



The Voice of Aviation Business

Transitioning to “Normal” Operations: Joint Guidance for FBOs and Aircraft Operators

Revision Number: 2021.2

Effective Date: February 3rd, 2021

Revision History

Number	Effective Date	Changes
2020.1	May 20 th , 2020	Original
2020.2	June 11 th , 2020	Updated section 5.1
2021.1	February 3 rd , 2021	Updated sections 2.2,3.3, and appendix 1. Added section 2.3.

1. Purpose

This document was drafted by NATA’s *Safety Committee* and *Part 135 COVID Task Force* to provide guidance to FBOs and Aircraft Operators by offering best practices and standardized protocols for COVID-19 management during the transition back to “normal operations.”

With that said, it is important to note that as an industry we should not become pre-occupied with ‘over-attention’ to pandemic management as it can lead to distraction and a higher likelihood of accidents and injury. Establishing standard protocols and adhering to them is SAFETY CRITICAL. Standards create consistent handling and habits – they eliminate the need for ad hoc management and heavy ‘cognitive’ brain engagement to manage each situation as a new one. FBOs AND AIRCRAFT OPERATORS ARE ENCOURAGED TO JOIN AS AN INDUSTRY IN ADHERING WITH THE STANDARDS HEREIN.

Not every facet of operating is incorporated here, nor can it be since there will be differences from FBO to FBO and Operator to Operator. However, if we make these standards common across all FBO’s and with all Operators, we will significantly improve safety through better situational awareness and standardized practices that result in efficiency and safety.

2. Screening

2.1 FBOs and Aircraft Operators

- Companies should post and make available to all employees the [CDC’s Coronavirus Fact Sheet](#).
- Employers should request that employees take their bodily temperature at their place of residence before reporting to work. If an employee has a temperature at or above 100.4 degrees Fahrenheit (or that exceeds the threshold defined by local/state authorities), they should be prohibited from coming to work and remain at their residence.
- Employers should also be aware of and implement any local/state mandates pertaining to employee health screenings.
- If an employee is experiencing any of the following symptoms, no matter how minor, they should be prohibited from reporting to work, remain at their residence, and seek immediate medical attention from a health professional: fever, cough, shortness of breath/difficulty breathing, chills, muscle pain, headache, sore throat, loss of taste or smell, persistent pain or pressure in the chest, confusion, or bluish lips/face.
 - If an employee begins to experience any of the above-mentioned symptoms during their work shift, they are required to notify their manager and should leave the facility.



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- Employees should be encouraged to pay attention to all illness symptoms and not assume those listed above are the only indicators of COVID-19. Employers should encourage employees to communicate with their doctor and/or HR.

2.2 Aircraft Operators- Passenger Screening

- For international trips all air passengers coming to the United States, including U.S. citizens, are required to have a negative COVID-19 test result or documentation of recovery from COVID-19 before they board a flight to the United States. See appendix 1 of this document and the CDCs Frequently Asked Questions for more information.
- Masks are required on planes, buses, trains, and other forms of public transportation traveling into, within, or out of the United States and in U.S. transportation hubs such as airports and stations (see 2.3 below).
- For domestic trips aircraft operators should implement pre-boarding screening policies for all passengers. At minimum passengers should be able to answer “no” to the following questions before being allowed to board:
 - Are you experiencing [Symptoms of COVID-19?](#)
 - Do you have a Fever of 100.4 degrees Fahrenheit (or higher) or feel feverish?
 - Are you currently undergoing evaluation for SARS-CoV-2 infection (such as pending viral test)?
 - Have you been diagnosed with SARS-CoV-2 infection in the prior 10 days
 - Have you been in close contact to someone with SARS-CoV-2 infection during the prior 14 days?

2.3 [Use of Masks](#)

Until further notice, under 42 U.S.C. 264(a) and 42CFR 70.2, 71.31(b) and 71.32b:

- Masks (covering mouth and nose) are required for all persons boarding, disembarking, and travelling on any conveyance into or within the united states. All persons must also wear a mask at any transportation hub that provides transportation within the United States.
- Conveyance operators traveling into or within the United States may transport only persons wearing masks and must use best efforts to ensure that masks are worn while embarking, disembarking, and throughout the duration of travel. Operators of transportation hubs must use best efforts to ensure that any person entering or on the premises of the transportation hub wear a mask.
- For full details on the face mask order including exemptions and definitions [click here](#).

3. Communications

Both FBO’s and Aircraft Operators know that communications are the #1 most important thing to safe and effective operations. Wherever possible, however, standard protocols and procedures for arrival and departure will minimize the opportunity for confusion. Crews fly to many different locations and different procedures at every location leads to high workload and a higher possibility of miscommunication.

By standardizing the items that can be standardized, workload and task saturation of each employee involved in operations will be reduced, which improves individual situational awareness. What is left after that is the individual trip nuances related to specific passengers, catering, transportation, etc.



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3.1 Pre-Trip Coordination

- Pre-trip Coordination between Aircraft Operators and FBOs is critical. To the maximum extent possible, anything that is unusual must be coordinated in advance by flight coordination teams of Aircraft Operators or the PIC as appropriate.
- Earliest possible coordination via electronic communication will set everyone up for the greatest success by allowing the FBO to be prepared and to ask questions as needed.
 - FBOs should be prepared with a set of standard questions and a briefing on current FBO rules/processes, as well as local municipality requirements.
- It is imperative that aircraft PICs and Aircraft Flight Coordination departments be transparent about whether any person on-board the aircraft is ill, is being transported as COVID-19 positive, or with another communicable disease. There is a legal and moral obligation to not transport known cases of communicable diseases or expose any FBO or associated employees to communicable disease without appropriate safeguards and measures being adhered with.
- It cannot be stressed strongly enough that everyone's safety depends on appropriate precautions being taken for client management. Whether the client is elderly and in need of a helping hand, or is ill with COVID-19, FBO's can coordinate appropriate support and safeguards – the key is transparency in communications and support requirements.

3.2 Inbound Flights

- While historically, VHF air-to ground radio communication has been relied on for inbound flights to announce their arrival, a growing number of Aircraft Operators are no longer permitting “In-Range” calls as Crew workload is high during descent and arrival. As such, FBO's are encouraged to use one of the many flight tracking systems commercially available.
- Aircraft Operators are asked (where possible) to communicate service needs to FBOs via VHF radio when taxiing, or upon arrival to the FBO ramp.

3.3 After Landing- Managing interface points.

- The PIC or SIC (second in command) should deplane first, wearing a mask, to coordinate or confirm ground handling needs (fuel, catering, transportation, etc.) and passenger deplaning.
- Upon deplaning, Crew members and passengers shall wear masks in accordance with the [CDCs mask order](#).
- FBO personnel shall wear masks in accordance with the [CDCs mask order](#).
 - Gloves are required when handling baggage.
 - Following baggage handling, hands must be washed with soap and water for 20 seconds or sanitized with an alcohol-based hand rub (ABHR) of at least 60% alcohol.
- FBO Facilities
 - Lobbies and restrooms will be open, however if passengers and Crew do not have a need to enter the facility and can depart from the ramp via coordinated transportation, it is encouraged that they do not enter the facility.
 - ABHR is recommended to be placed at the following locations:
 - Inside street side doors
 - Inside ramp side doors
 - Inside line service ops rooms by ramp door



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- Front desk area
- Outside public restrooms
- FBOs should arrange lobbies, conference rooms, and other common areas so that seating is 6’ apart.
- FBOs should limit snacks and beverages to pre-packaged items only.
- Operators are requested to notify passengers in advance of limitations.
- Payment for services
 - If possible, pre-coordinate electronic payment or direct billing methods to limit exchange of credit cards across the counter. (See Annex 2 for example credit card pre-authorization form).
 - CSRs are encouraged to wear gloves when handling over the counter transactions
- Transportation
 - Rental cars
 - FBOs should require vendors to provide checklists of disinfection and sanitization steps for the cars provided.
 - Crews should not expect “crew cars” to be available. Rental car coordination should be made in advance.
 - Some FBOs are removing seats from vans to ensure 6’ separation of those on board. Multiple trips may be required to accommodate larger groups.
 - Avoid using the recirculated air option for the car’s ventilation during passenger transport; use the car’s vents to bring in fresh outside air and/or lower the vehicle windows.
 - For additional CDC guidance on passenger vehicle transportation, [click here](#).
- Catering
 - Catering vendors should be vetted to ensure [CDC guidance](#) for catering is followed.
 - All personnel must wash their hands with soap and water for at least 20 seconds before receiving, handling, or delivering catering.

3.4 Aircraft with Known or Presumed Positive Passengers

- If someone onboard has a communicable disease (COVID-19 or otherwise), they will not be authorized to use the common use facilities – handling and coordination must be managed to avoid contamination of common-use facilities. The Aircraft Operator and/or PICs must coordinate in advance of arrival and before any deplaning is authorized. At locations that have dedicated isolation facilities, crews must relocate to that area.
- The Aircraft Operator and FBO GM should determine if, at the time of arrival, the air and/or medical Crews will be permitted access to restrooms or other public areas of the facility. Recommended items for discussion between the operator and the GM are as follows:
 - Crews are not experiencing any symptoms of COVID-19.
 - Crews will remove and bag PPE worn in the transport of infected (or presumed positive) passenger(s) before entering the facility. Bagged PPE should remain with the aircraft and must not be brought into the facility.
 - Crews will practice hand hygiene as recommended by the CDC for healthcare professionals (HCP):
 - HCP should perform hand hygiene before and after all patient contact, contact with potentially infectious material, and before putting on and after removing PPE, including gloves. Hand hygiene after removing PPE is



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particularly important to remove any pathogens that might have been transferred to bare hands during the removal process.

- HCP should perform hand hygiene by using ABHR with 60-95% alcohol or washing hands with soap and water for at least 20 seconds. If hands are visibly soiled, use soap and water before returning to ABHR.
- Crews will practice social distancing measures (maintaining 6’ distance between others), wear masks [not used during transport of the infected (or presumed positive) passenger(s)] and minimize their contact with ground personnel and their time spent in public areas.
- Crews will communicate service orders via radio to ground personnel.
- Consideration should also be given to whether ground personnel are able/qualified to assist with the movement of equipment (i.e.: heavy or medical equipment).
- For further FAA-CDC Guidance for Air Carriers and Crews, see [SAFO 20009](#).
- GMs should ensure that the appropriate staff are briefed on the agreed-upon handling arrangements before the flight arrival.
- FBO staff SHALL NOT physically interact with patients or presumed positive passengers.
- Follow local Airport Authority and guidelines and notifications.
- Non-sterile disposable patient examination gloves, which are used for routine patient care in healthcare settings, are appropriate for the handling of baggage that has been in contact with suspected or confirmed infected passengers. [Access CDC guidance on PPE](#).
- Under NO circumstances should personnel enter the aircraft cabin.
- Do not place carpets for arriving aircraft.
- If no notification or arrangements have been approved before arrival, the aircraft cannot be serviced until authorization is received and the aircraft is cleared by the Local Health Department. Direct the aircraft to park in a remote staging area, chock the aircraft, and leave the immediate area.

4. Staffing and Servicing

- FBOs and Aircraft Operators have both been using various methods of keeping employees engaged and prepared for the return to higher volumes of business/traffic. During the transition from reduced operations to “normal” operations, oversight and supervision by leadership is encouraged by pairing employees with less experience with those that have higher levels of experience.
- All employees should be current on training and certifications for the tasks they are assigned.
- If FBO is short staffed, they should notify the Operator in advance of any expected delays from “normal” ground servicing times.
 - If staffing levels are low, or proficiency is a concern, FBOs should notify Aircraft Operators. It is not a negative! By working together, FBOs and Aircraft Operators can mitigate the risk of injuries and damage to assets.
- Under no circumstances is rushing or “short-cutting” warranted or expected. Safe operations with no injuries or damages is always the goal!
- While Aircraft Operators have been taking steps to maintain crew proficiency, nothing should be assumed. Good coordination is essential during ground operations! Don’t assume anything – communicate!



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5. Cleaning and Disinfecting

5.1 FBO Facilities

- See [Safety 1st Clean- Infectious Disease Response Cleaning Standard for FBOs](#)

5.2 Aircraft with No Symptomatic Passengers

- Aircraft should be sanitized between flights. Only cleaning agents which are specifically approved by the aircraft manufacturer should be used.
- Where no symptomatic passenger(s) have been identified during or immediately after the flight, follow routine operating procedures for cleaning aircraft, managing solid waste, and wearing personal protective equipment (PPE).

5.3 Aircraft with Symptomatic Passengers

- Where symptomatic passenger(s) are identified during or immediately after the flight, routine cleaning procedures should be followed AND ENHANCED CLEANING PROCEDURES SHOULD ALSO BE USED AS FOLLOWS:
- Only cleaning agents which are specifically approved by the aircraft manufacturer should be used.
- Clean porous (soft) surfaces (e.g.: cloth seats, cloth seat belts) at the seat of the symptomatic passenger(s) and within 6 feet (2 meters) of the symptomatic passenger(s) in all directions.
- Clean porous (soft) surfaces (e.g. seat covers and carpet) by removing visible contamination if present and using appropriate cleaners that are compatible with aircraft surfaces and components in accordance with the manufacturer’s instructions. For items that can be laundered, use the warm setting and dry items completely on high heat.
- Clean non-porous (hard) surfaces at the seat of the symptomatic passenger(s) and within 6 feet (2 meters) of the symptomatic passenger(s) in all directions, including: armrests, plastic and metal parts of the seats and seatbacks, tray tables, seat belt latches, light and air controls, cabin crew call button, overhead compartment handles, adjacent walls, bulkheads, windows and window shades, and individual video monitors.
 - Clean non-porous (hard) surfaces with disinfectant products with EPA-approved emerging viral pathogens claims that are expected to be effective against the virus that causes COVID-19 and ensure these products are compatible with aircraft surfaces and components. All products should be used according to label instructions (e.g.: concentration, application method, contact time, PPE).
 - Clean lavatories used by the symptomatic passenger(s), including door handle, locking device, toilet seat, faucet, washbasin, adjacent walls, and counter.
 - Properly dispose of any items that cannot be cleaned (e.g.: pillows, passenger safety placards, and other similar items as described below).

5.3.1 Recommended PPE during Enhanced Cleaning

- Disposable gloves that are recommended by the manufacturer of the disinfectant should be worn.
- Disposable gowns should be worn while cleaning the cabin and lavatories.
- If splashing is a risk, eye protection, such as a face shield or goggles and facemask may be required according to the manufacturer’s label.



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5.3.2- General Recommendations During Enhanced Cleaning Process

- Cleaning crews should not board the plane until all travelers have disembarked.
- Ventilation systems should be kept running while cleaning crews are working aboard the airplane.
- If visible contamination (e.g.: a bodily substance such as blood or bodily fluids) is present, routine Aircraft Operator cleaning procedures should be followed based on blood or body substance spill management according to OSHA’s Bloodborne Pathogen Standard 29 CFR 1910.1030.
- Aircraft Operators should ensure workers are trained on the hazards of the cleaning chemicals used in the workplace in accordance with OSHA’s Hazard Communication Standard, 29 CFR 1910.1200.
- Aircraft Operators should train ground and cleaning crews on and require that Crew members demonstrate an understanding of when to use PPE, what PPE is necessary, how to properly don (put on), use, and doff (take off) PPE.
- After doffing PPE, cleaning staff should immediately clean hands with soap and water for at least 20 seconds. If soap and water are not available and hands are not visibly dirty, ABHR that contains at least 60% alcohol may be used. However, if hands are visibly dirty, always wash hands with soap and water.
- Aircraft Operators should consider providing alcohol-based hand sanitizer to cleaning staff for their personal use.
- Cleaning staff should immediately report breaches in PPE (e.g.: tear in gloves) or any potential exposures (e.g.: contact with blood or body fluids without wearing appropriate PPE) to their supervisor.
- Cleaning staff should dispose of PPE and other disposable items used in cleaning following the Aircraft Operator’s routine procedures. Note that all waste from international flights will also fall under jurisdiction of the U.S. Department of Agriculture/Animal and Plant Health Inspection Service (APHIS).
- Ground crews assigned to wastewater management operations should follow routine procedures.
- Employers should educate workers to recognize the symptoms of COVID-19 and provide instructions on what to do if they develop symptoms.
- Cleaning staff should immediately notify their supervisor if they develop symptoms of COVID-19.

Appendix 1- PASSENGER DISCLOSURE AND ATTESTATION TO THE UNITED STATES OF AMERICA



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Appendix 2

EXAMPLE CREDIT CARD AUTHORIZATION FORM

The undersigned (“**Owner**”) hereby permits and authorizes [**Enter FBO Name**] to bill all charges incurred (including, but not limited to, fuel and oil charges as received and all monthly hangar/tie down charges). Owner understands that all receipts will be mailed to the mailing address below.

Company Name _____

Customer Name _____

Mailing Address _____

City/State/Zip _____

Telephone _____

Aircraft Number _____

Aircraft Type _____

Account Number _____

Expiration Date _____

Name as it appears on card _____

Additionally, the followings individuals are authorized to sign on Owner’s behalf.

At the bottom of this Credit Card Authorization is a photocopy of the front and back of the Owners credit card, which [**Enter FBO Name**] is authorized to charge pursuant to the terms and conditions set forth herein.

This credit card authorization shall continue in full force and effect until [**Enter FBO Name**] has received written notice from the undersigned revoking this authorization.

Cardholder Signature _____

Print Name _____

Title _____

Date _____

IMPRINT CARD/PHOTOCOPY FRONT AND BACK BELOW