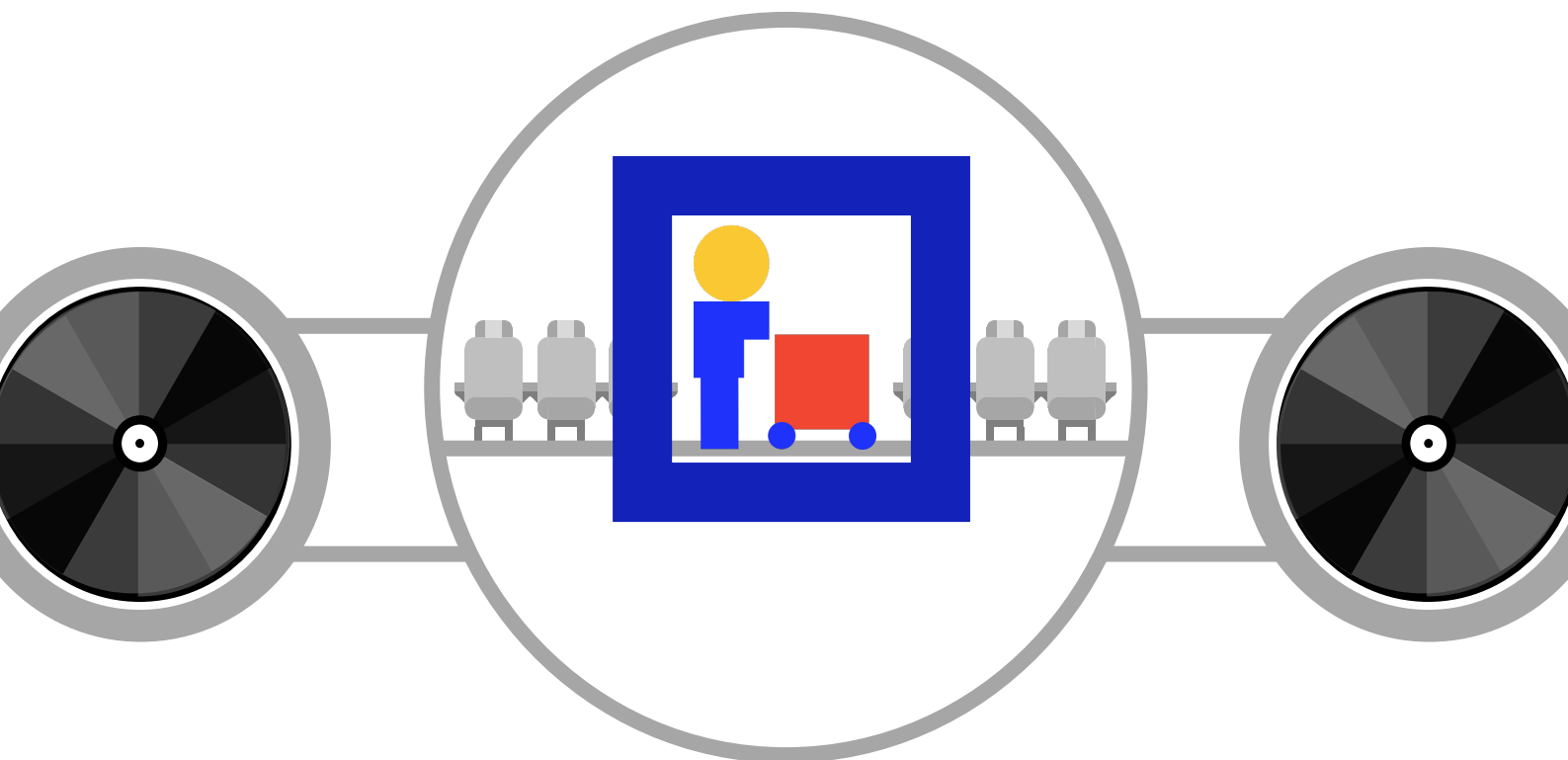




Guidance for Cabin Operations During and Post Pandemic

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1. Introduction

As airlines resume passenger services during the ongoing Covid-19 Crisis, there are likely to be multiple public health, regulatory, training, operational and crew and consumer confidence challenges. This document is aimed at helping airlines consider the impact of these on their proposed operations and to help formulate alternative procedures until all restrictions are lifted.

The situation changes frequently, and regulations vary according to the routes being operated and the prevalence of the outbreak in each country.

Airlines should consider the following when preparing for cabin operations during and post pandemic, in order to determine effective risk mitigations which support their workforce and passenger confidence:

- 1) The route/s to be operated, local infection rates and whether they are considered high, medium or low risk;
- 2) Any Health Authority restrictions at point of departure and origin;
- 3) Cabin crew health/quarantine restrictions at point of arrival, including any restrictions imposed on those who have recovered from infection;
- 4) Hotel availability, meals and crew transport arrangements;
- 5) Inflight Services products which can be delivered safely, appropriate to the level of risk;
- 6) Health Authority requirements for Personal Protective Equipment for cabin crew, its availability and the associated procedures for its use and disposal.

As time progresses, Health Authorities and regulators will determine which measures can be alleviated. Airlines should be prepared to review their cabin operations regularly to ensure compliance with regulations and facilitate a gradual return to more normal operations.

2. Prior to operations

2.1 Procedural review and safety risk assessment

Prior to resuming services, airlines should review any their standard operating procedures to identify whether any changes are required for both short term and long term. Where any change is related to safety regulation, these should be submitted to the regulator for acceptance and/or approval. Some regulators have issued generalized short-term exemptions to regulations, subject to airlines completing and submitting a risk assessment and/or exemption request.

All changes to procedures should be included in cabin crew training program which is required to be delivered before the crew member operates.

2.2 Cabin crew qualification

Many states have published exemptions for cabin crew training during the initial stages of the Covid-19 Pandemic. Typically, such exemptions allow for the extension of cabin crew recurrent expiries for a predetermined period of time, subject to ongoing review.

The following might be considered as potential mitigations for extended cabin crew qualification if accepted by the regulator:

- Additional distance learning/e-learning for cabin crew refresher training;
- Interactive webinars or safety training sessions from Safety Training teams;



- Webinars on changes to existing services or onboard requirements.
- Enhanced cabin crew Safety Q&A at pre-flight briefings

Where an exemption has been agreed, the number of cabin crew who are exempted for the period of the crisis will require recurrent training around the same time in the future and on a yearly basis. Operators should therefore consider this and identify a plan with their regulator in order to reduce the peak of training in the future and maintain the required number of trained and qualified crew in operation during peak travel times.

2.3 Cabin crew training

The airline's ability to provide training for cabin crew will be impacted by Government Health Authorities restrictions on movement, physical distancing and public health requirements. Alternative training methods such as webinars, distance learning and e-learning may need to be discussed and accepted by regulators.

2.3.1 Classroom training

If physical distancing techniques are required to be implemented within training facilities, classrooms should be arranged to maintain the required distance between delegates. The number of delegates per class may need to be reduced to ensure this is possible.

2.3.2 Use of practical training equipment and mock-ups

Any cabin crew training equipment used in practical demonstrations of procedures should be effectively sanitized between each use. This includes portable breathing equipment, oxygen masks, life vest mouthpieces and any other item which is used near the face of the delegate.

If physical distancing techniques are required to be implemented in training facilities, demonstration of evacuation procedures in cabin mock-ups may need to be restricted or limited.

A suitable cleaning and disinfection program for cabin crew training equipment and facilities should be implemented.

In some cases, temporary exemptions and alleviations to practical training elements have been granted by regulators, however these do not apply to initial training. Therefore newly recruited cabin crew are still required to undertake the practical training sessions and use the appropriate equipment.

2.4 Cabin crew scheduling

If a significant number of cabin crew have been exempted from recurrent training for any period of time, the operator may be required to consider risk mitigations when scheduling crew members, to ensure a mix of experience and validities among the cabin crew on any given flight.

While the pandemic is ongoing in the region of operation, the availability of cabin crew exposed to the virus may impact the number of cabin crew who are operationally fit for service. Airlines should consider this in their scheduling programs and may need to temporarily increase the number of standby cabin crew.

2.5 Crew positioning and Flight duty time limitations

Cabin crew may need to position/deadhead before operating services and the availability of commercial flights is likely to be limited. Additionally, quarantine requirements may prevent crew from being able to leave the aircraft upon arrival and they may be required to return to base immediately.



Flight duty time limitations need to be considered carefully to ensure that cabin crew are suitably rested before operating the commercial flight with passengers. The following should be considered in the planning process:

- Where cabin crew are required to remain on board the aircraft during extended turnarounds, power, lighting and heating/cooling should remain available at all times.
- Seating allocation on commercial flights should enable cabin crew to rest as appropriate;
- When identified as positioning outside of the maximum permitted Flight Time Limitations, cabin crew should not be assigned any safety related duties onboard.

2.6 Quarantine requirements for crew

IATA maintains the Timatic system to collate and maintain up to date health and visa requirements globally.

<https://www.timaticweb.com/>

Where a country requires that incoming cabin crew are required to quarantine upon arrival, airlines may need to consider alternative operational methods in order to position outbound cabin crew back to home base immediately, subject to flying duty time limitations.

2.7 Cabin crew health precautions

Airlines should provide guidance and instructions to cabin crew aimed at preventing them from contracting Covid-19 while on duty and down route in areas where local transmission is evident.

Airlines should consider implementing procedures in order to prevent cases of infected cabin crew operating flights. These procedures may include self certification statements from cabin crew when reporting for duty or providing evidence of recent negative test results, where rapid testing is available.

Airlines may also need to consider additional procedures to check cabin crew health during extended flight duties, such as the provision of thermometers and regular temperature checks.

2.7.1 Cabin crew infected with Covid-19

Cabin crew members who display any symptoms suggestive of respiratory tract infection, even if mild, or have a fever with a temperature exceeding 37.5 degrees Celsius, or feeling unwell in any way, must be relieved from flight duties, self-isolate and seek medical treatment immediately.

Where testing is available, cabin crew with a positive test result should not be permitted to operate even if they are not displaying symptoms of the disease. This is to prevent further spread of infection and to reduce the risk of cabin crew members' symptoms developing while away from base.

2.7.2 Cabin crew recovered from Covid-19

Health Authorities may impose restrictions on cabin crew who have previously experienced symptoms of Covid-19 and some countries may require a medical certificate or declaration before approving entry.

Cabin crew who have recovered from infection may experience a loss of smell and/or taste (anosmia). Airlines should consider the impact of anosmia on the cabin crews' ability to identify unusual smells within the cabin such as leakage of dangerous goods/chemicals and overheating/burning, especially where the number of cabin crew with anosmia on any given flight is significant.

3. Equipment

3.1 Personal Protective Equipment (PPE)

The provision and use of Personal Protective Equipment may be required by Health Authorities according to the perceived risk of infection in some areas of operation.

A safety risk assessment should be undertaken to determine the impact of PPE on cabin crew safety duties and any additional mitigations which might be necessary. Suggested risks include but are not limited to:

- Use of oxygen masks;
- Use of fire extinguishers and PBE;
- Additional flammability risks;
- Use of communication systems and procedures;
- Evacuation procedures and the need for cabin crew to be easily recognizable by passengers.

Where PPE is provided, cabin crew should be provided with appropriate guidance in the correct use of personal protective equipment issued to them, including when and how to wear, remove and replace them correctly and safely. Worn items should be safely disposed of as biohazard waste.

3.1.1 Masks

Airlines should review and publicize their policy on the use of masks by passengers and/or cabin crew.

- IATA's medical guidance includes the use of masks only for those handling a suspected case of disease and for those already showing symptoms in order to avoid infection, however some operators choose to provide masks for more generalized cabin crew use either onboard, and/or while down route in areas of continued transmission.
- Generalized use of masks is more culturally acceptable in some parts of the world than others and is culturally expected in some countries.
- The use of masks by passengers and/or cabin crew may be a requirement of the local Health Authority.

If providing masks to cabin crew or permitting their generalized use, the operator should ensure that cabin crew are made aware of additional risks posed by frequent touching of the face to reposition masks, and that regular thorough handwashing is still required. Masks should be safely removed and replaced at regular intervals in accordance with health recommendations.

The use of masks by cabin crew onboard may introduce communication difficulties which might require management, for example passengers who read lips will not be able to do so, while crew and passengers may have difficulty in understanding what is being asked of them if they cannot see the full facial expression or movement of the mouth.

Masks should be removed during an emergency situation which requires the use of oxygen or protective breathing equipment for firefighting. Pre-flight passenger safety briefings to passengers may need to include a reminder for passengers to remove face coverings in a depressurization incident.

Where masks are used on passengers showing signs of Covid-19 or experiencing breathing difficulties, their use might increase the patient's anxiety and may not be easily tolerated. Where this is the case, masks should always be worn by the crew member/s caring for the patient and by those in close proximity to them. Further guidance on dealing with passengers displaying symptoms of any communicable disease can be found in IATA's [Suspected Communicable Diseases Guidelines for cabin crew](#).

3.1.2 Gloves

The use of gloves by cabin crew during services is already commonplace but is not a substitute for regular and thorough handwashing, as contaminants on gloves can also be spread in the same manner as on bare hands.

Gloves should not be worn for long periods and should be [disposed of carefully and correctly](#) to avoid cross contamination, followed by thorough hand washing.

3.1.3 Over sleeves, aprons, gowns, goggles, visors and other PPE

Where airlines are required, or choose to, provide full protective clothing and/or goggles or visors to cabin crew, the safety risk assessment should determine any impact such clothing may have on the cabin crews' ability to carry out both normal and emergency procedures. The following areas should be carefully reviewed to identify whether additional procedures are required to mitigate the risks:

- The flammability of protective clothing and any mitigations to protect cabin crew during firefighting.
- The impact of wearing visors, goggles or other headgear on the ability of the wearer to use portable breathing equipment, oxygen masks, interphone systems, or during evacuation should be included in the risk assessment.

3.1.4 Hand sanitizing products

Alcohol based hand sanitizing products can be used in addition to (but not in place of) regular and thorough hand washing.

Airlines that wish to add alcohol-based hand sanitizer to the items carried in galleys or installed in lavatories will need to request authorization from their civil aviation authority (State of the Operator) in accordance with the provision that is set out in Part 1;2.2.1 a) of the ICAO Technical Instructions, which reads as follows:

2.2 EXCEPTIONS FOR DANGEROUS GOODS OF THE OPERATOR

2.2.1 The provisions of these Instructions do not apply to the following:

- a) articles and substances which would otherwise be classified as dangerous goods but which are required to be aboard the aircraft in accordance with the pertinent airworthiness requirements and operating regulations or that are authorized by the State of the Operator to meet special requirements;

It is recommended that the request for authorization address the following:

- the classification and UN number of the hand sanitizer. For example, UN 1987, Alcohols, n.o.s. (ethyl alcohol mixture), UN 1170, Ethanol solution. However, the safety data sheet from the manufacturer of the hand sanitizer should be checked for the classification;
- the quantity of hand sanitizer in each container and the number of containers to be carried on the aircraft;
- what steps will be taken to ensure that the hand sanitizer is kept away from sources of heat or ignition;
- provision of information to crew members on the carriage of the hand sanitizer. For example, that crew members will be advised on the procedures through a bulletin or other appropriate method. Hand sanitizers containing alcohol must not be installed or carried adjacent to any source of heat, such as ovens, water heaters, Inflight Entertainment systems etc.

Passengers and crew may wish to carry their own hand sanitizing gels. Paragraph 2.3.5.1 of the IATA Dangerous Goods Regulations sets out the allowances for passengers and crew to have in their checked or carry-on baggage medicinal or toiletry articles, which may include articles containing alcohol as follows:



2.3.5.1 Medicinal or Toiletry Articles and Aerosols in Division 2.2

Non-radioactive medicinal or toiletry articles (including aerosols). The term “medicinal or toiletry articles” is intended to include such items as hair sprays, perfumes, colognes and medicines containing alcohols. Aerosols in Division 2.2, with no subsidiary hazard, for sporting or home use.

Note: The total net quantity of all such articles carried by each passenger or crew member under the provisions of 2.3.5.1 must not exceed 2 kg or 2 L and the net quantity of each single article must not exceed 0.5 kg or 0.5 L. Release valves on aerosols must be protected by a cap or other suitable means to prevent inadvertent release of the contents.

Alcohol-based hand sanitizer is acceptable under the provisions of 2.3.5.1, however, it should be noted that where passengers or crew wish to have the hand sanitizer in their carry-on baggage that the limit of 100 ml or equivalent per item for liquids and gels in accordance with the aviation security provisions applies.

3.2 Universal Precautions Kits (UPK)

IOSA CAB 4.2.3

The Operator SHOULD ensure all passenger aircraft in its fleet are equipped with one or more universal precaution kits for use by cabin crew members in managing:

- i. Episodes of ill health associated **with a case of suspected communicable disease**;
- ii. Cases of illness involving contact with body fluids.

One or two universal precaution kits per aircraft would typically be adequate for normal operations; additional kits would be carried at times of increased public health risk (e.g. an outbreak of a serious communicable disease with pandemic potential). The contents of an aircraft universal precaution kit would typically include:

- Dry powder that can convert small liquid spill into a granulated gel;
- Germicidal disinfectant for surface cleaning;
- Skin wipes;
- Face/eye mask (separate or combined);
- Gloves (disposable);
- Impermeable full-length long-sleeved gown that fastens at the back;
- Large absorbent towel;
- Pick-up scoop with scraper;
- Bio-hazard disposal waste bag;
- Instructions.



4. Cleaning and disinfection

4.1 Cabin cleaning

All cabin disinfection products used must be compatible with aircraft components. Aircraft manufacturers provide operators with guidance on approved disinfection processes and cleaning fluids.

Airlines may need to consider additional cleaning and disinfecting schedules in accordance with Health Authority requirements.

[EASA Interim guidance on Cabin Disinfection](#)

[IATA Guidelines for cabin cleaning crew](#)

4.2 Crew rest compartments and bedding

Where crew rest compartments are installed, some airlines provide bedding items for cabin crew use.

To minimize any possibility of cross infection, where pillows, cushions, sheets, blankets or duvets are provided, these should not be used by multiple persons unless coverings are laundered or changed.

Some airlines issue each crew member with their own provisions and the cabin crew members are responsible for ensuring that they are removed and bagged after use.

Other airlines provide bulk loading for crew rest area bedding. Where this is the case, each cabin crew member should install their own bedding items before their rest period and remove them hygienically afterwards.

4.3 Passengers and/or crew using their own cleaning products onboard

The use of additional cleaning chemicals and products in the cabin by passengers and crew should be discouraged as they may interact with chemicals already used and may cause damage to fabrics, plastics and finishes.

The use of commercially available non-bleaching antibacterial wipes may be acceptable.



5. Cabin operations

5.1 Pre-flight checks

It is possible that the aircraft may have been in extended storage prior to cabin crew operating the flight. Cabin crew should conduct thorough pre-flight cabin checks and report any defects through the operator's usual reporting processes for rectification. Where necessary, the Minimum Equipment List should be checked to identify whether defective or missing item results in operational limitations.

5.1.1 Safety and emergency equipment

While maintenance checks before return to service may include a full maintenance survey of all safety and emergency equipment, there is an increased possibility of cabin crew identifying unserviceable, damaged or missing equipment during pre-flight checks. The operator should consider creating awareness to cabin crew to outline the added risks of defective equipment when an aircraft returns to passenger mode after being used for cargo purposes.

5.1.2 Cabin damage

If the aircraft has been used for the transportation of cargo and/or mail in the passenger cabin, some damage may have occurred in passenger seating areas. Cabin crew should be vigilant and check for damage which may affect safety such as life vests, seatbelts, tray tables, Inflight Entertainment system components, seat arm rests, seat cushions etc.

5.1.3 Galleys and lavatories

In galley areas, air may have accumulated in galley and lavatory water systems while the aircraft was stored, therefore a thorough purging of water systems is recommended until water flows freely, in order to avoid burns/scalds while in use.

5.2 Physical distancing

The risk of transmission between passengers onboard aircraft remains low, due to the downward airflow movement within the cabin during normal air conditioning and circulation. Accordingly, physical distancing measures are not considered as a necessary or effective risk mitigation measure on board aircraft, however physical distancing measures may be required as per Health Authorities and/or customer confidence.

Such measures are difficult to enforce onboard aircraft and are also dependent on the passenger booked load, as well as the configuration of automated seat allocation systems.

Where physical distancing is required, at least one lavatory should be blocked and dedicated for crew use in order to ensure it remains available for handwashing, as well as limiting the possibility of contamination from infected persons. Physical distancing techniques may also need to be applied to passengers waiting to use lavatories.

5.2.1 Boarding and disembarkation

Where physical distancing is required, cabin crew positions during boarding may need to be altered, for example in areas such as over wing exits where it is not possible to maintain a suitable distance from passengers during boarding.

It may be necessary to board smaller groups of passengers in order to increase space between them while they store carry-on baggage and take their seats.



Depending on passenger booking figures, airlines with pre-assigned seating procedures may wish to consider physical distancing requirements within seating assignment systems.

Airlines who do not have pre-assigned seating should ensure cabin crew monitor passengers' seat choices during boarding, so that passengers are spread throughout the cabin as necessary.

Where passenger load and any weight/balance limitations allow, passengers may be encouraged to move to empty seats to increase physical distance between them.

During disembarkation, cabin crew may be required to limit the number of passengers standing to retrieve personal belongings and to manage the number of passengers disembarking simultaneously, in order to ensure physical distancing is possible while on steps/airbridges.

5.2.2 Cabin crew

Where physical distancing measures are required on high risk flights, cabin crew should be reminded to consider the following:

- Wherever possible, remain within their assigned area of responsibility;
- While eating or drinking, do not share meals, utensils or drinking containers;
- Reduce non-essential contact with passengers and/or their belongings;
- Reduce physical contact between each other and with other staff or members of public.

5.3 Passengers with disabilities

Some passengers with disabilities may be more vulnerable to infection and will likely seek additional reassurance that measures are in place to prevent transmission of infection from those who are assisting them, before they are able to travel.

Airlines should be mindful of this and may need to consider additional measures within their acceptance procedures for such passengers, so that precautions can be taken to protect them.

Where physical distancing techniques are required by Health Authorities, these may not be possible when passengers with disabilities require additional assistance such as seat transfers, use of wheelchairs or help with carry-on baggage.

Where onboard wheelchairs are provided, airlines should consider additional cleaning procedures to ensure they remain clean between each use.

5.4 Safety demonstration

Manual safety demonstration equipment should be sanitized before each use.

It is recommended that procedures be reviewed to ensure that cabin crew are not required to place demonstration equipment such as oxygen masks and life vest mouthpieces to their mouth and nose.

When demonstrating the use of oxygen masks, passengers should be reminded that protective facial masks if worn, should be removed.



5.5 Passenger announcements

It is recommended that airlines include specific passenger announcements including guidance aimed at preventing the spread of infection. These may include cough/sneeze etiquette and any requirements for wearing of masks as recommended by local Health Authorities or airline policy.

Passengers may need to be reminded within safety briefings of the need to remove facial masks in the event of a depressurization before fitting oxygen masks.

Additional announcements may be necessary where passengers are required to complete passenger locator information during flight for tracking and tracing of contacts.

5.6 Passenger health declaration

Some countries' immigration and health authorities require passengers to leave a health and travel history record. In those cases, IATA suggests the use of a card based on the Passenger Locator form and providing an additional section, the Health Declaration Card.

[Passenger locator form](#)

5.7 Cabin crew seating positions

Where physical distancing is required, it may be necessary to alter cabin crew seating positions during take-off and landing, particularly in the case of double crew seats.

Any change to crew seating positions during take-off and landing may need the approval of the regulator.

5.8 Inflight services

5.8.1 Provision of services

Meal and beverage offerings may need to be altered to comply with temporary health restrictions and physical distancing techniques and could vary by route. For example when operating between countries with low infection rates and limited spread, a standard service may be acceptable, while operating within, to or from a country with a high rate of infection, services may need to be limited.

Examples of services include:

Low risk routes: Normal services

Medium risk routes: Pre-packaged food services

High risk routes: Pre-packaged food services and bottled water provided pre departure. Minimal inflight service.

If airlines choose to offer services from galley areas to maintain physical distance between cabin crew, flight crew and passengers, they should ensure that these service procedures consider the following safety risk mitigations:

- Cabin crew require easy and immediate access to the cabin during an emergency;
- Further limitation of flight crew compartment access;
- Service equipment such as trolleys/carts set up at door areas need to be secured while in use and may need to be stowed rapidly during unexpected turbulence or any other emergency;



- Regular cabin safety monitoring activities should always be maintained;
- Passengers should not be permitted to congregate in or near the service areas. It may be advisable to call passengers by seat row/number for service;
- Passengers should remain seated with seatbelts fastened at all other times to reduce risk of injury during unforeseen turbulence.

5.8.2 Waste management

The Covid-19 crisis has significantly increased the volumes of healthcare wastes requiring specialised handling and treatment. It is incumbent on the sector and its regulators to ensure that cabin waste is well managed and uncontaminated cabin waste is not compounding this problem.

The primary mechanism of virus spread is airborne and although there is the possibility of surface contamination on cabin interiors and waste, this can be minimised by regular cabin interior cleaning and hand hygiene.

Cabin waste is already subject to legislation that ensures it is handled, stored and disposed appropriately to minimize pollution and disease risk. Nevertheless, local health authorities may impose additional restrictions on waste from international flights. It is not expected that the nature of cabin waste will significantly change as flights resume beyond discarded PPE (masks and gloves), empty sanitizer bottles and amendments associated to changes to in-flight menus (additional packaging, etc.) and that operational impacts for crew will be minimal.

5.7.2.1 Additional waste regulations

Although many countries already classify cabin waste from international flights as biohazardous due agricultural health concerns including Europe, US, Canada, Australia, New Zealand, etc. others may impose similar restrictions following the resumption of international flights.

These restrictions could include the need to disinfect waste bags; bans on reuse/recycling; need for double bagging; sealing; labelling and specialist handling and treatment including steam sterilization, incineration and chemical treatment.

It is recommended that airlines check with out-stations to determine if health authorities are requesting additional restrictions and develop appropriate response planning including liaising with cleaning and catering service providers and equipment procurement.

5.7.2.2 Flights with no symptomatic passengers/crew

WHO recommends that "routine operating procedures for cleaning aircraft, managing solid waste, and wearing PPE should be followed". Specialized treatment of this waste is not deemed necessary, but this should be confirmed with the local Health Authority.

Source: <https://apps.who.int/iris/bitstream/handle/10665/331488/WHO-2019-nCoV-Aviation-2020.1-eng.pdf>

5.7.2.3 Flights with symptomatic passengers/crew

All materials including part consumed meals, beverage containers and disposable items including used paper towels, tissues and PPE generated whilst treating or supporting the passenger or crew member should be placed in the biohazard waste disposal bag (Universal Precaution Kit) and sealed for specialist treatment. Service providers including the cleaning and catering company and the local health authority should be informed.

5.7.2.4 Recycling

Recycling of waste should be carried out in accordance with Health Authorities requirements.



5.9 Interfering with aircraft cabin

Passengers have been known to interfere with aircraft fixtures and fittings during time of pandemic, in attempts to reduce their personal risk of infection. Such behaviors have included the use of plastic sheeting over the seatbacks in order to create enclosed spaces, obstruction of air vents and the wearing of unusual clothing or head coverings.

Passengers should not be permitted to interfere with aircraft cabin fixtures in such a manner as to:

- obstruct access to emergency equipment:
- prevent cabin crew access to monitoring passengers and seating areas:
- prevent access to oxygen masks:
- impede evacuation routes for themselves or any other person.

6. References

The following list is not exhaustive and is aimed at providing airlines with a selection of information to support their risk assessments, mitigations and amended procedures.

Topic	Description
IATA Guidance material	IATA Air Transport & COVID-19 Coronavirus Carriage of cargo in cabin
Cabin disinfection and cleaning	IATA guidance for cleaning crew EASA Interim guidance on Cabin Disinfection World Health Organization operational considerations for managing Covid-19 cases or outbreak in aviation
Cabin Crew Training exemptions	
Catering	Quality and Safety Alliance Inflight Services
Waste Management	World Health Organization operational considerations for managing Covid-19 cases or outbreak in aviation
Other	ICAO Security Covid website ICAO Safety Covid website World Health Organization operational considerations for managing Covid-19 cases or outbreak in aviation Collaborative Arrangement for Prevention and Management of Public Health Events in Civil Aviation (CAPSCA) US Center for Disease Control FAA SAFO 20009 : Covid-19: Updated Interim Occupational Health and Safety Guidance for Air Carriers and Crews. EASA Covid Website EASA Guidance on management of crew members European Center for Disease Control CAAC preventing spread of coronavirus Transport Canada Covid Alleviations and Guidance



7. Summary of inflight service recommendations

Route/flight	Inflight service	Physical distancing	Lavatories	PPE	Other
Low risk	Normal services.	If required by Health Authority.		If required by Health Authority.	
Medium risk	Simplified services or services on request. Non packaged food and beverage items reduced to limit air exposure.	Where practicable. Consider blocking seat rows for potential cases of infection identified during flight.	Dedicated lavatory for crew use. Regular disinfection of lavatories during flight, e.g. after every 10 uses.	As recommended by Health Authority	
High risk	Minimal interaction between crew and passengers. Prepackaged food and bottled water provided before passenger boarding.	Maintain segregation of passengers where possible. Consider blocking seat rows for potential cases of infection identified during flight.	Dedicated lavatory for crew use. Regular disinfection of lavatories during flight, e.g. after every 5 uses.	Masks for passengers and crew. Additional PPE as determined necessary and appropriate.	Basic services to flight crew. Cabin crew should remain within in their assigned areas during flight. Crew to remain on aircraft where possible. Recycling of waste not recommended.