

12 October 2020



DIRECTIVE NO. 9 OF 2020 (COVID-19 MEASURES FOR SINGAPORE AIR OPERATORS)

Pursuant to section 4H(1)(a) of the Air Navigation Act, the Chief Executive of the Civil Aviation Authority of Singapore (also known by the designation “Director General of Civil Aviation”), acting under power delegated to him by the Authority, considers it necessary to issue the Directive No. 9/2020 at the Annex in the interests of protecting public health because of the global COVID-19 situation.

2 Each holder of an Air Operator Certificate must ensure full compliance with the Directive No. 9/2020 as soon as it takes effect. Directive No. 6/2020 issued on 8 May 2020 is superseded by this Directive No. 9/2020, which takes effect from 1559hrs GMT 26 October 2020.

3 Paragraphs 5, 6, 7(a)(i), 7(b), 7(d), 12(b), 13(d), 13(e), and 16 of Directive No. 6/2020 have been amended by and updated requirements incorporated into this Directive No. 9/2020. The updates take into account the latest changes made to the COVID-19 (Temporary Provisions) (Control Order) 2020.

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AIR NAVIGATION ACT (CHAPTER 6, Section 4H(1)(a))

DIRECTIVE NO. 9/2020 (COVID-19 MEASURES FOR SINGAPORE AIR OPERATORS)

Part 1

Citation and Commencement

1. This Directive may be cited as Directive No. 9/2020 (hereinafter referred to as “this Directive”).
2. This Directive takes effect from 1559hrs GMT 26 October 2020.

Part 2

Measures

3. Unless otherwise specified, this Directive applies to every holder of an air operator certificate¹, who operates an aircraft into or out of Singapore (hereafter referred to as a “Singapore air operator”).
4. In the interests of protecting public health, a Singapore air operator must take all practicable steps to implement the measures contained in this Directive.

Pre-flight measures

5. A Singapore air operator must, before operating a flight—
 - (a) conduct a basic health assessment of each passenger before he or she boards the aircraft for the flight to or from Singapore, which must include asking the passenger the following questions:

¹ An air operator certificate is an aviation safety instrument granted under Regulation 6 of the Air Navigation (119 – Air Operator Certification) Regulations 2018.

- (i) Do you have any of the following symptoms: fever, cough, runny nose, sore throat, anosmia², or shortness of breath?
 - (ii) Are you diagnosed or suspected to have COVID-19 infection in the last 21 days?
 - (iii) Did you have close contact with any case of COVID-19 in the last 14 days?
 - (b) take the passenger's temperature before the passenger boards the aircraft for the flight to Singapore, unless the air operator is satisfied that the facilities and arrangements provided for temperature screening of departing passengers at the departure airport would detect a febrile passenger;
 - (c) not board any passenger who —
 - (i) has a fever;
 - (ii) has indicated "YES" to any of the questions set out in subparagraph (a); or
 - (iii) displays any of the COVID-19 symptoms.
6. A Singapore air operator must relieve a crew member from flight duty if the crew member —
- (a) is unwell with fever or has any of the COVID-19 symptoms, when reporting for duty for a flight;
 - (b) is diagnosed with or suspected to have had COVID-19 infection in the last 21 days; or
 - (c) has had close contact in the last 14 days with any person who has been infected, or is suspected to be infected, with COVID-19.

² Loss of sense of smell

In-flight measures

7. A Singapore air operator must ensure that the following measures are taken on board an aircraft during a flight of the aircraft:
 - (a) that every passenger on board wears a mask, unless he or she —
 - (i) is less than 6 years old;
 - (ii) has breathing difficulties;
 - (iii) is unconscious;
 - (iv) is unable to remove a mask without assistance;
 - (v) is eating, drinking or taking oral medication; or
 - (vi) is removing the mask under a crew member's direction;
 - (b) that each crew member in the aircraft cabin wears —
 - (i) a mask at all times; and
 - (ii) a face shield, goggles or an equivalent protective equipment when interacting with passengers;

except where the use of such equipment impedes the crew member's ability to discharge safety responsibilities;
 - (c) that each flight crew member wears a mask while in the cockpit, except where —
 - (i) the wearing of mask hampers effective communication with other flight crew members in the cockpit or with a person on the ground, including an air traffic controller;
 - (ii) the flight crew member needs to put on an oxygen mask; or
 - (iii) the use of the mask impedes the flight crew member's ability to discharge safety responsibilities in operating the aircraft;
 - (d) that the amount of interaction between crew members, and between crew members and passengers, is minimised;
 - (e) that meal or beverage services are not provided unless appropriate measures are taken to minimise interaction between the crew members and passengers;

- (f) that each cabin crew member is assigned to attend to a designated section of the aircraft and, as far as practicable, remains within that designated section during the course of his or her duty, except when responding to an emergency on board;
- (g) that each passenger observes safe distancing measures when not seated, including during embarkation and disembarkation and when queueing to use a lavatory;
- (h) that each positioning or resting crew member is seated at least 2 metres away from any passenger;
- (i) that one lavatory is, to the extent practicable, designated for the exclusive use of the crew;
- (j) that individually packed and stored crew bedding is available to each crew member for his or her in-flight crew rest; and
- (k) that each crew member personally removes and stores his or her own bedding from the crew rest area after use.

Managing unwell individual measures

8. A Singapore air operator must —
 - (a) designate the last three (3) rows of seats, on either the left or the right side of the cabin, as an emergency quarantine area; and
 - (b) require cabin crew to monitor passengers in order to identify any passenger who appears to be showing any COVID-19 symptom during the flight, including taking the passenger's temperature during flight if necessary to check for fever.
9. If a crew member or passenger becomes unwell and shows any COVID-19 symptom during a flight, the Singapore air operator must require the cabin crew to take the following measures —
 - (a) isolate and seat the unwell crew member or passenger in the last row of the emergency quarantine area;
 - (b) ensure that the unwell crew member or passenger wears a mask if his or her condition permits;

- (c) reserve the lavatory closest to the emergency quarantine area for exclusive use by the unwell crew members or passengers;
- (d) arrange for the unwell crew member or passenger to receive medical attention upon landing; and
- (e) allow the unwell crew member or passenger to disembark only after all other passengers have disembarked, unless the unwell crew member or passenger needs urgent medical attention.

Post-flight measures

- 10. A Singapore air operator must ensure that the crew operating a turnaround flight do not disembark from the aircraft at the overseas destination, except:
 - (a) to carry out external safety inspections of the aircraft;
 - (b) for health or security screening where required by the local authorities;
 - (c) positioning crew who are laying over at the destination.
- 11. A Singapore air operator must ensure that any positioning crew member who disembarks at an overseas destination adheres to the crew lay over requirements described in paragraphs 12 and 13 below.
- 12. A Singapore air operator must ensure that every crew member who is on lay over at an overseas destination follows the following steps —
 - (a) the crew, including positioning crew, must embark or disembark the aircraft at different times, or use a separate entrance or exit, from that of passengers; and
 - (b) the crew must disinfect or caused to be disinfected the aircraft cabin using materials known to be effective against COVID-19 and suitable for aviation at every base lay over in Singapore, or immediately after a flight where there was an unwell person showing any COVID-19 symptom on board that flight.

Crew lay over measures

13. A Singapore air operator must make the following provisions for crew who are laying over at an overseas destination —
 - (a) where practicable, arrange for a dedicated route for the crew to take, from the point of disembarkation from the aircraft, through the arrival and immigration facilities at the destination airport, to the crew transport (and vice versa when departing from that destination), that ensures safe distancing and minimises the mixing of the crew members with other persons;
 - (b) arrange for transport exclusively allocated to convey the crew between the airport and the crew accommodation, and require each crew member to adhere to safe distancing measures while being so transported;
 - (c) require each crew member at all times to wear a mask and observe safe distancing when outside of his or her assigned room at the crew accommodation;
 - (d) require each crew member to strictly remain within the crew member's assigned room or in an area outside the room but within the crew accommodation as permitted by the Director-General of Civil Aviation, at all times (except where necessary to obtain medical treatment for a suspected COVID-19 infection or urgent medical treatment, to follow the lawful directions of a law enforcement or an emergency service officer to evacuate the room, or due to fire, flood or earthquake affecting the crew accommodation);
 - (e) establish measures to ensure that each crew member remains within the assigned room or areas within the crew accommodation as described in sub-paragraph (d).
 - (f) monitor the well-being and health of the crew regularly, and identify any crew member who becomes unwell; and
 - (g) authorise and require the pilot-in-command of a flight to supervise the crew of that flight to ensure compliance with the above measures.
14. A Singapore air operator must not, for a period of at least 60 days, assign to duty on a flight, any crew member whom the Singapore air operator knows or has reason to believe has failed to comply with paragraph 13(d).

Reporting

15. A Singapore air operator must without delay report to the Director-General of Civil Aviation on becoming aware of —
 - (a) any person who is denied boarding in accordance with paragraph 5(c);
 - (b) any crew member who is relieved of his or her flight duty in accordance with paragraph 6;
 - (c) any person who is unwell and shows COVID-19 symptoms during a flight as described in paragraph 9;
 - (d) any crew member who does not remain in his or her assigned room during the lay over period as required in paragraph 13(d);
 - (e) any crew member who becomes unwell during the lay over period as identified in accordance with paragraph 13(f); and
 - (f) any crew member who has been subject to a test or has tested positive for COVID-19.

16. For the purpose of this Directive —
 - “close contact” means face-to-face contact within 1 metre and for more than 15 minutes, or direct physical contact without using proper personal protective equipment

 - “COVID-19” means the infectious disease known as Coronavirus Disease 2019;

 - “COVID-19 symptoms” include fever, coughing, runny nose, sore throat, anosmia and breathlessness;

 - “crew” means the flight crew and cabin crew, and includes positioning crew;

 - “face shield” means any film made from plastic or other transparent material designed or made to be worn like a visor, covering from the wearer’s forehead to below the chin area and wrapping around the sides of the wearer’s face, to provide the wearer protection against smoke, dust or liquid spatter;

 - “fever” means an increase in body temperature due to an illness, normally manifested by a body temperature of 37.5 degree Celsius or higher;

“mask” means any paper, plastic or textile covering solely designed or made to be worn over the nose and mouth to provide the wearer protection against infections or air pollution, but excludes a face shield;

“safe distancing” means keeping to a distance of at least 1 metre from another person;

“wear”, in relation to any provision in this Directive requiring a mask to be worn, means to wear a mask over and covering the wearer’s nose and mouth, with the mask touching the wearer’s nose, cheeks and chin.

Part 3 Compliance and Revocation

17. Every Singapore air operator to which this Directive applies is required by section 4H(1) of the Air Navigation Act to comply with this Directive.
18. The Director-General of Civil Aviation may require any Singapore air operator to which this Directive applies to demonstrate compliance with the measures set out in this Directive.
19. The Director-General of Civil Aviation considers that, due to the need for swift measures to prevent the spread of the COVID-19, it is not practicable to give a notice under section 4H(5) of the Air Navigation Act.
20. The Directive No. 6/2020 issued on 8 May 2020 is hereby revoked.

Issued on 12 October 2020.

KEVIN SHUM JIN-CHYI
Director-General of Civil Aviation
Civil Aviation Authority of Singapore