



Pakistan Civil Aviation Authority
Operational SOPs for Domestic Flights

The aircraft operations shall be subject to full compliance of PCAA instructions regarding aircraft disinfection, passenger and crew protection measures. In order to ensure safety of passengers and crew (cockpit & cabin) and to minimize the risks associated with COVID-19, following measures are to be taken in case of passenger and chartered aircraft flight operations within Pakistan:

PRE-EMBARKATION:

1. The aircraft will be disinfected in accordance with the procedures prescribed by PCAA at each station before passenger boarding. The disinfection certificate from the airline/operator shall be countersigned/ verified by the CAA Staff. The disinfection is to be logged in aircraft documents. The Captain of the aircraft shall satisfy himself regarding full compliance of PCAA instructions on disinfection.
2. An inventory of essential PPE, comprising protection suits, gloves, surgical masks, goggles, and N-95 masks, etc. shall be maintained in each aircraft.
3. The Domestic Passenger Health Declaration form will be disseminated to all travellers and the flight crew before boarding the flight.
4. Completion of Domestic Passenger Health Declaration Form by passengers/ guardians (in case of infants/ disabled) shall be the airline/ operator's responsibility. The Form will be filled and signed before boarding the flight.
5. The airline through its station manager (or the GHA where applicable), shall be responsible for providing the passenger manifest at the destination airport, before take-off of the flight. The Airport Manager at the destination airport shall transfer this passenger manifest to the concerned ICT/ provincial government focal person on immediate basis.
6. Passengers are to be scanned through thermal devices for COVID-19 before boarding. Either a thermal scanner or a calibrated non-contact thermal device shall be used for the purpose. Any passenger or crew member with raised body temperature shall be examined by a Health professional at the airport of embarkation and a decision will be made whether to allow them to board the flight accordingly..
7. Boarding passes shall be issued with a gap of at least one adjacent seat, where practical.

DURING FLIGHT:

8. Passengers are to comply with the following instructions during air travel in Pakistan. These are in addition to any other instructions which are otherwise mandated for safe air travel, or as issued by the Cabin Crew from time to time during the flight :-
 - a. All passengers are required to wear surgical masks throughout the duration of flight. The masks shall be provided by the airline at check in counter of the airport, if the passengers do not have their own.

- b. Passengers are to occupy only the seats allocated to them and not change the seats in any case. They are also not allowed to congregate in the aircraft during the course of air travel.
 - c. Any passenger having symptoms or feelings of COVID-19, including but not limited to shortness of breath, coughing, high fever and sore throat, must immediately inform the cabin crew.
9. All cockpit and cabin crew will wear appropriate Personal Protection Equipment (PPE) dress and surgical masks throughout the duration of flight without compromising on safety.
10. Cabin crew will provide hand sanitizer every 30 minutes during the flight to each passenger.
11. Food shall not be served during the flight, except for emergency requirement of passengers with medical conditions. Individual bottles of water may be provided to passengers upon request.
12. Three Aft rows (where practical) shall be kept vacant for the passengers and crew displaying symptoms of illness. The passengers and crew members displaying symptoms of illness will be isolated towards aft of the aircraft and kept there till the termination of flight. Such persons will remain at this seat in the aircraft till such time the health crew is called in by the cabin crew for medical evacuation.
13. After the completion of boarding, the Senior Purser/ Lead Cabin Crew will take a picture of each aircraft zone displaying passengers seated while wearing masks. The photograph of Passenger Seating, taken by the Senior Purser/ Lead Cabin Crew after boarding, will be submitted to the concerned Health staff at the airport of disembarkation Staff electronically/ through Whatsapp. The airline will maintain copies of these images in its record.
14. Cabin Crew will spray disinfectant in the lavatory after every 60 minutes of flight.
15. The cabin crew shall use alcohol-based disinfection wipes to clean and disinfect their hands. After touching or disposing wastes, hands should be cleaned with hand sanitizer or soap.
16. Before landing, the Captain of the aircraft will confirm to the concerned Air Traffic Controller that Domestic Passenger Health Declaration Form has been filled by all. The completed Form will be checked at the entrance to the boarding bridge at the airport by the PCAA/ ASF Staff. The Captain of the aircraft has to confirm to the ATC that **all passengers and crew members** on board have filled the Form; otherwise no one shall be allowed to disembark the aircraft.
17. Upon contacting any ill passengers (having symptoms of COVID-19), cabin attendants must ensure use of N95 masks, gloves and protective goggles in addition to their Personal Protection Equipment (PPE) suits.

POST-DISEMBARKATION:

18. Disembarkation will be done row wise in an orderly manner from front to back ensuring social distance.
19. Seat Map will be provided by the airline staff along with copy of the passenger manifest to the PCAA and Health staff, and the receipt will be obtained from the receiving party along with name and designation.
20. All passenger luggage and cargo shall be disinfected by the airline/ operator soon after unloading from the aircraft. The airline/ operator shall be responsible for

provision of appropriate masks and gloves to the staff involved with handling the checked baggage and cargo.

21. Passengers shall not be allowed to pick up their luggage from the baggage carousel themselves. Instead, the respective airline/ operator/ GHA staff shall pick up the luggage from the belt and place it in such a way that each piece is at a safe distance from the other. The passengers shall wait behind tensa barriers placed in such a way that social distance is maintained. Groups of passengers, no more than 10 each, shall be allowed to pick up their luggage at one time. The airline/ operator/ GHA staff deputed for handling luggage shall wear protective masks and gloves.
22. All passengers and flight crew, including chartered aircrafts, shall arrive via the passenger terminal building. Upon arrival all passengers and flight crew will be guided to the arrival lounge by PCAA staff.
23. The Domestic Passenger Health Declaration form will be collected from each passenger by Health staff in the arrival lounge.
24. Upon arrival in the arrival lounge the passengers and flight crew shall be subjected to thermal scanning.
25. In case of raised body temperature, or display of any of the COVID-19 symptoms, the person shall be examined by a Health professional and may be shifted to a quarantine location followed by necessary health protocols and measures.
26. The transportation to the quarantine location shall be arranged by the concerned authorities. The passengers shall be responsible for payment of room rent and food cost (if applicable) during the quarantine duration, as required by the authorities. No meet and greet at the airport shall be allowed for such passengers.
27. All medical PPE shall be disposed-off and in-case of reusable items, these shall be properly sanitized before next use.
28. Data of all passengers and flight crew with their mobile numbers will be kept for record and further follow up.