

COVID-19 STANDARD OPERATIONS PROCEDURE






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	Effective by	10.08.2020
Prepared by : Global Quality, Continuous Improvement, Process Development and Planning Deptments Approval : Çelebi Havacılık Holding A.Ş. Group CEO	Revision No	6
	Revision Date	23.09.2020
	Issue No	2020/8

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1. PURPOSE

This document provides guidance to **Çelebi Group companies** how to provide service during the COVID19 pandemic and related precautions in ground handling, cargo operations. This document neither replaces nor supersedes any current, approved **global/local regulations**; rather it supplements it, bridging the gap between the daily operations(Dilo), and the specialized continuity planning required for a pandemic by addressing additional considerations, challenges, and elements specific to the dynamic nature of a pandemic.


2. SCOPE

This document stresses that operations and support functions can be maintained during COVID19 outbreak through mitigation strategies, such as social distancing, increased hygiene and similar approaches by implementing following preventive measures:

- Distributing information and required materials to Employees
- Enacting pandemic mitigation strategies
- Decision-making process leading to continuity of the operations and preserve Employees' health and safety

3. DEFINITIONS


AEP	: Airport Entry Pass
AMD	: Ahmedabad
APF	: Assigned Protection Factor (US OSHA; respiratory protection)
APHO	: Airport Health Office
BLR	: Bangalore
BOM	: Mumbai
BUD	: Budapest
CASI	: Çelebi Aviation Services India
CGO	: Cargo
CNAS	: Çelebi NAS Aviation Services India
CNN	: Kannur
COK	: Cochin
CoV	: Coronaviruses
COVID-19	: Corona Virus which had spread from China and caused pandemic in 2020
ÇHH	: Çelebi Havacılık Holding A.Ş.
Çelebi Group	: Çelebi Havacılık Holding A.Ş. and all its direct and/or indirect subsidiaries and affiliates thereof, means in respect the direct and indirect ownership of more than fifty percent (50%) of the voting shares of a company or, in the case of any other entity, the ownership of a majority of the beneficial or voting interest of such entity, or the power, directly or indirectly, to direct the management of the controlled person, whether through the ownership of voting securities, by agreement, or otherwise
ÇHS AND	: Çelebi Hava Servisi Ankara Region
ÇHS AYD	: Çelebi Hava Servisi Antalya Region

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ÇHS HQ	: Çelebi Hava Servisi Head Quarter
ÇHS ISD	: Çelebi Hava Servisi İstanbul Region
DCS	: Departure Control System
DEL	: Delhi
DPR	: Damage Property Report
Employee	: People who work at Çelebi Group under a service contract
EN 149	: One of the European Standard for masks
ETV	: Elevating Transfer Vehicle
FFP2 Mask	: Respirator masks, protect against materials in concentrations up to 12xOEL or 10xAPF
FRA	: Frankfurt
GSE	: Ground Support Equipment
HHT	: Hand Held Terminal
HR	: Human Resources
HYD	: Hyderabad
MD	: Managing Director
MERS-CoV	: Middle East Respiratory Syndrome
N95 Mask	: Mask to protect the wearer from airborne particles and liquid contaminating the face
OEL	: Occupational Exposure Limit
PAX	: Passengers
PBB	: Passenger Boarding Bridge
PIR	: Property Irregularity Report
PPE	: Personal Protective Equipment
PRC	: The Pandemic Response Committee
Q-Matic	: Queue Management System
Quarantine	: The separation and restriction of movement or activities of persons who are not ill but who are believed to have been exposed to infection, for the purpose of preventing transmission of diseases. Persons are usually quarantined in their homes, but they may also be quarantined in community-based facilities.
Quarantine Room	: The isolated area at the entrance of the company where people with Covid-19 symptoms will be waited before the first medical intervention
Sanitizer	: Medically used sanitizers and/or alcohol-based formulation (at least 60% alcohol)
SARS-CoV	: Severe Acute Respiratory Syndrome
Station	: Operational units in the airports operating ground services
VNA	: Very Narrow Aisle
WHC	: Wheel Chair
WHO	: World Health Organization

4. RELATED DOCUMENTS

WHO Guidelines
 Local Government Regulations
 IATA Guidance for Ground Handling during COVID-19

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5. INSTRUCTION

5.1. What is COVID-19?

Coronaviruses (CoV) are a large family of viruses that cause illness ranging from the common cold to more severe diseases such as Middle East Respiratory Syndrome (MERS-CoV) and Severe Acute Respiratory Syndrome (SARS-CoV).

COVID-19 spreads by respiratory droplets. These are breathed out particularly when the sick person coughs, sneezes or talks, and then they are either breathed in directly by someone else, or travel via the hands of the sick person to the hands of the well person, who then touches their face and breathes in the particles. Less efficiently, the virus may be passed from hands to hands via recently touched surfaces. Most of the spread has been from close contact with someone unwell at the time.

Common signs of infection include respiratory symptoms, fever, cough, shortness of breath and breathing difficulties. In more severe cases, infection can cause pneumonia, severe acute respiratory syndrome, kidney failure and even death.

Standard recommendations to prevent infection spread include regular hand washing at least 20 seconds, covering mouth and nose when coughing, sneezing and avoid touching eyes, nose and mouth. Prefer ordering / cooking any meat and eggs well done or hard boiled. Avoid close contact (1-2 meters and not more than 15 minutes) with anyone showing symptoms of respiratory illness such as coughing and sneezing.

Personal Protective Equipment (PPE) in consideration to lower the spread of disease;

- a. Protective Face Mask (Regular Hospital Mask, N95, FFP2)
- b. Surgical Gloves
- c. Plastic Protective Goggles
- d. Bodysuit
- e. Shoe Cover (Galosh)

5.2. Operational Continuity Planning


Subsidiaries must develop their own operational plans considering the guidance given by this document content. This must include conducting an analyzing of the remaining risk based on implemented measures, in accordance with local government, continuity pandemic plans/guidance. It should address the following:

Identification of appropriate mitigation and protective measures, to include measures necessary during a pandemic COVID-19;

An operational plan to provide and implement selected mitigation, prevention, protection, or control measures, to include those necessary during a pandemic; and

For those essential functions that Employees must conduct onsite, organizations must classify jobs by exposure risk level to pandemic COVID-19. Organizations must notify these Employees that they are expected to work onsite during an COVID-19 pandemic.

Critical roles shall be defined as per operational requirements and deputies of these roles shall be identified and provided to HR department.

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There are three main stages of an Infectious Disease & Pandemic Plan:

- Pre-outbreak preparation and planning,
- Threat assessment
- Plan activation

The Pandemic Response Committee (PRC) will assist with developing strategies to manage the effects of an outbreak. The Pandemic Committee members should be selected from Human Resources, Marketing Communication, Quality & Safety, Administrative Affairs, Finance, Legal, Information Technology, Operations and finally, activities to be performed on a periodical basis.

5.2.1. The Preparation and Planning


5.2.1.1. Administrative Actions

5.2.1.1.1. Raising Consciousness

- Stations provide training prepared according to WHO guidelines to all staff.
- Periodic announcements regarding to personal hygiene must be done via e mails / briefings, etc.
- Informative posters must be prepared and hang to all station offices

5.2.1.1.2. Working Principles

- All staff must request travel approval from the their superior.
- All staff must advice their arrival to first line manager (cc HR Department) in 2 days prior to their arrival to the workplace after traveling abroad in past 14 days
- Staff with family members who travelled abroad for the last 14 days should inform HR Department.
- Stay home if you feel unwell. If you have a fever, cough and difficulty breathing, seek medical attention and inform the first line manager. Who in turn will update to HR.
- Maintain distance of approximately one meter from each other / passenger while assisting.
- Non-essential meetings with the 3rd parties, company personnel who travelled abroad in past 14 days and meeting with more than 6 people strictly banned or forbidden, all these meetings should be planned via skype/other conferencing tools.
- Crowded meetings (more than 8 attendants) should not be organized, if necessary it should be kept short (not more than 1 hour) and meeting room should be well ventilated.
- Home office working possibilities should be considered.
- Pregnant, working mothers with breast – feeding, single parents, handicapped staff and staff aged over 60 should be on leave being in line with HR.
- Any training plan for operations or support functions should be delivered via e-learning or to be postponed. The measures to be taken in mandatory situations are stated in “Covid-19 Period In-Class Training Practice Instruction” section.
- Non-mandatory events (conferences, company organizations, fairs and seminars, audits etc.) to be postponed until the otherwise. Even for the mandatory cases, remote options should be considered if possible.

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- Management shall communicate with Airport operator to ensure common use equipment (e.g. computer, keyboard, mouse etc.) are disinfected properly.
- Management shall be responsible to monitor the compliance to usage of PPE
- Subsidiary Management shall communicate with Airport Authority to implement thermo scanners for every area which personnel enter from.
- Quarantine rooms will be established at the stations in case the local authorities require it. Personnel with high fever symptoms should be isolated in a quarantine room or similar area and medical investigation should be initiated by doctors. If there are more than one suspect, social distance in the quarantine area should be considered. Natural ventilation is preferred for the quarantine rooms. The minimum specialties that the quarantine room should have are listed below;
 - If possible, a place on the entrance floor of the building should be chosen, which will provide a quick and easy transition when an ambulance arrives.
 - The room should not be on the walking way of the Employees, wherever near the infirmary should be preferred.
 - Room floor should be covered with easy-to-clean material (not carpeted)
 - If possible, room should be selected with its window facing out. If this is not possible, an ionizing hepa (high efficiency particulate absolute) filter air cleaner ventilation system should be used.
 - Medical waste container, hand sanitizer and closed package water should be available in the room.
 - Five N95 or FFP2 (without valve) masks, five EN166 goggles / face shields and coveralls should be available for the use of suspect cases and close contact persons.


Warning: Supplying PPEs is under Quality & Safety who would be aligned with Procurement and Administrative Affairs responsibility at each subsidiary. Functional and Operational Managers shall inform all Employees, in case of PPE shortages due to uncontrolled reasons, all personnel shall pay attention washing hands, using soaps and avoid touching noses, eyes and mouth.

5.2.1.1.3. Disinfection and Hygiene

Disinfection is the process of removing and completely eliminating microorganisms that have the ability to cause disease. Disinfection is a comprehensive definition. Generally, disinfectant chemicals are used in the disinfection process.

5.2.1.1.3.1. General Rules for Disinfection

- Good hand hygiene (use only alcohol-based disinfection liquids and/or soap to clean)
- Cough, sneeze etiquette (with your bent elbow or tissue when you cough or sneeze)
- Daily disinfection of the equipment used in the apron
- Daily disinfection of offices especially potentially contaminated areas (door handles, telephones, common use computers) should be performed on daily basis.
- Manual disinfection liquids pumpers to be placed to all offices, counters
- Personnel shall disinfect all equipment (e.g.: Walkie talkies, mouse, keyboards, Hand Held Terminals, Computers, Headsets, Pins, Printers etc.) before each time of use.
- Personnel should wear Gloves and face masks during public transportation
- Maintain at least 2 meters distance between yourself and anyone who is coughing or sneezing.

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5.2.1.1.3.2. PPE's Waste Collection and Disposal

- Ensure that different color-coded foot operated bins (color may change according to local regulations) have been placed in related areas in offices and warehouses
- Ensure that all colored bins shall be clearly marked with signage
- Ensure that the (inner and outer) surface of bins used for collection of used PPE's waste should be disinfected with minimum 1% sodium hypochlorite solution daily.
- Awareness materials (posters, videos, audios etc.) for COVID-19 PPE wastes collection and disposal should be presented in the lobbies, common places and other related places.

5.2.1.1.4. Disinfection of Office, GSEs and Materials

5.2.1.1.4.1. Before the Application


- The personnel who will perform the disinfection process must use PPE according the disinfection liquid Safety Data Sheet requirements. If minimum requirements are not available in Safety Data Sheet, following personal protective equipment (PPEs):
 - Protective Face Mask (Regular Hospital Mask, N95, FFP2)
 - Surgical Gloves
 - Plastic Protective Goggles
 - Bodysuit
 - Shoe Cover (Galosh)
- PPEs and cleaning cloths are single-use materials and should not be re-used.
- It should be ensured that the Material Safety Data Sheet (MSDS) of the liquid to be used is shared with the relevant Employee before the usage.
- All protective measures specified in the MSDS should be taken.

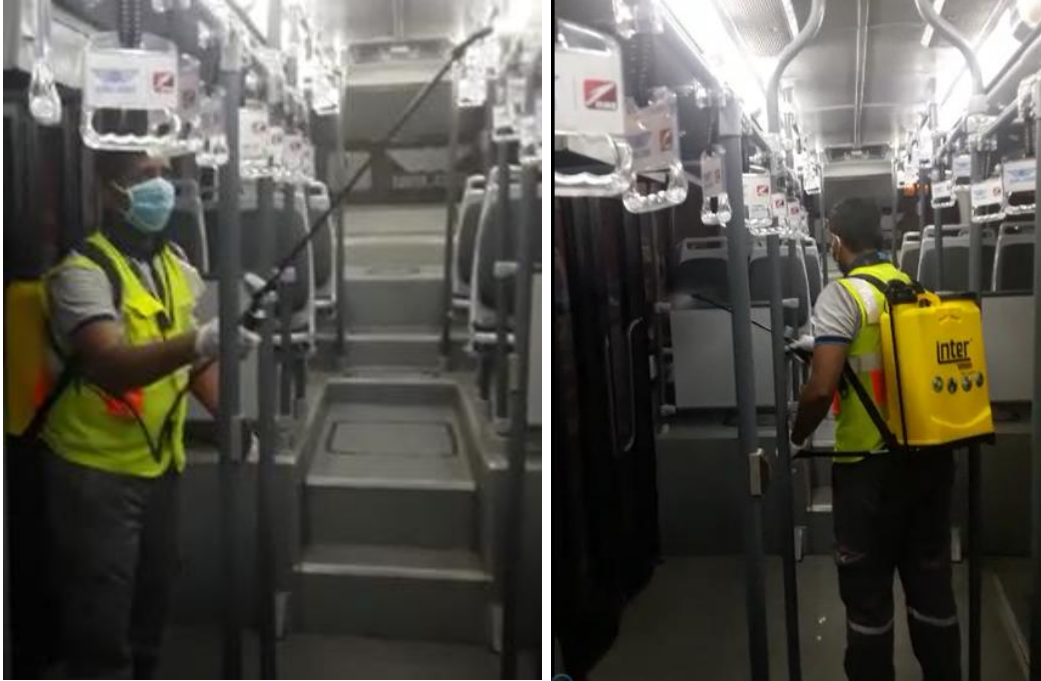
5.2.1.1.4.2. Application

- Disinfection chemical (TECHNOSOL 400, Dettol, Aeroclean, 60% alcohol, hypochlorite or peroxide etc.) liquid, which is used for aircraft cabin cleaning, will be used for office and equipment disinfection by diluting as 1-part liquid and 9 parts water.
- Offices and common use equipment (e.g. telephone, walkie talkies, Hand Held Terminals, Mobile Phones, Marshalling Sticks etc.) shall be disinfected minimum 2 times in a day


Recommendation: Disinfection of GSEs should be performed by using spraying machine during disinfection.

Recommendation: In addition to specified liquids above, silver ion spray which protects the contacted surface from the virus for long period of time should be used during disinfection.

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- Liquid should not be applied directly on the surface/equipment, it should be sprayed on the cleaning cloth.
- Equipment that have direct contact with passengers;
 - Apron Bus: Shall be disinfected minimum 2 times in 8 hours shift. Driver cabin grab bars, seats, door handles, inside surface of doors windows, passenger and personnel touch points shall be disinfected.
 - Ambulift: Shall be disinfected after each use. Door handles grab bars, seat belts & their assemblies, windows, handrails and wheelchairs in the Ambulift and other passenger / personnel touch points shall be disinfected
 - VIP & Crew Transportation Bus: Shall be disinfected after each use. Seats, door handles, grab bars, passenger and personnel touch points shall be disinfected.
 - Passenger Stairs: Shall be disinfected after each use. Handrails, passenger and personnel touch points shall be disinfected.
- Equipment that have no direct contact with passengers;
 - 24 Hours used equipment (Personnel Distribution Car, Operation Cars etc.): Shall be disinfected minimum 2 times in 8 hours shift. Driver cabin, seats, handles, bars, personnel touchpoints shall be disinfected.
 - Pushback, Highloader, Tractor, Conveyor, ACU, GPU, Toilet and Water Service Equipment: Shall be disinfected minimum twice in a day. All personnel touchpoints (including tow-bar, hydraulic & electronic control buttons and the nozzles of the lavatory and potable water trucks) shall be disinfected.
 - Cargo Equipment (Forklift, Reach truck, Stacker, Transpallet, Pallet Truck, Donkey) : Shall be disinfected minimum 2 times in 8 hours shift. Driver cabin (if available), handles and personnel.

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BUD Exemption: Cargo equipment shall be disinfected minimum once in a day in Budapest.


- Equipment which is reported that potentially contacted to Covid-19 (by suspected passenger or personnel) shall be immediately quarantined / isolated and disinfected.

Cleaning Vehicles and Garbage Trucks: The exterior surfaces of the cleaning vehicles and the garbage trucks should be disinfected at the end of each operation. The interior areas where cleaning materials are placed in the cleaning vehicle should also be disinfected.

- After the on-board cleaning activity is finished, the cleaning materials should be washed, disinfected and kept dry. Cleaning materials should not be left wet in the bucket.
- The handles and exterior surfaces of the Vacuum Cleaner, the handles of the Plastic Hand Cleaner should be wiped with a disinfectant cloth.
- The outer surfaces of the containers of cleaning fluids and the handles of the carrying baskets should be wiped with a disinfectant cloth.
- The toilet brush, mats and buckets should be washed, dried and should be stored in the cleaning tool by wiping again with disinfectant liquid.
- The outer and inner surfaces of the cleaning tools must be disinfected by wiping again with disinfectant liquid before the materials are stored.
- Hand hygiene must be provided each time after gloves are removed, before and after cleaning.


Materials:

- Vacuum Cleaner shall be disinfected
- Containers of Cleaning Liquids shall be Disinfected
- Baskets using cleaning materials: to be disinfected
- Cleaning Bucket shall be Disinfected
- Plastic broom to sweep the seats shall be disinfected
- Toilet brush shall be disinfected
- Mops shall be disinfected
- Personal protective materials to be used while cleaning shall be disposed.
- Cleaning Cloths shall be disposed
- Materials from previous flight (Patient Bag, Headrest, Pillow cover, Magazine, Blanket, Emergency Cards) will be disposed if requested to be changed.

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Ambulift:



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Passenger Stairs:

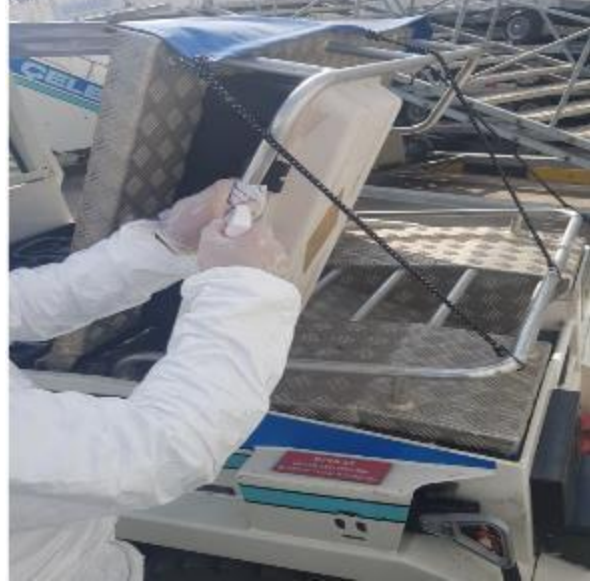



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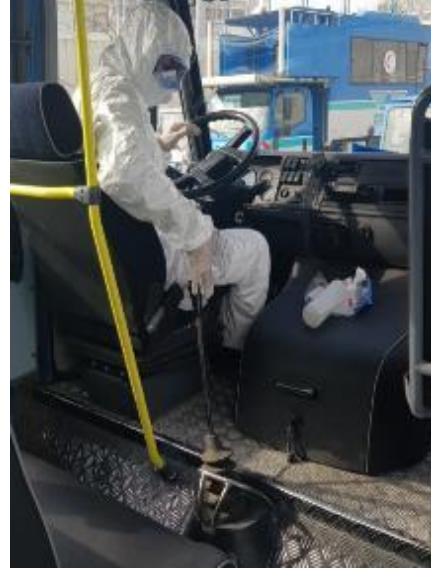
Apron bus, VIP & Crew Transportation Vehicle:



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5.2.1.1.4.3. After Disinfection Application

- Disinfected equipment (especially cabin parts) should be ventilated for 5 minutes.
- PPEs and cleaning clothes are single use only. Used PPEs and cleaning cloths should be placed in a thick HDPE bag after disinfection which should be tightly tied and thrown into a closed waste container. Waste should be delivered to the authorized disposal firms without any delay.
- Hands should be thoroughly washed with soap and water after disinfection is finished.

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- After the disinfection application, all disinfection activities should be recorded with a form. The forms should be reported weekly to the quality team by the station management. Respectively, the consolidated forms should be shared with the General Directorate by the Quality Manager.
(Please see the Table 2 to see sample of Equipment Disinfection Tracking Form. Appendix 8.1)
- All relevant Employee should be informed by taking signed statements.

DO'S		DON'TS	
	Practice frequent hand washing at least 20 seconds. Wash hands with soap and water or use alcohol-based hand rub. Wash hands even if they are visibly clean		Have a close contact with anyone, if you're experiencing cough and fever
	Cover your nose and mouth with handkerchief/tissue while sneezing and coughing		Touch your eyes, nose and mouth
	Throw used tissues into closed bins immediately after use		Spit in public
	See a doctor if you feel unwell (fever, difficult breathing and cough). While visiting doctor wear a mask/cloth to cover your mouth and nose.		Not Visit a doctor while feeling unwell.


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	Avoid participating in large gatherings		Not Visit a doctor while feeling unwell.
	Time and Attendance Card Scanning		Finger Scanning
	Stay more than one meter distance from persons sick with flu		Hugging, kissing and shaking hands while greeting
	Not Touching surfaces usually used by public (Railing, door gates etc.)		Touch public railing , door gates etc.
	Drink plenty of water/liquids and eat nutritious food		Not drink plenty of water and not eat nutritious food

5.2.1.1.5. Covid-19 Period In-Class Training Practice Instruction

The following rules must be obeyed for in-class training in addition to global and local authorities' rules and recommendations.

- The duration of the training should be 40 minutes at most.
- Break time should be at least 20 minutes.
- Trainings should take place in airy and windowed rooms.
- The number of participants and trainers in training halls should be planned according to the rule of one person per 5 m². For example, if the training hall is 40 m², the total


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number of participants (including the trainer) should be calculated as $40/5 = 8$ persons.

- Banners related to COVID-19 precautions (hand washing, use of masks and rules to be followed in the classroom) should be hung at the entrance of the classroom and in visible places inside.
- Before the training, fever of all participants and the trainer should be measured by the employee using a medical mask and protective shield. Employees who are found to have high fever (37.8°C and above) and those with symptoms of cough, runny nose, and respiratory distress should not be allowed to participate in training and should be directed to the infirmary / health institution wearing a medical mask.
- Before training and during breaks, it should be ensured that cleaning, disinfection and ventilation are made in the training hall.
- Care should be taken to clean all kinds of items, tools and equipment, especially the surfaces that are frequently contacted with hands (such as table surfaces, chair armrests, benches, door handles)
- It should be ensured that the participants use hand sanitizer or cologne containing at least 70% alcohol, at the entrance to the classes.
- All participants, including the trainer, must wear a mask while entering the training hall and should continue to wear masks during training.
 - Masks should cover the mouth and nose completely.
 - There should be spare masks in the training room.
 - Those who do not wear masks should not be allowed in the classroom.
 - Masks should be changed as soon as they are deformed.
- In the training hall, the participants should be seated in compliance with the social distance rule (at least 1,5 m).
 - Participants should not sit face to face.
 - Participants' places in the classroom should be fixed, and they should be seated in the same place during the training.
- At the beginning of the training, the trainer should explain to the participants about the precautions to be taken and the rules to be followed regarding COVID-19.

"We would like to inform you about the precautions you should take due to COVID-19. Pay attention to the social distance (at least 1.5 meters) rule. It is important that you do not remove your mask during training to protect yourself from COVID-19. If your mask gets moist / you need to change it, you will be given a new mask. When removing your mask, use the ear hang cord of the mask, do not touch the outer surface of the mask, put your mask on again by holding the rubber and use hand sanitizer. Do not touch your hand to your face. Throw your used masks in hygienic waste containers. We care about your health. Please follow these precautions. "

- Between sessions, social distance should be maintained in resting areas and masks should be worn.
- No drinks and food except water should be consumed during training. During breaks, tea and coffee should be served with single-use cardboard cups, and water should be served with a disposable bottle.

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- Exam materials (pencil, eraser, etc.) are for single use only. If this is not possible, it should be ensured that the pen and other materials are distributed by a person with gloves and that all materials are collected and disinfected to be ready for next use.
 - Pen, eraser, etc. should not be exchanged.
 - After collecting the exam documents, the trainers should ensure hand hygiene.
 - Trainers must use their own pen to sign the exam paper.
- If the officers / trainers to assist disabled participants must be closer than 1 meter from the participant, they should also use a face protective shield in addition to the mask.
- After the training, participants should leave the hall obeying the social distance rules.
- After each training, the windows of the training hall should be opened, hall should be ventilated regularly and disinfected.
- The ventilation of buildings with central ventilation systems should be arranged to provide 100% fresh air circulation, and air conditioners and fans should not be operated.
- If there is a confirmed case of COVID-19 in the training hall, the training hall should be evacuated, ventilated for 24 hours and kept empty. After that, disinfection & cleaning should be done.
 - Personnel who will perform hall / classroom disinfection & cleaning should use N95 or FFP2 (without valve) mask, EN166 protective goggles / face protective shield and overalls.
 - The resulting wastes should be disposed of as medical waste.

5.3. Operational Precautions

5.3.1. Personnel Protective Equipment (PPE) Matrix for Operational Staff

Following figure shall be applied during all operational activities.

Exemption India: All cleaning personnel including transit cleaning shall wear Shoe Cover (Galosh).

Warning: Staff who is wearing heavy duty gloves should also wear surgical gloves as per recommendation below in PPE matrix (Table 1a).



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Table 1a PPE Matrix

Personal Protective Equipment (PPE)		Mask	Gloves	Shoe Cover (Galosh)	Goggles	Protective Body Suit	EN149 / FFP2 /N95 Mask
Cargo	Cargo Agent	√	√				
	Driver, Operator, Forklift- ETV- VNA - Car	√	√				
	Cargo Worker	√	√				
	Cargo Build up / Break Down	√	√				
	Documentation	√	√				
	Screening	√	√				
	Acceptance	√	√				
	Bining	√	√				
	Dock Management	√	√				
	Security Guard (outsourced)	√	√				
	Customs Personnel (Official)	√	√				
General Building Cleaning Personnel (Incl. Outsourced)	√	√					
Ramp	Office & Equipment Disinfection Team	√	√	√	√	√	√
	Deep Cleaning	√	√	√	√	√	√
	Loading / Unloading (Worker, Tractor / Pushback / Conveyor / Highloader / Stair Driver)	√	√				
	Baggage Make Up, Break Down, BRS Personnel	√	√				
	Transit Cleaning Personnel	√	√				
	Catering Driver / Worker	√	√				
	Toilet / Water Drivers	√	√				
	Apron Bus Drivers	√	√				
	Transporter Drivers distributing personnel on apron	√	√				
	Staff transportation with 3rd Parties, public transportation	√	√				
	Common Areas (Cafeteria, Dining hall, Restaurants, Recreational areas)	√	√				
	Storages	√	√				
	Passenger Boarding Bridges	√	√				
Load Control & Communication	Headset Operations	√	√				
	Equipment Usage(Computer, Handheld Terminals etc.)	√	√				
	Handling Print outs, documents	√	√				
	Physical interactions with others	√	√				
Passenger Services	Check In	√	√				
	Boarding	√	√				
	Counter Workers / Office Boys	√	√				
	Wheelchair (Process and material handling)	√	√				
	Lost and Found	√	√				
	Ticketing	√	√				
	Transfer Desk	√	√				
	Arrival	√	√				
	Meet and Greet / Platinum	√	√				
Lounge Services	√	√					
General Aviation Services	√	√					


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5.3.2. Protection Principles of Employees Who Are in Close Physical Contact with Passengers

All the staff need to be briefed in the daily briefings to regularly and thoroughly clean their hands with an alcohol-based hand rub or wash them with soap and water and use PPE.

Employees who may contact passengers less than 1 meter away, such as Passenger Services Check-In Agent, Boarding Agent, Arrival Agent, Lost and Found Agent, Transfer Desk Agent, Ticketing Agent, Office Boys, Platinum Agent, VIP Vehicle Drivers, Operation Agent, WHC Workers must pay attention to following actions:

- Avoid allocating elderly staff on passenger services activities as immunity level is low.
- Protective gloves and masks must be worn during entire operation.
- All potentially contaminated high-contact areas such as telephones, Common Computer System to be cleaned on daily basis with disposable clothes using disinfectants like Dettol
- Shaking hands with passengers must be avoided.
- The materials of the passenger should not be touched without protective gloves.
- During operation, agent should stay at least 1 m away from passenger. If it is not possible, caution should be taken against liquid droplets (after sneezing) that may be transmitted from the passenger.
- Single used protective gloves and masks should be disposed to domestic waste. PPEs which are used in deep cleaning and disinfection process will be considered as medical / bio hazard waste
- Hands should never be in contact with mouth and face.
- Hands must be washed after contact with the passenger. Hands should be sterilized with hand disinfectant in areas where hand washing is not possible.
- Commonly used radio and telephones should be wiped clean with disinfectant chemicals after each operation.
- WHCs should be wiped clean with disinfectant chemicals after each use.
- Proper cleaning of Wheelchairs Handle / Seat and back and hand rest to be done with disinfectants.
- Airlines materials, signs and barriers that are using during operation should be cleaned and disinfected daily.
- Use boarding announcement device as much as possible to group passengers for boarding
- After issuing the documents (Boarding Cards / Slip etc.) staff to use sanitizer provided on counters to avoid any kind of infection.
- All hands and gloves shall be cleaned with sanitizer regularly.
- Portable transparent separator may be requested for check-in, VIP, transfer desk and lost goods offices in order not to serve passengers closer than 50 cm.
- After issuing the documents (PIR or DPR etc.) Lost & Found staff to use sanitizer provided on counters to avoid any kind of infection.
- Ensure disinfections of terminal offices including baggage in lost and found storage, takes regular places.
- All staff should properly sterilize his/her hands regularly after any physical contact with any customer owned material (e.g. Passport, Passenger luggage etc.)
- Ensuring that all staff wash or disinfect their hands before or after using punch-in / punch-out machines.

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- Use gloves and face masks where it is necessary mentioned in the table above (Table 1a)
- Any 3rd party personnel prohibited the entry of company premises and offices.

5.3.3. Protection principles of Employees who are in close contact with Aircraft and Flight Crew

All the staff need to be briefed in the daily briefings to regularly and thoroughly clean their hands with an alcohol-based hand rub or wash them with soap and water and use PPE.

Employees who may contact aircraft, such as Managers, Supervisors, Loaders, Drivers, Load Control agents, Red Caps, Team Leaders, Cargo Agents, Baggage Make-Up & Break-Down area personnel, PBB operators must pay attention to following actions:

- Personnel should use face masks and gloves during the operational activities. After single usage all materials should be disposed to domestic waste. PPEs which are used in deep cleaning and disinfection process will be considered as medical / bio hazard waste.
- Staff should avoid close contact with each other during briefings, de-briefing and operations.
- Gloves should be used while preparing and handing flight documents.
- Face masks and gloves should be disposed as medical waste before each break and replace with the new ones after the break.
- Marshalling equipment should be disinfected before use.
- Staff should not wait in front of the aircraft door in order to avoid contact with passengers.
- Personnel should stand away from people who are coughing or sneezing.
- Personnel should wear protective mask before entering the aircraft.
- In case of any emergency (Covid-19 case detection, case suspicion) that may occur at the aircraft, risk communication section shall be applied
- Food and drink offered by flight crew should not be accepted.
- Aircraft garbage should not be left in the bridge/stairs areas and should only be collected by the cleaning team.
- Garbage bags to be removed from the aircraft must be tightly closed.
- Use disposable cloths or paper roll and disposable mop heads, to clean and disinfect all hard surfaces or floor or chairs or door handles and sanitary fittings in the room and dispose the used material as per Airport Authority Guide lines in trash bins provided.
- The forgotten and remaining items on the plane should be preserved in secured plastic bags.
- Aircraft toilets should not be used by ground handling staff.
- Only trained and properly equipped personnel should provide service to passenger who require special assistance.
- All irrelevant staff should stay away from aircrafts' ventilation, toilet and wastewater units.
- Any Çelebi owned or 3rd party equipment or vehicle should be disinfected before usage.
- Staff should be avoiding close contact with each other after leaving from the aircraft. (Especially cleaning staff)

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- Hand sanitizers and PPEs are available and must be easily accessible to staff in the personnel distributing buses,
- Any personnel who potentially contacted with person who is suspected COVID-19, shall be reported and sent to APHO. Further action shall be taken based on APHO's instructions
- Maintain boarding in such a speed so that aerobridge don't get overcrowded.

5.3.4. Protection Principles of Employees who are in Close Contact with Aircraft Cabin

All the staff need to be briefed in the daily briefings to regularly and thoroughly clean their hands with an alcohol-based hand rub or wash them with soap and water and use PPE.

Cleaning Workers must pay attention to following actions:


- Avoid allocating elderly staff on cleaning activities as immunity level is low.
- Protective gloves and masks must be worn during transit cleaning.
- Special equipment indicated in PPE matrix should be worn for deep cleaning and aircraft cabin disinfection (Table 1a)
- The materials of the passenger should not be touched without protective gloves.
- During operation, staff should stay at least 1 m away from cabin crew
- PPEs should be disposed to domestic waste. PPEs which are used in deep cleaning and disinfection process will be considered as medical / bio hazard waste
- Hands should never be in contact with mouth and face.
- Hands must be washed, sterilized with hand disinfectant after cleaning is completed.
- Ensuring that all staff wash or disinfect their hands before or after using punch-in / punch-out machines.

5.3.5. Protection principles of Employees who are in close contact with Cargo and Baggage

All the staff need to be briefed in the daily briefings to regularly and thoroughly clean their hands with an alcohol-based hand rub or wash them with soap and water and use PPE.

Employees who may contact aircraft, such as Managers, Supervisors, Drivers, Cargo Team Leaders, Cargo Agents, Cargo Workers must pay attention to following actions:

- Any close contact with agencies or customer representative should follow 1-meter distance from the second person
- Any waste material (e.g. unused copy of print out, broken pallet, shrink materials, loading materials vs..) must be disposed as per instructions defined by operations waste management process.
- Face masks and gloves should be disposed to domestic waste before each break and replace with the new ones after the break.
- Gloves should be used while preparing and handling documents.
- In case of any emergency (Covid-19 case detection, case suspicion) that may occur at the aircraft, risk communication section shall be applied
- Food and drink offered by flight crew should not be accepted.

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- Personnel should avoid any physical contact with other colleagues / customers.
- All irrelevant staff should stay away from aircrafts' ventilation, toilet and wastewater units.
- Any 3rd party equipment or vehicle should be disinfected before usage.
- Personnel should avoid physical contact with cleaning personnel leaving the plane.
- Personnel should avoid close and physical contact with cargo agencies. Irrelevant customer / agency representative should not be allowed to wait inside cargo operation premises.
- Any personal items from customer (including pens) should not be accepted for usage.
- Disinfection of Q-Matics in the cargo building in every 4 hours
- Leaving ULDs (incl. wooden pallets) which arrived from overseas countries, in the open air for at least 1 day before any usage.
- Poly-sheet during de-stuffing needs to be stored at designated location to avoid any suspected COVID – 19 contaminations.
- Staff should be trained for safe handling and segregation of Pharma/Perishable shipments.
- Staff should have no/limited contact with customers during the documentation handling process. Therefore, cashier desk should be separated from customer waiting area with applicable material (solid glass, windows).

5.3.6. Protection Principles for Common Areas

5.3.6.1. Airport Owned Area


- Airport shall be communicated by the management to ensure proper and regular disinfections of the areas, assets etc. performed.
- Personnel should maintain the distance of approximately 1 meter from each other and avoid get close to crowded areas.

5.3.6.2. Offices and Recreational Areas

- Need to make sure availability of disinfectants for cleaning of office like Dettol and office to be cleaned on daily basis.
- All potentially contaminated high-contact areas, tables, chairs, door handles, telephones, grab-rails in corridors and stairwells to be cleaned daily basis with disposable clothes using disinfectants
- Personnel should maintain the distance of approximately 1 meter from each other and supervisor in the shifts are responsible to ensure the compliance.
- Recreational areas should not be occupied by crowded personnel and resting time shall be minimized
- Doors and Windows in the recreational areas shall be kept open regularly or should ensure the area is ventilated regularly with fresh air.

5.3.6.3. Entrance Areas

- Personnel should maintain the distance of approximately 1 meter from each other and supervisor in the shifts are responsible to ensure the compliance.
- Personnel should sanitize his/her hands after touching door handles etc.

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5.3.6.4. Public Transportation

- Personnel should wear PPEs in public transportations and try to avoid getting close contact with crowded people.
- Personnel should use alcohol base sanitizer for hands during embarkation and disembarkation from public transport

5.3.6.5. Restrooms, Toilets and Dressing Room

- All potentially contaminated high-contact areas such as door handles, sinks, toilets and general surface on the walls to be cleaned after every 02Hrs with disposable clothes using disinfectants
- All toilets shall be equipped with sufficient sanitizer for personnel use.

5.3.6.6. Canteen, Cafeteria, Dining Hall

- Personnel should maintain the distance of approximately 1 meter from each other and supervisor in the shifts are responsible to ensure the compliance.
- Personnel shall avoid touching any material with bare hands such as table chair etc.
- Personnel shall sanitize his/her hands before and after meal time.


5.4. Risk Communication

All stations to follow below contact list during communication in case of observation of COVID-19. Çelebi Group companies will follow below pandemic risk communications rules mentioned in this document for communicating with all internal and external stakeholders.

Emergency response actions are listed below;

- Communication of authorized hospitals where suspected Covid-19 infected cases shall be directed to.
- Identification of Employees who are in contact with the infected Employees. (This includes the use of existing notification rosters with names and telephone numbers for Pandemic Response Committee (PRC) personnel and non-PRC personnel.)
- Any staff and/or his/her family members suspected with COVID-19 symptoms out of office will be directed to authorized hospitals and shall not return to office until recovery report is given by authorized hospital. Same instructions are valid for the personnel at workplace as well.

Subsidiary / Station	Position	Method Of Communication	Primary contact	Secondary contact
ÇHS HQ	HR Specialist	Phone	0530 549 62 05	NIL
ÇHS AND	HR Manager	Phone	0533 930 28 03	NIL
ÇHS AYD	HR Manager	Phone	0530 422 32 67	NIL


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ÇHS ISD	HR Manager	Phone	0549 772 84 13	NIL
CASI DEL	Duty Manager Ramp	Phone	7838595701	8929376045
CASI DEL	Duty Manager Pax	Phone	7838595703	8929376045
CNAS BOM	Duty Manager Ramp	Phone	9870005153	7738370409
CNAS BOM	Duty Manager Pax	Phone	7718838056	7738370409
CASI COK	Duty Manager Ramp	Phone	7290021240	9711860606
CASI COK	Duty Manager Pax	Phone	7290021250	9711860606
CASI BLR	Duty Manager Ramp	Phone	7290032238	9870004914
CASI BLR	Duty Manager Pax	Phone	7290032243	9870004914
CASI AMD	Duty Manager	Phone	7043338557	8691038626
CASI HYD	Duty Manager Ramp	Phone	7827969862	8929376047
CASI HYD	Duty Manager Pax	Phone	7799660054	8929376047
CASI CNN	Duty Manager	Phone	7290032236	9711860606
DEL CGO	CEO	Phone	01125601310	01125601300
DEL CGO	COO	Phone	7290034478	01125601305
DEL CGO	Quality & Safety Manager	Phone	8373902601	01125601086
DEL CGO	HOD HR	Phone	7290013033	01125601024
BUD	Quality & Safety Manager	Phone	+36303279386	+36302572930
BUD	Service Delivery Manager	Phone	+36302029048	+36709325020
FRA	CEO	Phone	+49(0)69698009149	+49(0)1733450300
FRA	COO	Phone	+49(0)69698009205	+49(0)16071807612
FRA	HR	Phone	+49(0)69698009160	+49(0)15222591391
FRA	QSS	Phone	+49(0)69698009247	+49(0)15222591280
FRA	BR Works council	Phone	+49(0)69698009123	

5.5. Case by Case Precautions

5.5.1. Incoming passenger identified as suspected positive case (pre-informed)

- Personnel who had the information shall share the information with superior, peer (only managerial level) and subordinates immediately. Further actions that are not specified in following items, shall be advised by superior.
- Aircraft cleaners and other passenger services staff to prevent from entering inside the aircraft.
- Ensure cleaners and other staff wear all necessary PPE and to be cross checked by cleaning supervisor.
- Aircraft cleaning material required for disinfection to be arranged from the airlines.
- WHO guidelines for aircraft disinfection must be followed.
- Cleaning waste must be disposed as per instructions of airport operator

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- g. Station Manager/Head of Operations to send detailed report to Top Management.
- h. Provide and identify a limited number of buses for that service
- i. Use the same buses for the whole disembarkation service and disinfect once the process is finalized
- j. Limit the number of passengers in the bus
- k. A hand signal shall be provided by both the cabin crew and ramp agent (Ramp agent and Captain will agree on number of passengers to disembark at the given time via headset) once the agreed limits are reached to maintain the “social distancing”

5.5.2. Incoming passenger identified as suspected positive case (no prior information)

- a. Personnel who had the information shall share the information with superior, peer (only managerial level) and subordinates immediately. Further actions that are not specified in following items, shall be advised by superior.
- b. All staff who entered the aircraft must be isolated immediately.
- c. Cleaners to wear face mask all the time to prevent further infection, if any.
- d. Cleaners will directly report to APHO (Airport Health Office) office for preventive checks after dis-infection of aircraft.
- e. Any other staff who comes under contact with cleaners also to be quarantined and undergo preventive check at APHO office.
- f. After preventive check, follow APHO instructions to either quarantine or send back home.
- g. Under no condition these staff to come in contact with other staff.
- h. Such staff will not go to time office for their AEP (Airport Entry Pass) submission and all the AEP to be collected in the office.
- i. Station Manager/Head of Operations to send detailed report to Senior Management.
- j. Provide and identify a limited number of buses for that service
- k. Use the same buses for the whole disembarkation service and disinfect once the process is finalized
- l. Limit the number of passengers in the bus
- m. A hand signal shall be provided by both the cabin crew and ramp agent (Ramp agent and Captain will agree on number of passengers to disembark at the given time via headset) once the agreed limits are reached to maintain the “social distancing”

5.5.3. If staff found suspected positive COVID-19

- a. Personnel who had the information shall share the information with superior, peer (only managerial level) and subordinates immediately. Further actions that are not specified in following items, shall be advised by superior.
- b. Personnel who had the information shall share the information with superior, peer (only managerial level) and subordinates immediately. Further actions that are not specified in following items, shall be advised by superior.
- c. Isolate staff immediately to prevent infection to other staff.
- d. Report to APHO and airport operator immediately.
- e. Follow instructions of APHO to quarantine staff or to send back home.

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- f. Advise staff not to return to workplace until suspected passenger report is declared. Check with department manager for further instructions.
- g. If in the meantime symptoms positive, staff to immediately consult doctor and inform his supervisor immediately.
- h. Similar action to be taken for other staff who are found to have contacted suspected positive COVID-19 staff.

5.5.4. Entire check-in and boarding staff are quarantined or advised to be at home (Staff not available)

5.5.4.1. If There are more than one Airline to be handled with same DCS Preventive Measures

- a. Department Manager to ensure they are trained with basic product knowledge of 2 to 3 Airlines.
- b. Department Manager to identify the staff required for critical functions i.e. Check in / Boarding & create a Pool Team. However noncritical functions can be easily managed by cross utilization of teams.
- c. Duty Manager & Duty Officers to be trained to handle 2 to 3 Airline DCS & Airline Product.
- d. Check support from other stations and keep team on standby.
- e. Pull trained staff from other departments like training, Quality & Safety or any other department.
- f. Bigger Stations can train pool teams and keep them as a backup.


Reactive Measures

- a. Personnel who had the information shall share the information with superior, peer (only managerial level) and subordinates immediately. Further actions that are not specified in following items, shall be advised by superior.
- b. During acute shortage, department manager to plan roster with the Pool Team to cover operations of the Airline affected. (e.g. make them wait on overtime or call them in a break shift depending on the Flight schedule)
- c. Immediately call team from other stations.
- d. Order extraordinary overtime if necessary.
- e. Inform the customer immediately.
- f. Arrange their AEP (Airport Entry Pass). Take special approval wherever required.

5.5.4.2. If There are airlines to be handled with different DCS

Preventive Measures

- a. Department Manager to identify requirement and train them on another Airline DCS & Basic Product Knowledge as a backup.
- b. Department Manager to ensure manual check-in kit of all the Airlines are kept ready and all the teams to be trained to make them well versed with Manual Check in and boarding procedure.
- c. Department Manager to check for support from other Stations having similar DCS trained staff or from the same airline.
- d. Bigger Stations can train pool teams and keep them as a back up
- e. If possible, trained staff from other departments.

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Reactive measures

- a. Personnel who had the information shall share the information with superior, peer (only managerial level) and subordinates immediately. Further actions that are not specified in following items, shall be advised by superior.
- b. During acute shortage, department manager to plan roster with the Pool Team to cover operations of the Airline affected. For e.g. make them wait on overtime or call them in a break shift depending on the Flight schedule.
- c. Immediately call team from other stations.
- d. Arrange their AEP. Take special approval wherever required.

5.5.5. Cleaning staff is quarantined (Cleaning team not available)

Preventive measures

- a. Loaders to be trained for aircraft cleaning function.
- b. Establish contact with other ground handlers and sign agreement if required to get cleaners.


Reactive measures

- a. Personnel who had the information shall share the information with superior, peer (only managerial level) and subordinates immediately. Further actions that are not specified in following items, shall be advised by superior.
- b. Stations to re-plan cleaning team from other shifts and prepare new roster.
- c. Stations to check availability of staff from other ground handlers.
- d. Stations to alert other Celebi stations to get cleaners if above two steps are not meeting requirement.
- e. Use outsource personnel.
- f. Inform the partner airline in advance if cabin cleaning service suspended or not available at that moment in case of worst-case scenario

5.5.6. Suspected COVID-19 passenger travelled in coach from aircraft to terminal

Reactive Measures

- a. Personnel who had the information shall share the information with superior, peer (only managerial level) and subordinates immediately. Further actions that are not specified in following items, shall be advised by superior.
- b. Isolate the bus driver in charge immediately to prevent any infection to other staff members and/or passengers.
- c. Coach driver to be sent to APHO for preventive checks.
- d. Follow instructions of APHO to quarantine staff or to send back home.
- e. Advise staff not to report to office for a minimum of three days and observe symptoms.
- f. If symptoms prevail, staff to immediately consult a doctor and inform supervisor.
- g. Similar action to be taken for other staff are found to have contacted suspected positive COVID-19 staff.
- h. Quarantine coach and send for disinfection. Put unserviceable tag until disinfection process is completed.

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5.5.7. Suspected COVID-19 positive passenger used wheelchair

Reactive Measures


- a. Personnel who had the information shall share the information with superior, peer (only managerial level) and subordinates immediately. Further actions that are not specified in following items, shall be advised by superior.
- b. Wheelchair handling staff to be sent to APHO for preventive checks.
- c. Follow instructions of APHO to quarantine staff or to send back home.
- d. Advise staff not to report to office for a minimum of three days and observe symptoms.
- e. If symptoms prevail, staff to immediately consult doctor and inform supervisor.
- f. Similar action to be taken for other staff who are found to have contacted suspected positive COVID-19 staff.
- g. Quarantine wheelchair and send for disinfection. Put unserviceable tag until disinfection process is completed.

5.5.8. Office staff found suspected COVID-19 positive

- a. Personnel who had the information shall share the information with superior, peer (only managerial level) and subordinates immediately. Further actions that are not specified in following items, shall be advised by superior.
- b. Isolate staff immediately to prevent infection to other staff.
- c. Send him directly to Medical room for further checkup.
- d. Staff to immediately report at APHO office for preventive checks.
- e. Follow instructions of APHO to quarantine staff or to send back home.
- f. Advise staff not to report to office until suspected staff report is declared. Check with HOD for further instructions.
- g. If symptoms prevail, staff to immediately consult doctor and inform supervisor.
- h. Similar action to be taken for other staff who are found to have contacted suspected positive COVID-19 staff.
- i. Such staff advised to rest at home until certified negative by doctor.
- j. Office area to be quarantined for disinfection.

5.5.9. Çelebi Personnel travels abroad


- a. If the country the personnel travelled is under risk such as China, Italy etc., HR department must direct the related personnel on extraordinary vacation, at least for 2 weeks
- b. Staff member should inform his/her direct superior, or HR department before his/her next duty.

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5.6. Controlling Preventive Actions

Check list shall be performed by shift supervisors at each shift and results to be communicated to Quality Managers at Affiliates with performed actions

Covid - 19 Virus Preventive Actions Check List	Compliance	Non-Compliance
Check if all personnel wearing gloves and masks at the beginning of each shift		
Check if all deep cleaning and aircraft cabin disinfection personnel wearing body suit, gloves, masks, goggle and shoe cover		
Check if personnel is using surgery gloves under heavy duty gloves		
Check if wheel chairs are disinfected as per instructions after each service		
Check if personnel is wearing gloves and mask at public areas and recreation rooms		
Check if 1-meter distance is kept among personnel		
Check if offices and office material is disinfected daily		
Check if common usage equipment (Walkie talkies, Headsets, pins, Mobile phones, Hand held devices are disinfected)		
Check if all personnel use disinfection material before / after punch in and punch out		
Check if personnel if they are accepting food from incoming flights		
Check if cleaning personnel is changing PPE after each flight, Garbage bags are tightly closed		
Check if personnel are not together with group of people		
Check if transit cleaning equipment (mops, wipes, water - sanitizers etc..) is properly changed/disinfected after each flight		
Check if equipment are disinfected by Celebi trained personnel		

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6. RESPONSIBILITIES

All organization personnel are to be informed regarding protective actions and/or modifications related to this plan. Messaging and risk communications during an emerging infectious disease or pandemic will be conducted by subsidiary Managing Directors. Guidance and instructions on established infection control measures such as social distancing, personnel protective equipment and telework policies are provided by subsidiary Human Resource Representatives and/or Administrative Affairs to assist in limiting the spread of COVID-19 at the primary and alternate worksite.


Critical roles shall be defined as per operational requirements and deputies of these roles shall be identified and provided to HR department.

This document shall be distributed to all personnel immediately starting from its publication date and shall be acknowledged by all personnel with read & sign forms.

Global Academy and Subsidiary training departments are responsible to train all personnel as per guidance of this document immediately starting from its publication date.

7. ENFORCEMENT


This procedure will be effective by 18th March 2020.

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8. APPENDIX

8.1. Equipment Disinfection Tracking Form (Sample)

Table 2

EQUIPMENT :				
EQUIPMENT NO :				
NUMBER PLATE :				
EQUIPMENT DISINFECTION TRACKING FORM				
Controls :				
	<u>Name of the Personnel</u>	<u>Date</u>	<u>Time</u>	<u>Signature</u>
1-				
2-				
3-				
4-				
5-				
6-				
7-				
8-				
9-				
10-				
11-				
12-				
13-				
14-				
15-				