

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

**DIRECTIVE NO. 10/2020  
(COVID-19 MEASURES FOR FOREIGN AIR OPERATORS)**

*Unofficial consolidated version incorporating Amendments 1 to 5*

**Part 1**

**Citation and Commencement**

1. This Directive may be cited as Directive No. 10/2020 (hereinafter referred to as “this Directive”).
2. This Directive takes effect from 1559 hrs GMT 4 November 2020.

**Part 2**

**Measures**

3. Unless otherwise specified, this Directive applies to every holder of an operations permit (hereinafter referred to as a “foreign air operator”) issued under paragraph 87A of the Air Navigation Order.
4. In the interests of protecting public health, a foreign air operator must take all practicable steps to implement the measures contained in this Directive.

Pre-flight measures

5. A foreign 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:
    - (i) Do you have any of the following symptoms: fever, cough, runny nose, sore throat, anosmia<sup>1</sup> or shortness of breath?
    - (ii) Are you diagnosed or suspected to have COVID-19 infection in the last 21 days?

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<sup>1</sup> Loss of sense of smell

- (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;
- (ba) require each relevant passenger to provide proof in the form of a test result memo (or in any other form that the Director-General of Civil Aviation may specify) that the passenger has taken a COVID-19 Polymerase Chain Reaction ("PCR") test within a period of 72 hours before that flight departs<sup>2</sup>;  
*[Amendment 4 to Directive 10/2020, effective 1559 hrs GMT 29 May 2021]*
- (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.
- (d) not board any relevant passenger —
  - (i) who fails to provide the proof mentioned in sub-paragraph (ba);
  - (ii) whose proof does not meet the requirements specified in paragraph 5AA(a) to (c); or
  - (iii) whose PCR test taken in accordance with paragraph 5(ba) has a positive result.  
*[Amendment 4 to Directive 10/2020, effective 1559 hrs GMT 29 May 2021]*

5AA. A foreign air operator must ensure that a test result memo required under paragraph 5(ba):

- (a) is issued by an internationally accredited or recognised laboratory, clinic or medical facility specified on the Internet website of the Singapore Ministry of Health at <https://www.moh.gov.sg/covid-19/accreditation-bodies-for-covid-19-testing>;
- (b) is in the English language; and
- (c) states the following:

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<sup>2</sup> To illustrate, if a passenger is departing on 31 May 2021, the test must be taken no earlier than 28 May 2021.

- (i) the test result;
- (ii) the date that the test was taken; and
- (iii) the name of the passenger as stated in the passport and at least one other personal identifier such as the date of birth or passport number.

*[Amendment 4 to Directive 10/2020, effective 1559 hrs GMT 29 May 2021]*

5AB. For the purpose of paragraphs 5(ba) and (d), unless otherwise specified by the Director-General of Civil Aviation, a relevant passenger is a passenger who intends to board an aircraft for a flight to Singapore (including a passenger who is transferring or transiting through Singapore) and who:

- (a) is not a child of 6 years of age and below<sup>3</sup>;
- (b) has, at any time within the last 21 days prior to the flight to Singapore<sup>4</sup>, been in, or transferred or transited through, a country or region other than:
  - (i) a country or region specified in the Annex, as amended from time to time; or
  - (ii) Singapore.

*[Amendment 4 to Directive 10/2020, effective 1559 hrs GMT 29 May 2021]*

5A. A foreign air operator must notify its passengers by appropriate means, such as on its website or by displaying signs at its check-in counters, of the following requirements:

- (a) a passenger who has a fever, has indicated “YES” to any of the questions set out in subparagraph 5(a) or who displays any COVID-19 symptoms will not be allowed to board the aircraft;
- (aa) a passenger who fails to provide the proof required under paragraph 5(ba), or whose proof does not meet the requirements specified in paragraph 5AA(a) to (c), or whose PCR test taken in accordance with paragraph 5(ba) has a positive result, will not be allowed to board the aircraft; and

*[Amendment 5 to Directive 10/2020, effective 14 Jun 2021]*

- (b) a passenger entering Singapore must comply with Singapore’s public health and immigration requirements as specified by the Immigration and Checkpoints Authority on its website at [safetravel.ica.gov.sg](https://safetravel.ica.gov.sg).

*[Amendment 1 to Directive 10/2020, effective 8 Jan 2021]*

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<sup>3</sup> To illustrate, the age is calculated based on calendar year. For example, if passenger is entering Singapore in year of 2021, those born in the year of 2015 to 2021, are not required to take COVID-19 PCR test prior to departure for Singapore.

<sup>4</sup> To illustrate, if the scheduled day of departure of the flight is D (e.g. 31 May 2021), the last 21 consecutive days refer to D-21 to D (i.e. 10 to 31 May 2021).

6. A foreign air operator must not deploy a crew member for 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.

#### In-flight measures

7. A foreign air operator must ensure that the following measures are taken on board an aircraft during a flight into or from Singapore —
- (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 equivalent 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 the meal and 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 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 a passenger's request to change his or her seat be accommodated, where practicable, if the passenger has preference for safe distancing;
- (i) that each resting crew member is seated at least 2 metres away from any passenger; and
- (j) that one lavatory is, to the extent practicable, designated for the exclusive use of the crew.

#### Managing unwell individual measures

8. A foreign air operator must, on a flight into or from Singapore —
  - (a) designate a section of the cabin, that is separated by at least two (2) rows from other seated passengers or crew members, 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 to Singapore, the foreign air operator must require the cabin crew to take the following measures —
  - (a) isolate and seat the unwell crew member or passenger in 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.
10. A foreign air operator must disinfect, or cause to be disinfected, the affected areas of the aircraft cabin using materials known to be effective against COVID-19 and suitable for aviation immediately after a flight where there was an unwell person showing any of the COVID-19 symptom on board.

#### Post-flight measures

11. A foreign air operator must ensure that the crew operating a turnaround flight do not disembark from the aircraft in Singapore, except to carry out external safety inspections of the aircraft, or for health or security screening as required by the relevant authorities in Singapore, or when cleaning is in progress within the aircraft.
- [Amendment 3 to Directive 10/2020, effective 10 Mar 2021]*
12. A foreign air operator must ensure that every crew member who is on lay over in Singapore, embarks or disembarks the aircraft at different times, or use a separate entrance or exit, from that of passengers.
13. A foreign air operator must not lay over its crew in Singapore unless the layover is permitted by the Director-General of Civil Aviation for such period as he may specify.

#### Aircraft cleaning and disinfection

- 13A. A foreign air operator must ensure that, upon arrival of its aircraft in Singapore and, as soon as is reasonably practicable after all passengers have disembarked, all high-touch places and surfaces of the aircraft cabin are cleaned and disinfected, so as to minimise the risk of transmission of COVID-19 to ground personnel, and the crew and passengers of the flight from Singapore.
- [Amendment 3 to Directive 10/2020, effective 10 Mar 2021]*
- 13B. Where there was an unwell person showing any COVID-19 symptoms on board the aircraft prior to its arrival in Singapore, the foreign air operator must, in addition to paragraph 13A, ensure that the section of the cabin in which the

unwell person was seated is thoroughly cleaned and disinfected, as soon as is reasonably practicable after all passengers have disembarked.

*[Amendment 3 to Directive 10/2020, effective 10 Mar 2021]*

- 13C. A foreign air operator must ensure that the cleaning and disinfecting agents used are known to be effective against COVID-19 and suitable for aircraft use and have been recommended by the aircraft manufacturer.

*[Amendment 3 to Directive 10/2020, effective 10 Mar 2021]*

- 13D. A foreign air operator must ensure that the aircraft ventilation systems are switched on to ventilate the aircraft cabin and cargo when, upon arrival of the aircraft in Singapore, the cabin is being cleaned or when cargo and baggage are being unloaded.

*[Amendment 5 to Directive 10/2020, effective 14 Jun 2021]*

- 13E. For the purpose for paragraph 13D, cleaning does not include cleaning by means of a process, such as fogging, fumigation or electrostatic spraying that may be rendered ineffective if the aircraft ventilation system is switched on.

*[Amendment 5 to Directive 10/2020, effective 14 Jun 2021]*

#### Crew lay over measures

14. A foreign air operator must make the following provisions for crew who are laying over in Singapore due to an aircraft-on-ground situation or flight time limitations, for crew positioning, for collecting a post-maintenance aircraft or after ferrying an aircraft into Singapore —

*[Amendment 2 to Directive 10/2020, effective 20 Jan 2021]*

- (a) arrange for the crew to be accommodated only at a crew accommodation designated by the Director-General of Civil Aviation (“designated crew accommodation”) during the crew’s layover in Singapore;

*[Amendment 2 to Directive 10/2020, effective 20 Jan 2021]*

- (b) ensure that the crew observe safe distancing when outside the aircraft or his or her assigned room at the designated crew accommodation, or when interacting with other persons and minimise mixing with other persons;

*[Amendment 2 to Directive 10/2020, effective 20 Jan 2021]*

- (c) ensure that crew are escorted, by such number of escorts as the Director-General of Civil Aviation may specify, directly from the point of disembarkation from the aircraft, through the arrival and immigration facilities, to the designated crew accommodation (and vice versa when departing from Singapore) without deviating to procure any goods or services;

*[Amendment 2 to Directive 10/2020, effective 20 Jan 2021]*

*[Amendment 5 to Directive 10/2020, effective 14 Jun 2021]*

- (d) when required, arrange for a transport provider designated by the Director-General of Civil Aviation to convey the crew between the airport and the designated crew accommodation;

*[Amendment 2 to Directive 10/2020, effective 20 Jan 2021]*

*[Amendment 5 to Directive 10/2020, effective 14 Jun 2021]*

- (e) require each crew member to wear a mask of a type, and any other face covering at such times and in such locations or circumstances as the Director-General of Civil Aviation may specify;  
*[Amendment 2 to Directive 10/2020, effective 20 Jan 2021]*  
*[Amendment 5 to Directive 10/2020, effective 14 Jun 2021]*
- (f) emphasise to the crew members the need to strictly comply with the conditions of the Stay-Home Notice (SHN) issued under the Infectious Diseases (COVID-19 Stay Orders) Regulations 2020 at the time of entry into Singapore, including in particular for each crew member to remain in his/her respective assigned room at the crew accommodation at all times, unless otherwise designated by the Director-General of Civil Aviation;  
*[Amendment 2 to Directive 10/2020, effective 20 Jan 2021]*
- (g) give an assurance in writing to the Director-General of Civil Aviation that the crew will adhere to the conditions of the SHN at all times during the lay over period;  
*[Amendment 2 to Directive 10/2020, effective 20 Jan 2021]*
- (h) monitor the well-being and health of the crew regularly, and identify any crew member who becomes unwell;  
*[Amendment 2 to Directive 10/2020, effective 20 Jan 2021]*
- (i) require a crew member who has a fever or feels unwell during the lay over period to consult a medical practitioner as arranged by the operator of the designated crew accommodation; and  
*[Amendment 2 to Directive 10/2020, effective 20 Jan 2021]*
- (j) arrange for any unwell crew member who has been medically assessed as fit to fly, to be seated in a section as defined in paragraph 8 (a) or as a medical evacuation case as appropriate, on the returning flight.  
*[Amendment 2 to Directive 10/2020, effective 20 Jan 2021]*

## Reporting

15. A foreign 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) or 5(d);  
*[Amendment 5 to Directive 10/2020, effective 14 Jun 2021]*
  - (b) any person who is unwell and shows any COVID-19 symptom during a flight as described in paragraph 9;
  - (c) any crew member who has not complied with the conditions of a SHN during his or her lay over in Singapore; and



- (d) any crew member who has a fever or feels unwell as described in paragraph 14(i).

*[Amendment 2 to Directive 10/2020, effective 20 Jan 2021]*

16. For the purpose of this Directive —

“close contact” means face-to-face contact within 2 metres and for more than 15 minutes, or direct physical contact without using proper personal protective equipment;

*[Amendment 3 to Directive 10/2020, effective 10 Mar 2021]*

“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;

“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 foreign air operator to which this Directive applies is required by regulation 20A of the Air Navigation (91 – General Operating Rules) Regulations 2018 (“ANR-91”) to comply with this Directive. A foreign air operator who contravenes regulation 20A may be directed by the Authority under regulation 112 of ANR-91 to pay a financial penalty not exceeding the higher of:

- (a) \$500,000; or
- (b) 5% of the foreign air operator's annual revenue derived from the regulated activity.

*[Amendment 1 to Directive 10/2020, effective 8 Jan 2021]*

- 18. The Director-General of Civil Aviation may require any foreign 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. 7/2020 issued on 19 May 2020 is hereby revoked.

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**Annex to Directive No. 10/2020**

*Country or region referred to in paragraph 5AB(b)(i)*

As of 26 May 2021:

- (1) Australia
- (2) Brunei Darussalam
- (3) Hong Kong
- (4) Macao
- (5) Mainland China
- (6) New Zealand

*[Amendment 4 to Directive 10/2020, effective 1559 hrs GMT 29 May 2021]*

Issued on 21 October 2020.

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