implemented to mitigate the spread of the COVID-19 virus and provide destination assurance for traveler to Jamaica through its airport gateways. This is guided by information provided by the Ministry of Health & Wellness, as well as the World Health Organisation (WHO), US Centre for Disease Control (CDC) and aviation industry associations including ICAO, ACI & IATA. The guidelines, protocols and actions are meant to assist the country to quickly rebound and recover economically.

The following airports/aviation stakeholders provided individual responses to inform the combined COVID-19 protocols for the airport/aviation sector:

- Ministry of Health & Wellness (MoHW)
- PAC Kingston Airport Limited (PACKAL) – Operator of Norman Manley International Airport
- MBJ Airports Limited – Operator of Sangster International Airport
- Airports Authority of Jamaica (AAJ) – Operator of the Ian Fleming International Airport
- Board of Airline Representatives in Jamaica (BARJ)
- Passport Immigration and Citizenship Agency (PICA)
- Jamaica Customs Agency (JCA)
- Jamaica Civil Aviation Authority of Jamaica (JCAA)
- Ports Security Corps (PSC)

It is to be noted that the airports and aviation services were not shut down during the period of the border closure as there was the need to cater to cargo flights and passenger repatriation flights. Therefore, measures that have been adopted for the safe functioning of the staff and passengers during this period substantially acted as testing of the protocols for operation on a larger scale when the borders are reopened on June 15th, with other controls to be added for the increased circulation of passengers and staff in the airport facilities.

The status of the entities and their readiness are summarized below:

- The airports can resume full operations with the modifications as outlined in their submissions.
- The border control agencies PICA and Jamaica Customs Agency are ready to execute their duties amid COVID 19 and the anticipated border opening for Jamaica.
- BARJ reports that most airlines are planning to resume flights to Jamaica in June 2020 with a range of health safety measures as outlined in their submission.
- The PSC currently has sufficient staff to adequately man the airports when operations return to normalcy.
- The JCAA have been operating with reduced staffing levels whilst continuing to offer communications, navigation and surveillance services at the airport and for aircraft traversing Jamaica's airspace and can resume full operations without difficulty.
- The Ministry of Health and other government agencies including branches of the Jamaica Constabulary Force and Jamaica Defence Force continue to be ready and available to offer services related to health & safety, law enforcement, protection and rescue operations

Guiding Principles & General airport COVID-19 measures their implications

As advocated in IATA guidance documents, the range of measures and advocacy guiding positions proposed represent the most effective way of balancing risk mitigation with the need to unlock economies and build passenger confidence in air travel leading to a resumption of normal operations:

Guiding Principles

1. Measures should be supported by scientific evidence and a robust risk assessment
2. Health screening measures (if necessary), should be implemented upstream in the passenger process
3. Collaboration and coordination among governments and between governments and industry will be key to restoring air connectivity
4. Measures should only be in place for as long as necessary
5. Existing roles and responsibilities of governments, airlines and airports should be respected in implementing the response to COVID-19

General COVID-19 Measures

- The emerging requirement for outbound passengers to be subject to temperature checks and health screening adds a new dimension of airport equipment and services to be provided.
- The continued application of social distancing as a prevention and control measure for COVID 19 and wearing of Personal Protective Equipment (PEP) will pose major challenges with capacity and space management, along economic viability of travel given reduced load factors.
- The use of walk-through sanitizing equipment at the airports is being explored but are not considered mission critical to resume full operation.
- The instant-testing of inbound passengers as per report from other jurisdiction is a matter for deliberation and decision.

Phased Re-Opening of Jamaica's Borders

The Government of Jamaica as of June 1, 2020 began a phased reopening of the country's borders in the first phase of the lifting of border restrictions, passenger aircraft and vessels carrying Jamaican citizens will be accommodated.

In the second phase which will begin on June 15, 2020, the borders will be open to non-nationals or visitors. In that regard, the Government will seek to implement new controlled re-entry protocols that will be based on a risk assessment of the countries from which persons are seeking to enter Jamaica and their travel routes.

"Countries that have a similar management and profile result for the epidemic regarding spread, death rate, infection prevention and control measures, contact tracing protocols and other such criteria could constitute a "travel bubble" that would determine the protocols that would apply to their entry," said Prime Minister Holness.

Nationals seeking to re-enter Jamaica from countries within this 'travel bubble' may not need to be tested on arrival. However, they would be subject to health status screening.

Protocols that will be established for re-entry of Jamaican nationals between June 1-14, 2020, include;

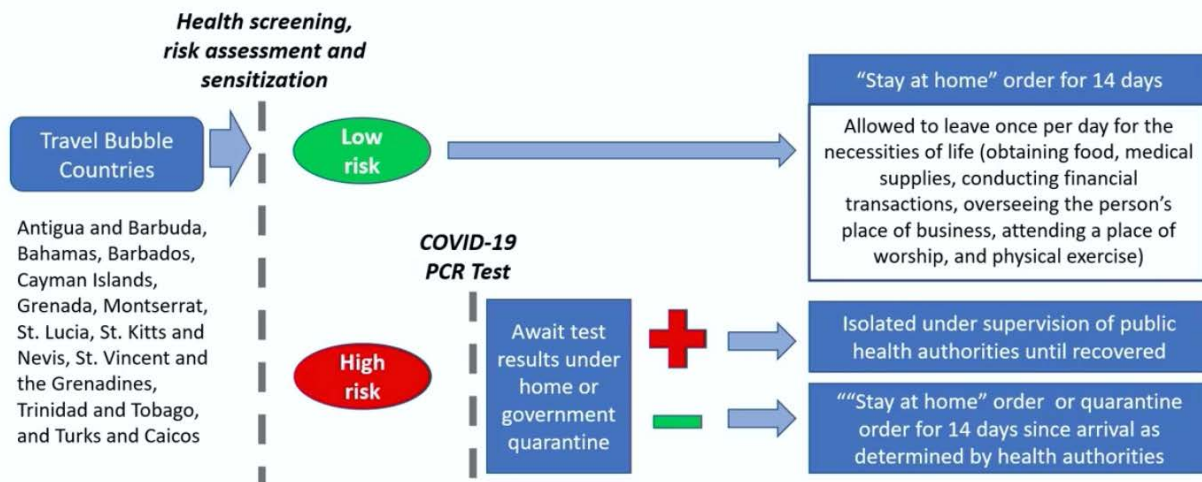
- **Sensitization programme with a public health official using flyers and audio-visuals.**
- **Pledge document for signing (to be considered)**
- **Mandatory 14-day quarantine**
- **Persons entering from countries outside the "travel bubble" will be subject to testing.**

Further to the opening of the borders to non-nationals on June 15, 2020, all persons entering Jamaica will be encouraged to undergo testing at the port of entry. The protocols regarding this mechanism have already been established. See flow diagrams below.

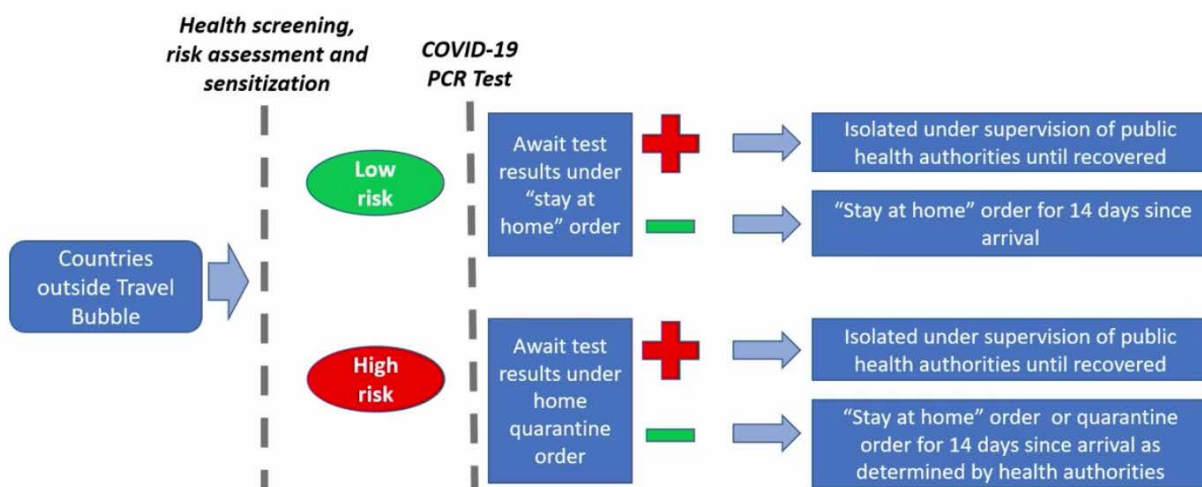
The JamCOVID application and immigration portal used since May 7, 2020 to facilitate the controlled reentry of Jamaicans stranded overseas as a result of border closures and travel industry disruptions is to be amended to facilitate the full opening of the border to non-nationals and visitors.

Flow Diagrams for Jamaica Controlled Re-Entry Programme (announced by GOJ on June 5th 2020)

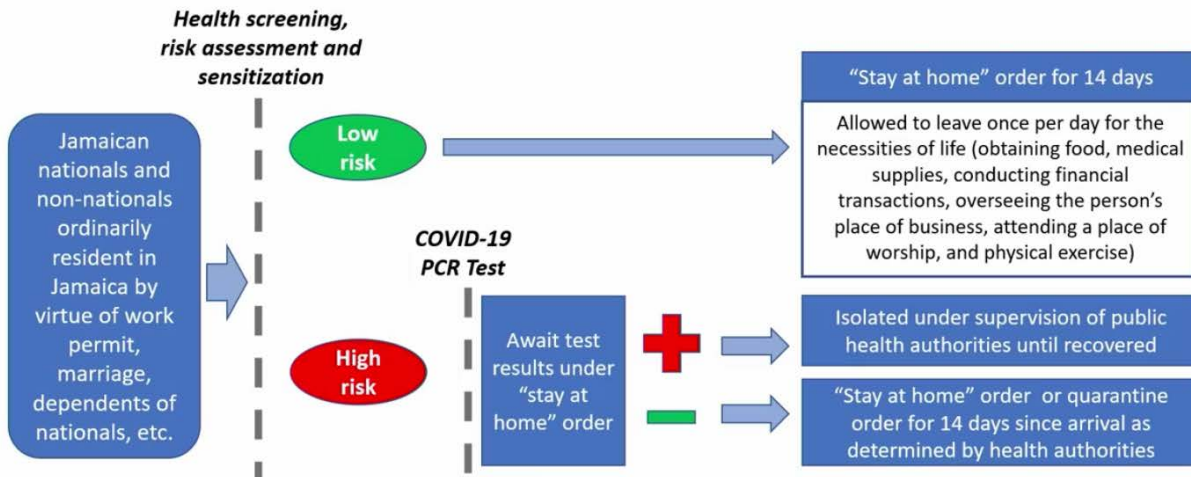
Jamaica Controlled Re-Entry Programme Risk Based Protocols (Applicable June 1-14, 2020) Travel Bubble Countries



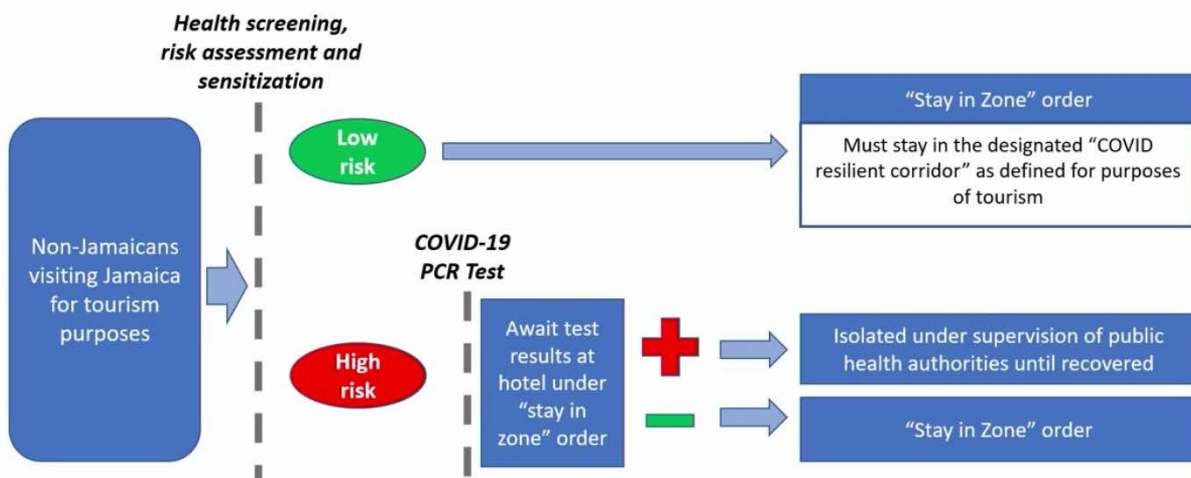
Jamaica Controlled Re-Entry Programme Risk Based Protocols (Applicable June 1-14, 2020) Countries outside Travel Bubble



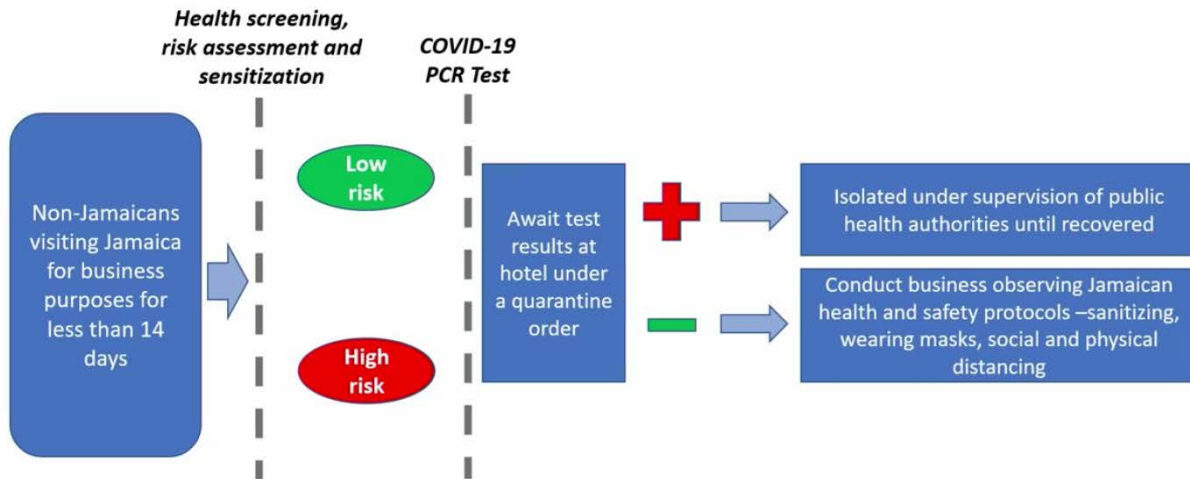
Jamaica Controlled Entry Programme Risk Based Protocols (Applicable effective June 15, 2020) Jamaican nationals and non-nationals ordinarily resident



Jamaica Controlled Entry Programme Risk Based Protocols (Applicable effective June 15, 2020) Non-Jamaican Tourists



Jamaica Controlled Entry Programme Risk Based Protocols (Applicable effective June 15, 2020) Non-Jamaican Business Travellers



COVID-19 Protocols for the Airport Passenger End-to-End Journey:

Passenger Management

Objective:

To ensure that passengers arriving at and departing from the airport and boarding flights are aware of and adhere to the COVID-19 preventive measure put in place in order to ensure , at all times, a safe and healthy environment for travellers, crew members and airport staff.

Pre-Departure

Objective:

To ensure that passengers arriving at and departing from the airport and boarding flights are aware of and adhere to the COVID-19 preventive measure put in place in order to ensure , at all times, a safe and healthy environment for travellers, crew members and airport staff.

Airlines and airport operators should prepare and promote information to travellers on web sites, social media posts and other print and broadcast media on good personal hygiene practices, wearing of masks, social distance guidelines

Also to be included are messages encouraging passengers to provide contact information to airlines in an effort to facilitate contact tracing if the need arises.

Departure – Check-In & Boarding

Objective:

To reduce the residual risk of transmission of the COVID-19 virus from potentially asymptomatic and contagious passengers and the risk to any infected passenger actually boarding an aircraft.

- Airport Terminal Access should be restricted to airport workers, passengers/travelers and accompanying persons in situations such as for passengers with physical disabilities or unaccompanied minors
- Non-Contact Temperature Screening should be implemented at entry points to the terminal building
- Physical/social distancing of 1 -2 metres (3 – 6 feet) to be implemented in the passengers flow through the terminal, i.e. check-in, immigration/passport control, security, departure lounge and boarding
- Use of Masks for passengers and PPE for airport front-line airport/airline staff

- Cleaning and Sanitising of Equipment & high-contact surfaces i.e. carts/trolleys, self-service kiosks, trays, counters, chairs/seating, door handles, handrails, light switches
- Check-In – Use of social distancing markers for queues and acrylic partitions on all passenger facing counters as a barrier between check-in agents and passengers
- Bag Drop where possible airlines should proactively guide passengers to utilize self-bag drop to minimize interactions between passengers and airline/handling agents
- Boarding – Physical distancing to be maintained and carryon baggage should be limited

In Flight

Objective:

To reduce the residual risk of infection from/of passengers or airline crew

- Risk of transmission of COVID-19 amongst passengers is low because forward-facing seats, the use of HEPA filters and the direction of air flow on board (i.e. from ceiling to floor).
- However, it is recommended that passengers wear masks for the full duration of the flight and physical distancing on board be implemented through blocked seats.
- Sanitisation wipes could be provided by airlines to passengers to clean spaces around them, e.g. seats, windows, trays & armrests and implement measures (where possible) to limit movement on board.
- Airlines to used revised guidelines for aircraft cleaning as published by IATA, CDC etc.
- Training and WHO/IATA guidelines for cabin crew that includes management of a suspected case of communicable disease on board.

Arrival

Objective:

To reduce the residual risk that should an infected person has been on a flight or at the airport infecting other passengers at the arrival airport.

- Non-Contact individual or mass temperature screening for arriving passengers
- Physical/social distancing of 1 -2 metres (3 – 6 feet) to be implemented in the passengers flow through the terminal, i.e. immigration/border control, customs and baggage collection
Simplify and improve efficiencies of border control and customs processes through the use of enabling contactless processes and technologies to minimize wait times
Implementation of sanitization or hand wash station at convenient points in the arrivals flow and physical signage or audio-visual messages on airport information screen and PA system regarding health regulations and personal hygiene practices or other health & safety guidelines in force at the airport for arriving passengers.

Immigration & Customs

- Physical/social distancing of 1 -2 metres (3 – 6 feet) to be implemented in the passengers flow through the terminal, i.e. immigration/border control, customs and baggage collection
- More frequent sanitization of high contact surfaces and equipment such as baggage trolleys, border control kiosks, counters;
- Implementation of acrylic/Plexiglass partitions at counters to provide a physical barrier between border control staff and arriving passengers.
- Simplify and improve efficiencies of border control and customs processes through the use of enabling contactless processes and technologies to minimize wait times

Baggage Claim & Departure from airport

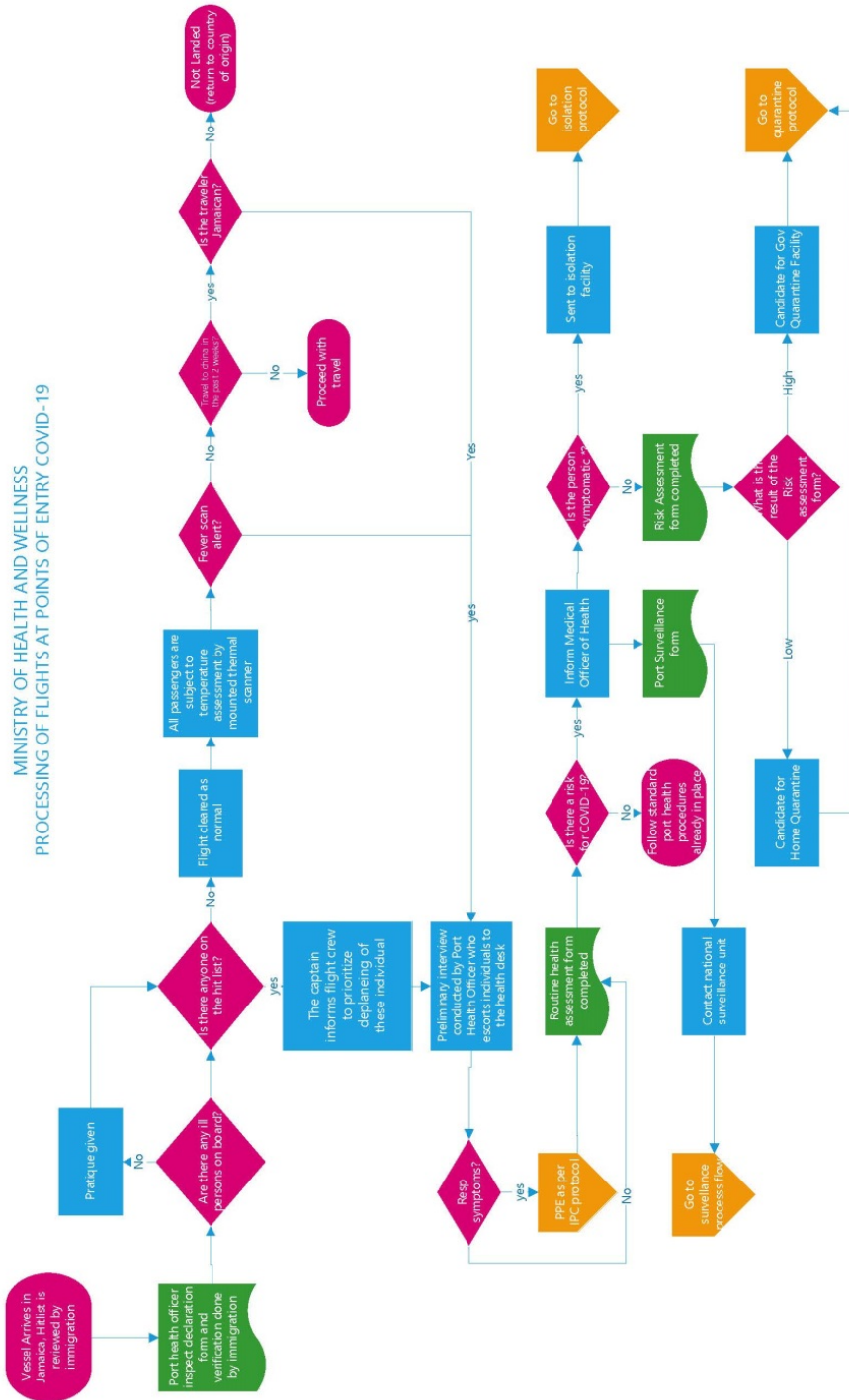
- Physical/social distancing of 1 -2 metres (3 – 6 feet) to be implemented in the passengers flow through the terminal, i.e. including baggage collection
- More frequent sanitization of high contact surfaces and equipment such as baggage trolleys, border control kiosks, counters;
- Implementation of acrylic/plexiglass partitions at counters to provide a physical barrier between border control staff and arriving passengers.
- Simplify and improve efficiencies of border control and customs processes through the use of enabling contactless processes and technologies to minimize physical contact of high touch surface and wait times

Submissions from Airport/Aviation Stakeholders of their Requirements, Plans & Protocols

The submission received from the respective airports/aviation stakeholders on the requirements, Plans, and Protocols that would be required to operate under COVID 19 constraints are presented below.

Ministry of Health & Wellness

MoHW Flowchart for Processing of Flights at Points of Entry



PACKAL (NMIA)

Cleaning and disinfection of equipment

Action	Inbound/Outbound	Accountable	Status	Term
Sanitizing stations (gel dispensers)	Inbound/Outbound	PACKAL	Implemented	Permanent
Temperature screening before entering into the pre-boarding screening checkpoint.	Outbound	MOH	proposal	Temporary
Common use equipment cleaning (ticketing & Boarding counters)	Outbound	PACKAL	Implemented	Permanent
Bins cleaning	Outbound	PACKAL	Implemented	Permanent
Trolleys cleaning	Inbound	PACKAL	Implemented	Permanent
Frequency increase of Bathrooms cleaning	Inbound/Outbound	PACKAL	Implemented	Permanent
Bath mats	Inbound	PACKAL	In progress	Permanent

Social Distancing

Action	Inbound/Outbound	Accountable	Status	Term
Mandatory use of mask	Inbound/Outbound	PACKAL Airlines Concessionaires Tenants Passengers	Proposal	Temporary
Prohibit the entry of companions into the terminal building. (except passengers with special needs or senior)	Outbound	JCF	Proposal	Temporary
Redistribution and Reduction of seating available at the departures lounge.	Outbound	PACKAL	In progress	Temporary
Reduction of seating available at the arrivals area.	Inbound			
Installation of plexiglass protectors at the ticketing, boarding, baggage claim counters.	Inbound/Outbound	PACKAL	Proposal	Permanent
Placement of signals (stickers) to indicate and maintain social distance at the lower pier.	Inbound/Outbound	PACKAL	Proposal	
Implementation of new criteria for assigning gates, baggage claim belts and ticketing counters to facilitate social distancing.	Inbound/Outbound	PACKAL	Proposal	Temporary

Redistribution of screening equipment to allow social distancing during inspections	Outbound	PACKAL	Proposal	Permanent
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MBJ (SIA)

COVID-19 General Measures:

- Increased Sanitization in all Public Spaces, particularly high-touch areas
- Hand Sanitizers placed throughout the terminal building
- Introduce Signage on Display Screens encouraging best practices, e.g. social distancing, use of masks, etc.
- Play PA announcements in terminal about health protocols
- Enforce the mandatory use of masks for airport workers and passengers
- Health Screening Protocols to be introduced for all airport workers
- Clearly mark queue lines and extend to provide additional spacing as possible throughout terminal
- Explore the use of physical barriers (e.g. plexiglass) where staff interact directly with passengers
- Establish Decontamination Measures

COVID-19 Specific Areas Measures:

- Departures/Check-In
 - Clearly mark queue lines and extend to provide additional spacing as possible
 - Provide Signage and Markers for Social Distancing
 - Limit terminal access to passengers and airport workers
 - Coordinate with MoH for the installation of thermal temperature scanner for Departing Passengers
 - Sanitize high-touch areas frequently
- Hold room/Gate areas

- Encourage social distancing in hold room seating by applying decals and signage on furniture and adjusting spacing as possible
- Clearly mark queue lines and extend to provide additional spacing as possible
- Sanitize high-touch areas frequently
- Baggage Claim/Customs/Immigration
 - Display digital signage to encourage social distancing and other practices
 - Leverage stations and signage to accomplish if necessary
 - Sanitize high-touch areas frequently
- Restrooms
 - Display signage to encourage proper hand washing guidelines and any other recommended personal hygiene practices
 - Establish increased frequency standards and complete sanitization of restrooms areas
- Concessions
 - Obtain and review protocols from concessionaires prior to allowing stores to reopen
 - In coordination with concessionaires, limit occupancy of stores.
 - Identify and mark queuing space to encourage social distancing
 - Leverage stanchions and signage to accomplish.

PICA

With effect from 15th June 2020 Jamaica will be reopening its borders to all Jamaican national and visitors to enter the country. As a result of this PICA will be required to scale up its operations at the islands international airports. Based on information provided the first few flights will be made up of Jamaicans returning home with others being mostly business travelers or persons with residential permits. The following measures will be implemented in the Immigration operations area with the opening of the borders.

Current Situation

- Controlled entry of Jamaicans in process from 1 June 2020 using JAMCOVID19 platform to grant prior approval for travel.

- This may result in more persons requiring visas at Port Of Entry.
- Implementation of Health Declaration certificate to incoming passengers

Revised operations processes in this new environment

- Safe and efficient processing of arriving passengers by maintaining social distancing and using PPEs by Immigration officers as appropriate.
- Greater use of KIOSKS to process arriving passengers; increasing from 40% to 50% of total arriving passengers.
- Exception inspection of passengers to be processed by the Immigration officer
- Greater control the disembarkation of passengers in manageable numbers to avoid overcrowding of the Immigration Hall.
- All passengers must wear mask when enter the area. (However mask will have to be temporarily removed to facilitate taking of pictures by the KIOSK and examination of the office
- Areas to be sanitized between flights
- Passengers might be subject to random temperature checks
- Glass installed at immigration booths between officers and passengers at both airports to facilitate added protection between officers and passengers.
- At NMIA, social distancing is possible between officers seated at immigration booths as they are separated by glass. Therefore all 18 booths at NMIA arrival can be used as is.
- At SIA, social distancing between officers seated at immigration booths by assigning seating at every other booth. Therefore only 18 of 36 booths will be used.
- Therefore SIA would be using only 50% of its seating capacity to allow for social distancing.
- The same would apply to the use of the KIOSKS if every other one is used to allow for social distancing at SIA.
- Health Screening will have to be relocated to the foot of the ramp at SIA, 25 KIOSKS are upstairs. Health Screening has to be done before passengers use of these KIOSKS for landing, then this will require MOH and the Airport Operator to position some health officials before (rather than after) the KIOSKS upstairs.
- At SIA, 20 KIOSKS are downstairs. For social distancing, only 10 would be used if every other machine is used.
- At SIA, the airport operator has agreed to put in social distancing markers on the floor.

- NMIA already put in social distancing makers in place.

In addition to the foregoing PICA also plans to carry out the following

- **Engagement of staff** about plans for further scale up of operations
- **Additional Signage** for passengers to briefly remove face masks to allow for KIOSKS to take their photo or for the Officer to see their faces at the Immigration booths.
- **Procurement of additional face shields** for Supervisors at Secondary Inspection dealing with refusal and issuing visas or for Immigration Assistants directing passengers in the Immigration hall.

Matters for further Discussion with CEO/Stakeholders

Development of protocols on how passengers with COVID19 symptoms will be treated at the airports?

Will passengers with COVID19 symptoms be refused entry or is there an arrangement for off-site quarantine? It is not clear how passengers from countries which are still hot spots will be treated.

Health Officials must screen passengers before they reach Immigration Kiosks or Immigration officers

If passengers are not screened before reaching the Immigration Kiosk, then if they use those Kiosks, Immigration may land some persons who are later determined by Health to require quarantine.

Sanitization of heavily trafficked areas

Airport Operators are to ensure that all areas are properly cleaned and sanitized every night and between flights.

Airport operators are to put in place sanitizing stations at strategic positions in and around the Immigration Hall.

Security of the Immigration Hall to manage the increase volume of passengers

Jamaica Customs Agency

The Jamaica Customs Agency as an essential service stands ready to execute its duties amid COVID 19 and the anticipated border opening for Jamaica

In preparation for the reopening, the following are in place:

- Adequate Customs Staff Available

- Electronic Systems Functional
- Scanning machines functional for non-intrusive examination
- Public health/hygiene protocols and social distancing measures in place for passengers at the passenger terminal

The following are being procured by the Jamaica Customs Agency to provide assurance for the health and safety of our officers. Timeline for these items for receipt, distribution and installation where appropriate will be towards the end of May 2020 particularly for the barrier/enclosure for trestle. Without these being in place the state of readiness may be at risk because of fear and concerns of potential exposure:

- Additional N95/N93 masks or equivalent
- Face shields
- Protective Gowns
- Clear facial barrier at trestles/examination table

Recommendations:

- Signage/Audio Recording to remind passengers to wear masks and maintain social distance
- Refresher Training/Sensitization sessions - MOH/JCA's Operational Health & Safety Department.

BARJ/Airlines

With the devastating impact of COVID-19 globally, airlines have implemented measures to protect team members and customers as they continue to provide air transportation. Some of the measures implemented are as follows:

- Enhanced cleaning protocols of customer and employee areas
- Enhanced aircraft cleaning procedures – Electrostatic fogging of cabin at every turnaround
- Mandatory requirement of masks or face coverings for employees and customers
- Modified checking and boarding processes -
- Blocking of seats onboard aircraft to promote physical spacing (dependent on load factor) – aircraft manufacturers and regulatory bodies (WHO, IATA) indicate that social distancing parameters for ground would not apply to aircraft cabins because of design of air circulation system.
- Blocking seats in an area towards the rear of the cabin on long-haul flights (by some airlines) to create isolation zones for passengers who may start to experience symptoms in-flight.

- Reducing the total number of passengers per flight
- Possible reduction of cabin baggage
- Revised onboard services and amenities – Removal of inflight magazines and duty-free service to limit touchpoints and crew-passenger interaction
- Limiting food and drink service during flight to reduce physical touch points between customers and employees – use of prepackaged food boxes to limit service time and crew-passenger interaction

Outstanding questions:

- Sanitization of lavatories on board after each use?
- Sanitization of holds?

Most airlines are planning to resume flights to Jamaica in June 2020. The airlines are currently in the decision making process and would appreciate timely feedback from the government regarding the following:

- Date for government to discontinue the use of “controlled entry”
- When will citizens of other countries be allowed entry to Jamaica?
- Will airlines be able to operate flights to Jamaica on June 1stth with all nationalities?
- Will there be a mandatory requirement for everyone entering the airport to wear masks?
- When will hotels start accepting customers?
- Will arriving customers or crew members staying overnight be placed under quarantine after May 31st?
- Sanitization of hold baggage – when and by whom?

JCAA

The Jamaica Civil Aviation Authority (JCAA) performs two (2) main functions, that as an **Air Navigation Service Provider** and that as a **Regulator**.

The JCAA is designated as an essential services provider. As such, essential Team Members were issued with “Safe Passage” Letters for traversing through Security Checkpoints during restricted travel hours.

The JCAA implemented a remote working regime since March 13, 2020 and continues to implement the various measures promulgated by the GoJ.

There is a core Team of essential Staff that continue to man our various facilities to perform the essential functions of the JCAA.

Air Navigation Services

- The JCAA has continued to provide air navigation services throughout the ongoing COVID-19 pandemic. Air navigation services include, but is not limited to, the following:
 - Air Traffic Services (ATS)
 - Aeronautical Information Management (AIM) (flight plans; NOTAMs; etc.)
 - Obstacle Evaluation
 - Communication, Navigation and Surveillance technical support
- Given the reduction in air transport activity the JCAA has progressively reduced the provision of air navigation services at some of our facilities. Currently, ATS is provided at the SIA during the hours of 9am to 6pm. Personnel are available, on call, should the need arise for services outside of these hours.
- Flight Information Services at the Tinson Pen Aerodrome was suspended on March 26. Necessary air traffic activities are handled by the NMIA ATC Tower personnel.
- The JCAA continues to provide 24hr ATS at the NMIA ATC Tower and the Kingston Air Traffic Control Center (KATCC).
- The JCAA provides AIM services from the JCAA HQ and NMIA Office from the 7am to 11pm.
- The number of persons on the various Rosters in the ANS Division have been reduced.
- The JCAA can resume full operations without difficulty.

Regulatory Oversight

- The JCAA provides aviation safety, aviation security and (airport) economic regulation oversight. All Team Members are working remotely, however, some Team Members access the JCAA Facilities from time to time for specific necessary activities.
- Processing of Licences and Permits has continued during the COVID pandemic through an efficient, seamless electronic process. The JCAA's Economic Regulation department is an integral component of the process for commercial (Charter) passenger and cargo operations which have ongoing during the pandemic.
- The majority of Safety and Security inspections/audits have been suspended. Work continues on the review of Manuals, Documents, Programmes, etc.
- The JCAA implemented revised (electronic) procedures for the processing of Licences, i.e. Pilot Licences; Aircraft Maintenance Engineer Licences; etc.
- Interfaces with Clients/Stakeholders are via electronic means.
- The JCAA can resume full operations without difficulty.
- There will be need to ensure that all JCAA Team Members who may interface with the public be provided with the necessary PPEs.

Port Security Corps (PSC)

- Adequate PPEs - The PSC is currently in the process of procuring adequate PPEs to ensure our ability to properly equip each staff to execute their functions; even in the event that passengers request the use of individual gloves for searches.
- Temperature Detection Devices - It is imperative that the outbound leg of all airports & aerodrome be properly retrofitted with these devices and have MoHW staff on hand to treat with passengers indicating elevated temperatures.
- Sanitization of equipment & bins - the airports must have a system in place to ensure frequent and visible sanitization of the handheld devices & bins to allay passenger fears/concerns. There must also be adequate bins to ensure a good amount of reserve/unused bins are maintained at all times.
- Test Of Security Measures - The PSC is poised to be rectified & continues to remain operationally ready by conducting internal tests on security measures to facilitate the maintenance of a high level of proficiency & vigilance.
- Movement Restrictions/Curfews - It is hoped that the curfew/movement restrictions will be relaxed in tandem with the controlled re-entry date to facilitate officers reporting for duties in a timely manner & not fatigued from vehicle hopping on multiple transportation. If not, coordination will continue with the airports to ensure the security operations are not compromised.
- Staff - The PSC currently has sufficient staff to adequately man the airports should operations return to normalcy at short notice.

Airports Authority of Jamaica

The Airports Authority of Jamaica Operations has developed the following guidelines to serve as an aerodrome health safety protocol and to provide a source of best practices on how airport operators, airlines conducting commercial and non-commercial passenger transport operations and national aviation authorities can ensure the health and safety of passengers, as well as the staff and crew who serve them, by maintaining safe and secure operations whilst minimising the risk of virus transmission. This should complement the advice of the Government of Jamaica thru the guidelines promulgated via the Ministry of Health & Wellness (MOHW) in their duties under the relevant legislation on protection of workers' health and safety

This guidance reflects a multi-layered approach consistent with the "Plan-Do-Check-Act" (PDCA) principles of Safety Management Systems (SMS) of Aviation, Occupational Health and Safety and Public Safety, to protect passengers, crew members and staff, restore their confidence and ensure a harmonised return to local aerodrome operations

GENERAL CONSIDERATIONS

The purpose of these Aerodrome health safety protocol is to provide guidance to airport operators and aircraft operators, as well as other relevant stakeholders, on how to facilitate the safe and gradual restoration of passenger transport locally. This is subject to the deployment of proportionate and effective measures to protect the health of aviation personnel and passengers, by reducing the risk of SARSCoV-2 transmission in the airport and on board aircraft as much as practicable.

The general situation regarding the COVID-19 pandemic, including the implemented containment measures, the potential risk of being exposed to infected individual(s) and the need to deal with unfamiliar situations in the workplace are likely to have a negative impact on the mental well-being of staff members and passengers.

In this context, airport operators and aircraft operators, and, where applicable, other service providers should promote staff members' access to counselling and/or support programmes (where available), and make use of the MOH guidance and any other relevant guidance.

Airports Authority of Jamaica, airport operators, aircraft operators and other aviation stakeholders will coordinate their actions in the context of these guidelines with their local public health authorities and national facilitation committees, where available, in order to achieve effective risk mitigation and ensure compliance with national public health requirements. Furthermore, coordination with national health authorities is required in order to help procure appropriate quantities of protective equipment and disinfectant

PRINCIPLES BASED ON BEST AVAILABLE EVIDENCE

- Access to aerodrome terminals should be limited to passengers, crew members and staff to the extent possible (airport and other service providers that are required to enter the terminal in order to complete their tasks). Accompanying persons should only be provided access in special circumstances (e.g. accompanying or picking up a passenger requiring assistance – Persons with Reduced Mobility, unaccompanied minors, etc.).
- As a strategy, emphasis should be placed at the following issues:
 1. Discouraging symptomatic passengers, crew members and staff from presenting themselves at the airport utilizing necessary risk communication and health promotion activities as described below.
 2. Implementing physical distancing (1.5 metres between individuals) as well as enhanced hygiene measures for staff and passengers and enhanced facility cleaning.
 3. Similar measures shall be implemented in both the domestic and international terminals under the purview of the AAJ.
- Airport operators, in cooperation with aircraft operators and other stakeholders where applicable are encouraged to take appropriate measures to prevent queuing in high passenger concentration areas as much as practicable, in order to reduce the risk of contamination posed by unnecessary human interaction. In such queues floor markings 1.5 metres apart can assist passengers in maintaining physical distancing.
- Where possible, contact and touching of surfaces should be minimised using electronic alternative processes (e.g. mobile check in, non-contact boarding).
- The reopening of non-essential airport services should be pursued, initially opening those that can ensure physical distancing with respect to national provisions on similar services outside of the airport. Where such services are not open, the free provision of water should be made available.
- Testing passengers in order to allow travelling/flying under “immunity passports” is not supported by the current scientific knowledge that exists on the immunological response to SARS-CoV-2 (quality, quantity and duration of human antibodies) or the available testing methods (laboratory based and point-of-care). Nevertheless, AAJ will continue to monitor the scientific developments and will update their recommendation as appropriate if a suitable test becomes available.
- Health safety promotion materials should be widely available at the airport premises (entrances, information screens, gates, lounges etc.) Particular attention should be given to the areas expected to have a high concentration of passengers. Attention should be paid to the format: pictograms are strongly encouraged. Materials should be available in English and, where needed, other languages based on the most common language profiles of the passengers using the airport. Health safety promotion material should also be made available in the flight cabin according to the aircraft operators’ practices, preferably through video and audio promotional material, or, only when non-physical means are not possible, as leaflets in the pocket seats.

Appendices:

1. MBJ COV-19 Protocols for Sangster International Airport
2. Airports Authority of Jamaica COVID-19 Guidance Protocols for IFIA & Aerodromes
3. Safely Restarting Aviation – ACI and IATA Joint Approach
4. Airport Operational Practice: Examples for Managing COVID-19
5. Airport Protocols to Reactivate Air Transport in the Latin America and Caribbean Region