

## **A: Air Crew Instructions for Repatriation Flights:**

1. All Air Crew must wear the protective gear. (Masks, gloves, and Shoes Covers).
2. Jordanian Air Crew are not allowed for overnight out of Jordan and operate a round flight only, in case of overnight must follow below instructions:
  - a. Stay at the Hotel Room, leave only for emergency.
  - b. Do not social with anyone at the hotel, keep 2 meters' distance with other people and avoid crowds.
  - c. Pilot in command must keep monitoring the health condition of his/ her crew all the time, in case a crew have any of (Fever, Cuff, Fatigue, shortness of breath) must inform the Pilot in command who must inform the country authorities and Jordanian Health Authority.
  - d. Do not use public transportation to/ from Airport – Home.
3. Do not interact with anyone sick or showing signs of sickness.
4. Keep Washing your hands constantly, 20seconds each time and Sterilized with a hand sanitizer solution.
5. Adhering to Jordanian Health Authority, and destination country Health instructions.
6. Avoid touching the face as much as possible.
7. Have a medical assessment by the Airport local medical team to crew before they board the aircraft.
8. Use manual thermometer for all crew and passengers.
9. All air crew must mounter their health condition specially the day of departure and keep reporting to the pilot in command.
10. In case any passenger shows any Fever, Cuff, Fatigue, shortness of breath must not be allowed to board the aircraft.
11. In case any passenger shows any Fever, Cuff, Fatigue, shortness of breath during the flight, must follow;
  - a. The passenger must wear the protective gear. (Masks, gloves, and Shoes Covers).
  - b. Relocate the passenger to the nearest seat to toilet to minimize his/ her movement.
  - c. Assigning one cabin crew to deal with this passenger, and another cabin crew to deal with the one dealing with this passenger.
  - d. Informing the pilot in command about this passenger and filling the General Declaration form onboard.
  - e. The pilot in command must inform the arriving to country Air Traffic Control these information (Flight number, Country of Origin, Distention Country, Estimate Time of Arrival, Number of Infected, Total number of passengers)

12. In the return flight to Jordan Pilot in Command Must take all precautions measures during the flight.
13. All Air Crew must Seats spaced during the flight back.
14. Medical masks and gloves must be changed every 6 hours disposing them in one sealed trash bag placed on another sealed one.
15. All Air Crew must have a clean unused uniform onboard to use it before off barding the aircraft and place the used one in sealed plastic bag.
16. Disposing all used protective gear in a sealed plastic bag which must be placed in another sealed plastic bag.
17. All Air Crew adheres to all Jordan Ministry of Health Procedures including quarantine on arrival.
18. The aircraft must be Sterilized according to the Airline Procedures

## **B: Instruction to National Air Cargo Crew:**

- 1- All air crew must mount their health condition daily and report to the pilot in command if any Fever, Cuff, Fatigue, shortness of breath.
- 2- All Air Crew Must Stay On board the aircraft and not accessing foreign airports RAMP, in case one crew did to check on the aircraft must take all precautions measures;
  - wearing protective gear. (Masks, gloves, and Shoes Covers) before off barding the aircraft, dispose them before boarding the aircraft in a sealed plastic bag placed on another sealed one.
  - Avoiding touching the surrounding; Steps and any GSE.
- 3- All Air Crew must wear protective gear. (Masks, gloves, and Shoes Covers), assuring changing them every 6 hours.
- 4- Do Not interact and keep a 2 meters distance to the ground staff in Jordanian and foreign airports.
- 5- All ground staff in Jordanian and Foreign Airports must wear protective gear. (Masks, gloves, and Shoes Covers).
- 6- Commitment to the minimum number of ground staff employees in the Jordanian Airports.
- 7- Handing over flight documents by the ground staff out the cockpit, these documents must be placed in a sealed envelope which not to be mixed with any of the aircraft documents and replacing the gloves, Sterilizing the hands main while.
- 8- All Air Crew must have a clean unused uniform onboard to use it before off barding the aircraft and place the used one in sealed plastic bag.
- 9- All protective gear must be disposed in a sealed plastic bag please in another sealed one when off boarding the aircraft.
- 10- Air Crew Must not overnight outside Jordan for the exception depends on the flight conditions, in this case a formal approval from Civil Aviation Regularity Commission before departure is required with keeping precautions measures mentioned above (A -2).
- 11-In case of overnight outside Jordan All Air Crew adheres to all Jordan Ministry of Health Procedures including quarantine on arrival.
- 12-The aircraft must be Sterilized according to the Airline Procedures
- 13- Having Standard sterilization if maintenance at the aircraft cockpit needed at the foreign airport.
- 14-Catering must be provided for all flight sectors from Jordanian Caterer if possible.

## **C: Instruction to Foreign Air Cargo Crew:**

- 1- Monitoring the health condition for all crew member, having a written letter from the Foreign Airline stating that all crew are in good health condition and do not show any Sick symptoms, to be sent with landing permit application.
- 2- All crew must stay on board the aircraft adhering to Jordanian Health Ministry Instructions, by wearing masks, gloves, and shoes covers when arriving to Jordanian Airports, in case one crew did to check on the aircraft must take all precautionous measures, wearing protective gear. (Masks, gloves, and Shoes Covers) and Avoiding touching the surrounding; Steps and any GSE.
- 3- Assigning one crew member to communicate with the ground staff, keeping the safe distance of 2 meters.
- 4- All ground staff in Jordanian and Foreign Airports must wear protective gear. (Masks, gloves, and Shoes Covers).
- 5- Assigning one ground staff for communicate with the aircraft crew, keeping the safe distance of 2 meters.
- 6- Foreign Aircrafts or crew members are not allowed to overnight in any Jordanian Airport or Hotel.
- 7- In case of overnight Jordan All Air Crew adheres to all Jordan Ministry of Health Procedures including quarantine on arrival.
- 8- All arriving cargo must be Sterilized according the Jordanian Airports Standard procedures.

**D: Instructions to Aircraft (under Maintenance) Crew:**

- 1- Monitoring the health condition for all crew member, having a written letter from the Foreign Airline stating that all crew are in good health condition and do not show any Sick symptoms, to be sent with landing permit application.
- 2- All crew must stay on board the aircraft adhering to Jordanian Health Ministry Instructions, by wearing masks, gloves, and shoes covers when arriving to Jordanian Airports, in case one crew did to check on the aircraft must take all precautionous measures, wearing protective gear. (Masks, gloves, and Shoes Covers) and Avoiding touching the surrounding; Steps and any GSE.
- 3- Assigning one crew member to communicate with the ground staff, keeping the safe distance of 2 meters.
- 4- All ground staff in Jordanian and Foreign Airports must wear protective gear. (Masks, gloves, and Shoes Covers).
- 5- Assigning one ground staff for communicate with the aircraft crew, keeping the safe distance of 2 meters.
- 6- Foreign Aircrafts or crew members are not allowed to overnight in any Jordanian Airport or Hotel. In case of overnight Jordan All Air Crew adheres to all Jordan Ministry of Health Procedures including quarantine on arrival.
- 7- All Aircrafts coming for maintenance must provide the Jordanian Maintenance Company a letter stating that the Aircraft cabin have been Sterilized according to standard procedures followed to prevent the spread COVID-19.

## **E: Instructions to Jordanian Airports Ground Staff:**

- 1- All Airports Staff Health condition must be monitored by head of departments and all Airports security services.
- 2- Measuring all staff temperature using manual thermos scanner, at the airport main iteration at every shift.
- 3- wearing protective gear. (Masks, gloves, and Shoes Covers), making sure to change them every 6 hours.
- 4- Washing and Sterilizing hands every 30 minutes.
- 5- Keeping a safe distance between all employees by 2 meters.
- 6- Increasing sensory awareness, close monitoring of personal hygiene, and personal protection methods for all employees.
- 7- Avoid touching face and eyes while changing the protective gear.
- 8- Disposing the protective gear in a sealed plastic bag to be placed on another sealed one.
- 9- Monitoring the airport ventilation systems, assuring it is well ventilated in accordance with temperatures all over the airport.
- 10-Monitoring the airport swag system according to the standard procedures in Jordon in this regards.
- 11-Sterilizing all over the airport, especially metal surfaces like elevators and X-Ray machines constantly and periodically.
- 12- Increase psychological awareness and support the health of all workers at the airport to reduce workload and reduce the risk of injury.
- 13- Not to social with anyone shows any symptoms of Fever Cuff, Fatigue, shortness of breath.
- 14-If noticing any symptoms of Fever Cuff, Fatigue, shortness of breath, at any staff or passenger must be isolated in one room and call Jordanian Health Ministry at (111) including the Airport Medical Team.

### **Providing Services to Cargo Flights Crew Staff Must:**

- Assigning one ground staff for communicate with the aircraft crew.
- Keeping the safe distance of 2 meters.
- wearing protective gear. (Masks, gloves, and Shoes Covers), Disposing the protective gear in a sealed plastic bag to be placed on another sealed one before leaving the aircraft surrounding.
- All arriving cargo must be Sterilized according the Jordanian Airports Standard procedures

## **F: General Instructions to Airlines:**

- 1- All Airlines must keep monitoring the health conditions to all crew members daily and periodically.
- 2- Increase the sensory and psychological awareness of all workers and aircraft crews to reduce the risk of injury.
- 3- Keen follow to what Jordan Civil Aviation Regularity Commission and Jordanian Health Ministry amusements.
- 4- Reporting to the Medical Department Jordan Civil Aviation Regularity Commission about any suspected, or in contact to a infected COVID-19 or showing the symptoms of Fever Cuff, Fatigue, shortness of breath.
- 5- The necessity of wearing protective gear. (Masks, gloves, and Shoes Covers), operating a cargo or passengers flights.
- 6- Assuring to have a Precautions for infectious diseases on board to be sufficient for all passengers and crew. This bag contains personal protections (such as masks, medical gloves and shoe cover).
- 7- Having an emergency plan, publishing the standard procedures to all concerned in the Airline.
- 8- Having all necessary approvals form the Aircraft manufacturer for Sterilizing the whole Aircraft including the cockpit, and send these procedures to Jordan Civil Aviation Regularity Commission.
- 9- The necessity of having a standard procedures concerning providing catering by the concerned companies at all airports and send these procedures to Jordan Civil Aviation Regularity Commission, assuring to have catering for both flight sectors (Departure and Arrival).