

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

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

*Unofficial consolidated version incorporating Amendments 1, 2 and 3*

**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 1559 hrs GMT 26 October 2020.

**Part 2**

**Measures**

3. Unless otherwise specified, this Directive applies to every holder of an air operator certificate<sup>1</sup>, 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:
    - (i) Do you have any of the following symptoms: fever, cough, runny nose, sore throat, anosmia<sup>2</sup>, or shortness of breath?

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

<sup>2</sup> Loss of sense of smell

- (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.
- 5A. A Singapore 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;
  - (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 2 to Directive 9/2020, effective 8 Jan 2021]*
- 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.

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;
- (ga) that a passenger's request to change his or her seat be accommodated, where practicable, if the passenger has preference for safe distancing;  
*[Amendment 1 to Directive 9/2020, effective 26 Oct 2020]*
- (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;
  - (d) when cleaning is in progress within the aircraft.

*[Amendment 3 to Directive 9/2020, effective 10 Mar 2021]*
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, including positioning crew, who is on lay over at an overseas destination embarks or disembarks the aircraft at different times, or uses a separate entrance or exit, from that of passengers.
 

*[Amendment 3 to Directive 9/2020, effective 10 Mar 2021]*

### Aircraft cleaning and disinfection

- 12A. To minimise the risk of transmission of COVID-19 to ground personnel, crew and passengers, a Singapore air operator must, as soon as is reasonably practicable after all passengers have disembarked from its aircraft, clean and disinfect —

- (a) all high-touch places and surfaces of the aircraft cabin, if the aircraft is in Singapore for a turnaround flight; and
- (b) the aircraft cabin and cockpit, if the aircraft is in Singapore for a base lay over.

*[Amendment 3 to Directive 9/2020, effective 10 Mar 2021]*

12B. Where there was an unwell person showing any COVID-19 symptoms on board the aircraft on a flight into or out of Singapore, the Singapore air operator must clean and disinfect the section of the cabin in which the unwell person was seated, as soon as possible after passengers have disembarked from the aircraft.

*[Amendment 3 to Directive 9/2020, effective 10 Mar 2021]*

12C. A Singapore 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 9/2020, effective 10 Mar 2021]*

#### 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 to wear a mask and either goggles or a face shield:
  - (i) from the point of disembarkation from the aircraft to arrival at his or her assigned room at the crew accommodation (and vice versa when departing from that destination);
  - (ii) at all times when outside of his or her assigned room at the crew accommodation;

*[Amendment 2 to Directive 9/2020, effective 8 Jan 2021]*

- (ca) require each crew member to observe safe distancing at all times;

*[Amendment 2 to Directive 9/2020, effective 8 Jan 2021]*

- (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);
  - (da) prohibit every crew member from allowing any person to enter the crew member's assigned room unless the person needs to enter the room to attend to an emergency.  
*[Amendment 2 to Directive 9/2020, effective 8 Jan 2021]*
  - (db) take measures to minimise contact by air crew with the local population whilst on layover, such as making arrangements with the provider of the crew accommodation to ensure that:
    - (i) food is delivered without direct contact between the air crew and the person delivering the food;
    - (ii) no housekeeping services are provided except that the room is cleaned and disinfected before the arrival of the air crew;
    - (iii) a simplified check-in and check-out process is provided to minimise contact with the hotel staff or other hotel guests; and
    - (iv) any other measures as the Director-General of Civil Aviation may specify are met;  
*[Amendment 2 to Directive 9/2020, effective 8 Jan 2021]*
  - (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).

#### COVID-19 Test Regime for air crew

- 14A. A Singapore air operator must require its air crew to undergo a COVID-19 test of such type and at such times as the DGCA may require, and ensure that every

air crew member who is required to undergo such a test does so at the scheduled time.

*[Amendment 2 to Directive 9/2020, effective 8 Jan 2021]*

- 14B. 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 14A, unless the crew member has a reasonable excuse.

*[Amendment 2 to Directive 9/2020, effective 8 Jan 2021]*

### 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; and
- (g) any crew member who fails to undergo a COVID-19 test, as required by the DGCA.

*[Amendment 2 to Directive 9/2020, effective 8 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 9/2020, 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, 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 regulation 9A of the Air Navigation (119 – Air Operator Certification) Regulations 2018 (“ANR-119”) to comply with this Directive. A Singapore air operator who contravenes regulation 9A may be directed by the Authority under regulation 37 of ANR-119 to pay a financial penalty not exceeding the higher of:

(a) \$500,000; or

(b) 5% of the Singapore air operator’s annual revenue derived from the regulated activity.

*[Amendment 2 to Directive 9/2020, effective 8 Jan 2021]*

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*

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