Common Measures Implemented at Airports in Asia-Pacific to Prevent the Spread of COVID-19

ACI Asia-Pacific
Task Force COVID-19
Version 1 – March 2020
A. **Health Screening**

- **Conduct temperature screening** for arriving and/or departing passengers, airport visitors and staff (see figures 1-5);
- **Request health declaration** from arriving passengers;
- **Provide standby healthcare officers at arrival gates** in case of need for arriving passengers;

![Figures 1-3: Three-level temperature check point at terminal entry, departure hall and boarding gates (courtesy of Incheon Airport)](image)

![Figures 4-5: Temperature check for departing and arriving passengers (courtesy of Changi Airport)](image)

B. **Operational Measures**

- **Set up dedicated triage areas** for suspected cases who require further checks or medical assistance (see figures 6-7);
- **Set up designated area for health declaration** for flights arriving from areas with active community transmission (see figures 8-9);
- **Set up de-gowning area** for medical personnel to divest and dispose Personal Protective Equipment (see figures 10-12);
- **Assign designated parking stands and baggage reclaim belts** for flights arriving from areas with active community transmission (see figures 13-14);
- **Assign designated entry for passenger buses and crew buses** for flights arriving from areas with active community transmission;
- **Provide basic comfort amenities for passengers** being held for health checks, e.g. blankets, biscuits, and warm water;
- **Restrict access to critical operational control centers** for persons who are strictly needed;
- **Suspend fingerprint access control** for airport staff and replace it with alternative methods;

Figures 6-7: Open space triage area for arrivals from areas with active community transmission (Courtesy of Incheon Airport)

Figures 8-9: Submission of health declaration by arriving passengers to port health authority (Courtesy of Hong Kong Airport)

Figures 10-12: De-gowning areas in the terminal for medical personnel (Courtesy of Hong Kong Airport)

Figures 13-14: Disembarkation of passengers arriving from areas with active community transmission (Courtesy of Hong Kong Airport)
C. **Hygienic Measures**

- **Increase frequency of cleaning and disinfection** at all public areas within the terminals, especially the high contact areas, e.g. operation centers, toilets, carpets, self-check-in kiosks, baggage trolleys, lifts, handrails (see figures 15-17);
- **Increase frequency of waste disposal** to avoid accumulation of used masks in garbage containers;
- **Strengthen air ventilation** inside the terminals and cleaning of air-condition systems;
- **Install more hand-sanitizing stations** inside the terminals, control centers and entrances to office buildings (see figures 18-19);
- **Put disinfectant carpet** in areas where most passengers pass through, e.g. immigration counters and moving walkway (see figures 20-22);
- **Provide Personal Protective Equipment** to airport frontline staff, e.g. mask, gloves and protective eyewear;
- **Request all staff (frontline and kitchen) of restaurants** to wear face masks at work;
- **Disinfect passenger and crew buses after use** and reduce the number of vehicles used;
- **Sanitize changing rooms** immediately after each change of shift;

![Figures 15-17: Increased frequency of cleaning for high contact areas (Courtesy of Changi Airport)](image1)

![Figures 18-19: Additional hand-sanitizing stations at baggage reclaim areas (Courtesy of Hong Kong Airport)](image2)

![Figures 20-22: Disinfectant carpet for shoe sole disinfection (Courtesy of Ministry of Agriculture, Forestry and Fisheries of Japan)](image3)
D. Social Distancing Measures

- **Maintain adequate spacing**, i.e. 1.5 meters, between passengers at queueing (see figures 23-25);
- **Rearrange or remove seating** at waiting areas, departure gates, or food courts to maintain distance between people (see figures 26-28);
- **Suspend dine-in services** at airport restaurants and bars;
- **Restrict access of farewells and greeters** into the terminal building and offer in return extended free carparking to make it easier for people wanting to pick up or drop off their friends and family;
- **Close airport facilities**, e.g. smoking rooms, kids play areas and praying rooms, to minimize gathering of people;

![Social distancing signages for passengers](image)

Figures 23-25: Social distancing signages for passengers (courtesy of airport of Sydney-left, Hong Kong-middle and Manila-right)

![Rearranged seating, queueing and standing (in lift) arrangement](image)

Figures 26-28: Rearranged seating, queueing and standing (in lift) arrangement (courtesy of Malaysia Airports)

E. Security Screening Measures

- **Operate security lanes that are not adjacent to each other** to provide additional separation between passenger awaiting processing, if traffic permits (see figure 29);
- **Encourage security screening staff to wear gloves** and provide hand sanitizers for them;
- **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 (see figure 30);
- **Minimize the use of hand search for security screening** by using alternative screening methods and reminding passengers on proper divestment before proceeding for screening;

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1 For details of security screening measures, please refer to [Security Screening Best Practices During COVID-19](#)
• Avoid face-to-face with passengers or other persons being screened if there is a need for security screeners to conduct hand search;
• Exempt alcohol-based hand disinfectants from LAGS\(^2\) screening if regulations permit and visual check is conducted;
• Apply one swab per person for ETD\(^3\) screening and discontinue the reuse of swabs;

F. HR Measures
• Check staff travel history and enforce self-quarantine if deemed necessary (see figure 31);
• Set up alternate teams of employees (e.g. Team A & Team B) who can be deployed at different work schedules and they should be physically segregated to minimize infection between teams;
• Implement Work from Home Policy for non-operational staff or staff residing with person(s) who has/have already been put under compulsory home quarantine to minimize risk of cross-infection (see figure 32);
• Conduct temperature check for on-duty staff;
• Allow flexible working hours to avoid using public transport during peak hours;
• Minimize face-to-face meetings and shorten meeting duration;
• Conduct daily briefings at open areas or replace it by emails or video conferences;
• Provide meals at the airport for staff to reduce trips to the outside and avoid contamination;
• Suspend all business travel to overseas countries;

Figures 29-30: Queueing arrangement and disinfection at security checkpoint (courtesy of airport of Bali-left and Bangalore-right)

Figures 31-32: Employee health declaration form and work from home notice (courtesy of Bahrain Airport)

\(^2\) liquids, aerosols and gels
\(^3\) Explosive Trace Detection
G. Communication

- **Ensure effective communication channels** with government department and disseminate information to external stakeholders in transparent and timely manner;
- **Distribute health information in the form of posters, videos, leaflets and public announcement** on virus symptoms, preventive measures and health center contacts for arriving passengers (see figures 33-36);

![General awareness signage for passengers](figures-33-34.png)

*Figures 33-34: General awareness signage for passengers (courtesy of airport of Bangkok-left and Sydney-right)*

![Awareness signage on display for passengers](figures-35-36.png)

*Figures 35-36: Awareness signage on display for passengers (courtesy of airport of Sydney-left, Narita-middle and Perth-right)*

H. Emergency Responses

- **Set up special task force** or contingency working group with relevant stakeholders to coordinate implementation of measures and to provide regular updates for staff and contractors;
- **Develop contingency plan and procedures** with relevant stakeholders to ensure that the level of response is commensurate with the risk posed;
- **Assign a dedicated person or team to be the focal point of contact with the local health authority** to ensure efficient and effective coordination.
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