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## COVID-19 FLIGHT CREW PRECAUTIONARY PROCEDURES BULLETIN

Date of Activation: 7/2/2020

Revision: 2

Effective: Until Canceled

To: All Silver Air Employees

From: Silver Air Management

Until further notice, all Silver Air employees and especially flight crews must follow additional precautionary safety procedures. This bulletin outlines the best practices for company personnel and flight crew members to protect themselves and others as much as possible, while continuing to operate.

### GENERAL

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The Center for Disease Control (CDC) has changed their guidelines for the avoidance of exposure to Covid-19. As new data is presented and understood, Silver Air will update and revise our company protocols regarding Covid-19. Due to the fact that the CDC guidelines are very general in nature and lacking mitigating contingencies, Silver Air has developed “Best Practices” for our organization to follow based on CDC guidelines, FAA recommendations, and general medical opinion.

According to the latest CDC guidance, the most likely way to contract COVID-19 is by being in close proximity (Less than 6 feet apart for more than 15 minutes) to someone who has Covid-19 whether or not they are asymptomatic. Additionally, a person can become infected with the virus by touching a surface that is infected with COVID-19 and then touching their face.

#### **General ways to protect yourself and others:**

- If you are feeling sick, displaying any symptoms, or suspect you may have Covid-19: stay at home, consult your doctor, and call flight support to advise on your condition.
- When at base, stay at home following the CDC social distancing guidelines
- Wear PPE (Mask and gloves at minimum) whenever you are out
- Avoid anyone who is sick or appears to be sick
- Stay at least 6 feet away from others and try to remain upwind
- Wash your hands with soap and warm water for 20+ seconds
- Use hand sanitizer
- Avoid touching your face
- Cover your coughs and sneezes with a tissue or the bend in your elbow
- Avoid frequently touched surfaces and objects
- Use alcohol-based products to disinfect surfaces and objects
- Avoid using cash, instead use credit cards wherever possible
- When you use a credit card, ask to swipe it yourself, to avoid someone else touching it
- Keep napkins in your pocket to use if you need to touch things like doorknobs

## EXPOSURE

The exposure guidelines produced by the CDC are very basic in nature and do not address other mitigating circumstances. In an effort to clarify our company Covid-19 exposure protocols, we have defined what exposure is and what the protocol will be if exposed.

### Exposure Defined:

- *Not Exposed* – Flight crew personnel have had no known exposure to Covid-19.
- *Potential Exposure* – Flight crew personnel may have been exposed
- *Confirmed Exposure* – Flight crew personnel have been confirmed exposed

### Exposure Protocols

Not Exposed	Potential Exposure	Confirmed Exposure
<ul style="list-style-type: none"> <li>• No know exposure</li> <li>• No symptoms</li> </ul>	<ul style="list-style-type: none"> <li>• Crew believes they were potentially exposed.</li> <li>• Company alerts of a potential exposure.</li> </ul>	<ul style="list-style-type: none"> <li>• Directly exposed</li> <li>• Showing symptoms</li> <li>• Positive Covid-19 test</li> </ul>
Protocol	Protocol	Protocol
Continue to operate and follow the company Crew Procedures.	Potential exposed crew member will be interviewed by flight support to determine if they were exposed or not exposed. <ul style="list-style-type: none"> <li>• If confirmed exposed, the crew member will be moved into the <i>Confirmed Exposed</i> category and will follow the quarantine procedures.</li> <li>• If confirmed <i>Not Exposed</i>, the crewmember will be cleared to continue to flight operations.</li> </ul>	Crew member will immediately go into self-quarantine wherever they are at the time of the known exposure. They will remain in quarantine until one of the following occurs: <ul style="list-style-type: none"> <li>• They have remained in quarantine for 14 days and no longer display symptoms</li> <li>• Have had negative test results for Covid-19 in accordance with CDC guidelines.</li> </ul>

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## AVOIDING INFECTED PASSENGERS

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### **Recognizing the symptoms of COVID-19. Look for the following symptoms:**

- Fever or chills
- Cough
- Shortness of breath or difficulty breathing
- Fatigue
- Muscle or body aches
- Headache
- New loss of taste or smell
- Sore throat
- Congestion or runny nose
- Nausea or vomiting
- Diarrhea

### **Health Screening of Passengers:**

- 1) Ask if they are experiencing any of the common COVID-19 symptoms
- 2) Visually assess them for signs of symptoms

### **If a passenger has or appears to show signs of symptoms prior to boarding:**

- 1) Maintain a safe distance from the passenger (6 feet or greater is recommended and stay upwind)
- 2) Do not let them board the aircraft
- 3) Call Flight Support immediately and brief them of the situation
- 4) Remain isolated from the passenger and stand by for further guidance

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## FLIGHT CREW OPERATIONS

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### **Flight Crew Pre-Flight procedures:**

- 1) Wear gloves during the preflight of aircraft
- 2) Consider all surfaces infected
- 3) Wipe down surfaces according to our cleaning procedures

### **Arriving, Loading, and Briefing of Passengers:**

- 1) When outside of the aircraft remain upwind of people
- 2) Do not shake hands or come in personal contact with passengers or other people
- 3) Passengers shall not be allowed to board until all baggage is loaded
- 4) Flight crews shall wear PPE at all times while loading bags
- 5) Once baggage is loaded, the passengers may board the aircraft
- 6) Flight crews shall wear PPE at all times when in the presence of passengers
- 7) Passengers shall be offered PPE on board the aircraft
- 8) If you must walk through the cabin near passengers, move quickly to a safe distance
- 9) The safety brief should be done quickly and at a safe distance
  - a. Alternatively, the use of the cabin PA system can be used for the brief
- 10) Passengers should be briefed that the Flight Attendant will remain in the cockpit or galley and if they need something, they should be directed to use the CALL button
- 11) Brief Passengers on use of clean towels provided if they need to cough or sneeze
  - a. Towels are all new and available in the cabin
  - b. Advise passengers if they use one, to please place it on the floor for disposal

### **Flight operations:**

- 1) Flight Crews should avoid direct contact from passengers at all times
- 2) Avoid switching crew seats, try to remain in the same seat for multiple legs
- 3) Pilots should remain in the cockpit at all times, unless they need to use the lavatory or get personal items
- 4) Cockpit doors or curtains should be closed above 10,000 feet to lessen contact with passengers
- 5) Cabin Attendants should remain in the cockpit, unless the CALL button is used or handing out meals
  - a. See meal and service guidelines below
- 6) If a passenger displays symptoms while airborne;
  - a. Crew shall require the passenger to put on a face mask
  - b. Ask them to separate from the other passengers
  - c. Move them to the back of the aircraft
  - d. Crews should maintain the farthest distance possible from the passengers
  - e. Crew should remain in the cockpit for the duration of the flight with doors closed if possible
  - f. Crews can put on oxygen masks to avoid airborne droplets

- 7) If a passenger develops difficulty breathing, the flight crew should treat as an inflight medical emergency.
- 8) For Cabin Attendants preparing the cabin for landing:
  - a. Wear PPE
  - b. Move quickly, but not rushed
  - c. Place any used towels in the trash
  - d. Return to your seat

**Deplaning Passengers and unloading baggage:**

- 1) Flight crews should wear PPE
- 2) If possible, crews should exit the aircraft and stand outside while the passengers gather their belongings
  - a. If a pilot needs to stay on the aircraft for any reason, they should remain in the cockpit and avoid close proximity to passengers
- 3) Once passengers are off the aircraft, the crew can remove baggage and inspect the cabin
- 4) See passengers off
- 5) The crew should work as a team in zones to wipe down the cabin and cockpit
- 6) Reset the cabin
- 7) Close out flight plans
- 8) Exit and close the aircraft
- 9) Leave the aircraft key with the FBO CSR if cleaning is to happen

## ADDITIONAL GUIDELINES

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**Meal and service Guidelines:**

- 1) Catering will only be served individually, no platters or shared plates
- 2) Each meal should be self-contained in one serving box for each passenger or crewmember
- 3) Plastic silverware bundled with a napkin will be served with each individual meal
  - a. Extra Napkins should be made available if needed
- 4) Serving of meals
  - a. Non-CA flights – Passenger meals should be stowed for take off and passengers should be briefed on where the meals are located and that the passengers should be directed to “self serve”
  - b. CA Flights – Cabin Attendants should quickly hand out meals to passengers, along with the silverware bundles. Placemats and tablecloths should not be used at this time
- 5) Drink service
  - a. Non-CA Flights – Passengers should be briefed on the location of drinks, glasses, ice and anything else they need and be directed to self-serve
  - b. CA Flight – Cabin Attendants can provide normal drink service, but once a glass is served to the passengers, it should not be touched unless you are wearing gloves
- 6) Any other request in the cabin
  - a. Non-CA Flights – Pilots should direct the passengers to the location of the requested item

- b. CA Flights – Cabin Attendants should handle the specific request quickly and in a way in which they avoid close proximity with passengers for any period of time
- 7) If beds need to be made up for a flight, if possible, the crew should make the bed prior to departure and break it down after arrival and once passengers are off the aircraft

**Ground Transportation:**

- 1) Rental cars will always be used
- 2) Flight crews shall wear PPE while driving in the rental car
- 3) The crew should wipe down all areas of the rental car that will be touched
- 4) Once the car is wiped down, the crew should sit in the same seat each time the car is driven
- 5) If anyone other than the crew comes in contact with the car, consider it infected and clean it again
- 6) Do not get gas for your rental car

**Hotel Accommodations and Overnight Habits:**

- 1) Take cleaning supplies with you everywhere
- 2) At check in, use the following procedures
  - a. Always self-park your rental car
  - b. Do not allow anyone to touch your bags
  - c. Ask to swipe the credit card yourself
  - d. Use your own pen
  - e. Avoid touching the check in counter
- 3) Upon entering your room
  - a. First thing, WASH YOUR HANDS
  - b. Wash your room key
  - c. Wipe down any surfaces you feel are likely to be infected
  - d. Wipe down the TV remote and the hotel phone
  - e. Wipe down the doorknob (especially inside)
  - f. Hang you uniform up (on hangars you just wiped down)
  - g. Take a shower
- 4) Take a nap because you are exhausted from all the cleaning
- 5) Upon check out, use the following procedures:
  - a. Coordinate with the other crew members for a specific meeting time
  - b. Once you leave your room avoid touching anything
  - c. Use your elbow to press the elevator button
  - d. Use your elbow, hip, or napkin to open doors
  - e. Tell the front desk clerk to email invoice
  - f. Get in your rental car and drive to the airport

**Meals Away from Base:**

- 1) If available, order room service

- a. Make sure the food is under covers and the server is wearing gloves
- 2) If no room service is available
  - a. Order from a delivery service to deliver to your room
  - b. Or order for pick up near by
  - c. Or order from the aircraft catering company to bring to your room
- 3) Flight support should be aware of the hotel room service situation and coordinate with flight crews to make sure there is meal plan in place