

On Approval of the “Provisional Rules for the Organization of Flights and Passenger Air Transportation in the Republic of Azerbaijan during the Coronavirus (COVID-19) Pandemic

In accordance with Article 25 of the Law of the Republic of Azerbaijan “On Sanitary and Epidemiological Welfare” and “Rules for adoption of quarantine-organizational, preventive and other necessary measures in the event of a threat of emergence or spread of infectious, parasitic and mass noncontagious diseases” approved by the Resolution No. 73-1 of the Cabinet of Ministers of the Republic of Azerbaijan dated February 28th, 2020, for continued adoption of measures to prevent the spread of coronavirus infection (COVID-19) in the territory of the Republic of Azerbaijan, the Cabinet of Ministers of the Republic of Azerbaijan hereby decides:

1. To approve the “Provisional Rules for the Organization of Flights and Passenger Air Transportation in the Republic of Azerbaijan during the COVID-19 Pandemic” (attached).
2. To charge the Ministry of Transport, Communications and High Technologies of the Republic of Azerbaijan, the Ministry of Healthcare of the Republic of Azerbaijan, the Ministry of Internal Affairs of the Republic of Azerbaijan, the State Agency on Compulsory Health Insurance of the Republic of Azerbaijan and “Azerbaijan Airlines” Closed Joint-Stock Company with the task of resolving issues arising from the present Resolution.

**Ali Asadov Prime Minister of the
Republic of Azerbaijan**

Baku, June 11, 2020
No. 199

Approved by The Resolution No 199 of the Cabinet
of Ministers of the Republic of Azerbaijan
dated June 11, 2020

PROVISIONAL RULES
for Organization of Flights and Passenger Air
Transportation in the Republic of Azerbaijan during the
COVID-19 Pandemic

1. Introduction

- 1.1. The present Rules are based on scientific research on coronavirus (COVID-19) infection (hereinafter – “COVID-19”) currently being undertaken with the aim of protecting health of employees and passengers of international airports of the Republic of Azerbaijan, the practices and recommendations of the International Air Transport Association (IATA), the International Civil Aviation Organization (ICAO), the Airports Council International (ACI), the European Aviation Safety Agency (EASA) and the World Health Organization (WHO), including the practice of international airports of foreign states and foreign airlines.
- 1.3. In order to reduce the risk of illness, passengers on board are informed about preventive sanitary and hygienic measures (hand hygiene, maintenance of physical distance (hereinafter referred to as “distance”), respiratory hygiene and other preventive measures), and frequently touched surfaces on board an aircraft are regularly cleaned and disinfected.

2. General instructions

- 2.1. Passengers and all air carriers operating flights must be informed in advance of the following:
 - 2.1.1. The requirement for passengers departing from the Republic of Azerbaijan to undergo PCR testing for COVID-19 is regulated by the air carrier in accordance with the rules established at the point of destination. The costs of such tests are borne by passengers themselves. During domestic flights, passengers are not required to have a COVID-19 PCR test certificate, and passengers arriving at Heydar Aliyev International Airport via domestic flights are required to have swabs taken by medical staff to perform PCR tests for COVID-19.
 - 2.1.3. All airlines operating flights to the Republic of Azerbaijan accept passengers on the following conditions:
 - 2.1.3.1. in relation to foreigners and stateless persons:
 1. Passengers over 18 years of age - only COVID-19 passport (a document confirming full vaccination against COVID-19 or immunity to COVID-19) and PCR on COVID-19 issued within 72 hours before the flight on the basis of a document confirming the negative result of the test;

2. Passengers between the ages of 1-18 - on the basis of a document confirming the negative result of the PCR test for COVID-19, issued only within 72 hours before the flight;
- 2.1.3.2. In the case of citizens of the Republic of Azerbaijan - on the basis of a document confirming the negative result of the PCR test for COVID-19 issued within 72 hours before the flight.
- 2.1.4. When passing border control, citizens of the Republic of Azerbaijan, whose certificates do not meet the requirements specified in Sub-clause 2.1.3, are quarantined for two weeks, whereas foreign citizens and stateless persons are not allowed to enter the country and are returned on the same flight at the expense of the air carrier.
- 2.1.5. For verification of the authenticity of the certificate in electronic form, persons who have the attributes of electronic verification on their certificates (QR code, identification number, etc.) pass through the appropriate check points in an expedited manner
- 2.2. Resumption of regular international flights is conducted by an agreement to be reached with the opposite side on a bilateral basis taking into account the rules established by countries, airports and air carriers, as well as the general sanitary-and-epidemiological situation.
- 2.3. Wearing of medical face masks at the airport and during a flight is mandatory. It is not allowed to remove face masks without specific request (for example, at the request of an authorized person during check-in and boarding, pre-flight security inspection and border control procedure) and without special necessity (for example, during the meal).
- 2.7. The operating carrier must preliminary inform passengers about special rules, procedures, restrictions and instructions applicable at the airports of the Republic of Azerbaijan.
- 2.8. Those who violate the requirements of the present rules are informed about possibility of being brought to responsibility in accordance with the requirements of the law.

3. Airport Procedures (Departure Procedure)

- 3.1. Entrance to the air terminal complex and passenger terminal is permitted only to the following persons:
 - 3.1.1. employees of the airport and structures operating on the territory of the airport;
 - 3.1.2. passengers (persons with disabilities and minors are accompanied by special employees).
- 3.2. At the entrance to the airport complex, there are posts consisting of aviation security officers who check the availability of passengers' passports and tickets for certain flights.
- 3.3. Only the passengers wearing medical face masks are permitted to the air terminal complex. Passengers who do not have medical masks will be provided with masks at the entrance and will be informed of their responsibility to wear the mask throughout the entire period of their stay on the territory of the air terminal complex. Temperature checks are conducted at the entrance to the air terminal complex using appropriate equipment (thermal camera system). For this purpose, there are at least 2 trained medical workers wearing medical face masks, gloves and glasses at the thermal camera.
- 3.4. Persons with temperatures higher than 37.5° C are not allowed in the air terminal complex and are sent to the medical centre at the airport entrance. In the event of suspected coronavirus symptoms, these persons are sent for further examination to the appropriate medical facility using a special vehicle. Information about such cases is

communicated to the representative of the airline on the flight of which the passenger was scheduled to depart.

- 3.5. During the general aviation security inspection, aviation security officers control maintenance of distance in queues according to special floor stickers.
- 3.6. After passing a general aviation security inspection, passengers disinfect their hands.

4. Check-in

- 4.1. The employees appointed to control the queues meet the passengers, point the direction and offer to proceed to the corresponding area of the Terminal with the smallest queue for check-in. These employees provide queue management and control over maintenance of distance according to special floor stickers.
- 4.2. Upon completion of check-in, passengers re-disinfect their hands directly at the check-in counter.
- 4.3. After receiving luggage for air transportation from the passenger, the luggage is disinfected in the processing area with a UV device.
- 4.4. Interviewing passengers for symptoms of COVID-19:
 - 4.4.1. During check-in, employees interview passengers to identify the possible presence of the COVID-19 symptoms, namely fever, cough and shortness of breath, nausea, vomiting, diarrhea, muscle pain, sore throat or joint pain, headache.
 - 4.4.2. If a passenger with deterioration of health conditions and symptoms of an infectious disease is identified, the medical staff on duty is immediately notified.
- 4.5. Pre-flight inspection, moving to the sterile area and border control zone:
 - 4.5.1. The designated aviation security officer for queuing control meets passengers, provides control over the queue and maintenance of distance according to special floor stickers.
 - 4.5.2. After passing the pre-flight aviation security inspection, passengers re-disinfect their hands in a specially designated place following which they pass through border control in order of arrival and by maintaining distance according to special floor stickers.
 - 4.5.3. Having passed border control, passengers re-disinfect their hands.
- 4.6. Boarding of passengers:
 - 4.6.1. In order to ensure distance, passengers are boarded by small groups in the zonal order according to the instructions of the boarding officer.
 - 4.6.2. Passengers are boarded starting from the last rows of aircraft cabin and moving forward. Boarding is carried out in the manner which creates an opportunity to maintain distance between passengers, stow personal belongings in the aircraft cabin and accommodate passengers in their seats.
 - 4.6.3. In order to minimize contact, boarding passengers present passports with their photo to the boarding officer and pass their boarding passes through a special reader.
 - 4.6.4. At the end of the boarding procedure, a passenger disinfects his/her hand

5. Departure procedures

5.1. General procedures:

- 5.1.1. The crew uses personal protective equipment (medical face masks, rubber gloves, protective plastic masks) on a compulsory basis throughout the entire flight.
- 5.1.2. During flights with a high level of risk, it is necessary to wear special protective overalls and glasses.
- 5.1.3. Cabin crew monitors the health status of passengers throughout the entire flight.
- 5.1.4. Walking of passengers along the aircraft cabin during the entire flight is prohibited, except for going to toilet rooms.
- 5.1.5. Pilots should refrain from entering the cabin unless absolutely necessary.
- 5.2. To minimize the risk to the health of passengers and crew due to the epidemiological situation, passengers are informed about the rules of on-board conduct remotely, via audio, video and other means.
- 5.3. Measures to be taken in case of detection of a passenger with suspected infection during a flight:
 - 5.3.1. If a passenger with pronounced symptoms of COVID-19 is detected during a flight, the captain is immediately informed, the sick passenger is provided with a respiratory mask and re-accommodated in order to maintain a safe distance with other passengers (at least 2 seats), and if possible, he/she is seated at the end of the cabin. The sick passenger is provided first aid and initial anti-epidemic measures are taken.
 - 5.3.2. If possible, a toilet is allocated for a person with suspected disease.
 - 5.3.3. One flight attendant who uses a respirator is allocated to look after this passenger. It is forbidden for the flight attendant caring for a passenger with a suspected infection to contact with other passengers or their belongings.
 - 5.3.4. Dishes and items used by a passenger with suspected of having disease are packed in a separate plastic bag.
 - 5.3.5. The pilot reports through the dispatcher to the relevant airport medical post and operations centre about a passenger with suspected disease and his/her health condition.
 - 5.3.6. The person who is suspected of having the disease leaves the aircraft last, all security measures put in place, and is transferred to medical personnel.

6. Arrival procedure

- 6.1. When disembarking, passengers are required to maintain the distance. Cabin crew controls the order of disembarkation in such a way as to avoid crowding on exit.
- 6.2. Upon entering the terminal building, passengers disinfect their hands. Medical face masks are provided to passengers who do not have them.
- 6.3. When passengers enter the terminal building, the medical staff measures their temperature using special equipment and, if necessary, conducts special testing.
- 6.4. If suspected medical cases are identified as a result of such examination, citizens of the Republic of Azerbaijan are placed into quarantine or under treatment at the expense of the state, whereas foreigners and stateless persons - at their own expense or at the expense of the respective carrier.

- 6.5. In the order of arrival and by maintaining the distance according to special floor stickers/distancing markings, passengers pass through the border control and disinfect their hands thereafter.
- 6.5.1. During border control, the border control authority checks the availability of passengers' certificates and their compliance with the requirements of Clause 2.1.3., and collects the Declarations they have completed.
- 6.6. Baggage of arriving passengers is disinfected in a specially designated place following which it is placed on the baggage conveyor belt. In order to maintain distance in the baggage claim area and by following special floor stickers, passengers pick up their baggage and leave the territory of the terminal.

7. Procedures in the air-terminal complex

- 7.1. In order to ensure distancing at all below mentioned stages of waiting in queue and at potentially crowded places, special floor stickers/distance markings are applied:
- 7.1.1. at the entrance to the air-terminal complex;
- 7.1.2. at the aviation security checkpoints;
- 7.1.3. in the passenger check-in area;
- 7.1.4. in the border control zone;
- 7.1.5. in the baggage claim area.
- 7.2. For the purpose of informing passengers about the maintenance of distance, the rules for using medical face masks, hand disinfection, the symptoms of COVID-19 and preventive measures, information signs, monitors and posters are used.
- 7.3. If a passenger who is suspected of having the disease is detected at the airport:
- 7.3.1. Upon arrival:
1. the passenger is taken to the medical post; all security measures being put in place;
 2. the medical post informs the emergency medical service (103) about the case;
 3. once the medical post assesses the state of illness, the sick passenger is transferred to the emergency medical service (103) employees together with the "Suspected COVID-19 Case Information Form";
 4. the airline by whose flight the sick passenger arrived is contacted, information about the persons occupying two front, two rear and two side seats on board the aircraft is received and transferred to TABIB;
 5. the person suspected of having COVID-19 is transported to the hospital specified by the Management Union of Medical Territorial Units (hereinafter - "TABIB") by the emergency medical service (103).
- 7.3.2. Transfer:
1. a person with a suspected infection is placed in a special room under medical supervision before boarding the next flight;
 2. the airline by whose flight the sick passenger arrived is contacted, information about the persons occupying two front, two rear and two side seats on board the aircraft is received and transferred to TABIB;
 3. the air carrier is informed of the passenger in an appropriate manner;
 4. with the permission of the air carrier, the passenger is allowed to board the flight;

5. the passenger boards the aircraft under special supervision, subject to maintenance of distance with other passengers;
6. in the absence of such permission, the passenger is quarantined at his/her own expense or at the expense of the air carrier by whose flight he/she arrived.

8. Procedures for on-board cleaning and provisioning, cleaning and disinfection of cabins

- 8.1. Cleaning and disinfection of aircraft cabins is carried out during aircraft turnaround and after arrival.
- 8.2. Garbage is disposed with the usual precautions being taken and in accordance with the recommendations of the authorized sanitary authorities.
- 8.3. The control and replacement of air filters in the aircraft cabin is carried out in accordance with the rules established for epidemiological situations.
- 8.4. Cards, booklets, etc., placed in the pocket of the on-board seats, with the exception of disposable items, are disinfected by approved disinfectants.
- 8.5. Sealed bags are placed in seat pockets for disposal of items being in contact with biological materials.

9. Catering

9.1. For departing aircraft:

- 9.1.1. when leaving the flight catering area, all employees involved must use protective equipment in accordance with the procedure (masks, glasses, gloves);
 - 9.1.2. auto-lift must be clean and disinfected;
 - 9.1.3. when approaching the aircraft, employees must act in accordance with the aircraft service procedure;
 - 9.1.4. the aircraft equipment used by the catering service (carts, stoves, boxes, etc.) must be clean and disinfected;
 - 9.1.5. it is necessary to use disposable tableware for passenger service;
- After completion of aircraft servicing, a return to the base and disposal of protective equipment is performed.

9.2. For arriving aircraft:

- 9.2.1. when leaving the flight catering area, all employees involved must use protective equipment in accordance with the procedure (masks, glasses, gloves);
- 9.2.2. auto-lift must be clean and disinfected;
- 9.2.3. when approaching the aircraft, employees must act in accordance with the aircraft service procedure;
- 9.2.4. removal of dishes and aircraft equipment used by the catering service (carts, stoves, boxes, etc.) from the aircraft;
- 9.2.5. disinfectant treatment inside the auto-lift immediately after unloading the aircraft;
- 9.2.6. return to the base, unloading equipment, washing and disinfection of the auto-lift;
- 9.2.7. disposal of serviceware, food waste and protective equipment.

10. Aircraft interior cleaning procedure

10.1. For departing aircraft:

10.1.1. when leaving the sanitation and housekeeping building, all employees involved must use protective equipment in accordance with the procedure (masks, glasses, gloves);

10.1.2. vehicles must be clean and disinfected;

10.1.3. when approaching the aircraft, employees must act in accordance with the aircraft service procedure;

10.1.4. after completion of aircraft servicing, a return to the base and disposal of protective equipment in accordance with the procedure is carried out.

10.2. For arriving aircraft:

10.2.1. when leaving the sanitation and housekeeping building, all employees involved must use protective equipment in accordance with the procedure (masks, glasses, gloves);

10.2.2. vehicles must be clean and disinfected;

10.2.3. when approaching the aircraft, employees must act in accordance with the aircraft service procedure;

10.2.4. disinfection and cleaning of aircraft;

10.2.5. disposal of equipment and garbage;

10.2.6. disinfectant treatment inside vehicles immediately after completion of aircraft unloading;

10.2.7. return to the base, unloading of equipment, washing and disinfection of vehicles;

10.2.8. disposal of used accessories and protective equipment.

11. Requirements to cleaning and disinfection

11.1. Cleaning and disinfection works are carried out taking into account the characteristics of surfaces, the rules for cleaning and disinfection and with the use of various cleaning agents.

11.2. The following sequence must be observed when carrying out cleaning and disinfection works:

11.2.1. mechanical cleaning - loose dust and wastes are removed from the surfaces and area;

11.2.2. cleaning - is carried out using hot water and, if necessary, detergents;

11.2.3. rinsing - hot water is used to completely remove cleaning residue from the surface;

11.2.4. disinfection - disinfectants approved for use are applied in accordance with the instructions for use;

11.2.5. Cleansing after disinfection - At this stage, potable water is used.

11.3. The points to consider when using disinfectants are:

11.3.1. the expiration date and instructions for use specified in the direction for use must be taken into account;

11.3.2. the required concentration (density) must not be exceeded;

11.3.3. in order to prevent misuse by other persons, a note about the composition and date of production must be indicated on the packaging after preparation of the disinfectant solution;

11.3.4. the frequency of disinfection is to be planned;

11.3.5. personnel performing disinfection must be provided with special protective equipment (gloves, masks, etc.);

11.3.6. the area where disinfection works are carried out must be ventilated after completion of works;

11.3.7. the recommended disinfectant's contact time specified in the instructions for use must be strictly observed.

11.4. Areas that need to be disinfected and recommended disinfectants:

11.4.1. floor mats at entrances and exits (chlorine solution or other);

11.4.2. doors and door handles (alcohol solution or other);

11.4.3. cabinets for storage of personal belongings of citizens and their handles (alcoholic solution or other);

11.4.4. seats, shelves, tables, curtains, etc. (alcoholic solution or other);

11.4.5. escalators and their handles, elevators and their control panel in multi-storey airports (alcoholic solution or other);

11.4.6. technical equipment for aviation security inspection and control;

11.4.7. flooring (chlorine solution or other);

11.4.8. toilet rooms (chlorine solution or other);

11.4.9. waste storage areas (chlorine solution or other);

11.4.10. waste containers (alcohol solution or other);

11.4.11. multi-purpose terminals (alcohol solution or other);

11.4.12. airport equipment for passengers (containers for passenger belongings, luggage carts, seats for passengers with disabilities, Self-check kiosks, E-gates (automated immigration control), vending machines, etc.).

12. Requirements to personal hygiene

12.1. The staff is familiarized with the anti-epidemic regime at the airport and is provided with personal protective equipment appropriate to the service area.

12.2. In addition to medical face masks, face shields and gloves are used by service personnel being in direct contact with passengers (security officers at checkpoints, check-in and boarding agents, agents for servicing passengers with limited mobility).

12.3. If gloves are used as personal protective equipment, they shall be changed regularly.

12.4. Used personal protective equipment shall be disposed of in specially sealed plastic containers.

12.5. Passengers or crew may use hand sanitizer at all stages before approaching checkpoints.

12.6. Disinfectants are provided in the following places:

12.6.1. at all aviation security checkpoints;

12.6.2. at check-in and self-check-in counters;

12.6.3. at the border control;

12.6.4. in the boarding area;

12.6.5. in the transfer area;

12.6.6. in the area where ASAN VISA devices are located (if operating);

12.6.7. in the baggage claim area.

12.7. Everyone must wash or disinfect hands after using toilet, sneezing and coughing, contacting documents, smoking, etc.

12.8. The following is recommended for hand hygiene:

12.8.1. Wet your hands in running water and distribute soap on them;

12.8.2. Rub your hands together with the soap. Lather carefully between fingers and under nails;

12.8.3. Scrub your hands for at least 20 seconds;

12.8.4. Rinse your hands perfectly under running water;

12.8.5. Dry your hands with clean wipes;

12.8.6. If soap or water is not available, use ethanol (alcohol) disinfectants.

12.9. General rules of use of medical masks:

12.9.1. Cover your mouth and nose with the mask and make sure there are no gaps between face and the mask;

12.9.2. Do not touch the part of the mask that comes in contact with the mouth during its use;

12.9.3. The appropriate technique must be followed when removing the mask (do not touch the front of the mask, it should be removed through the strings on the back);

12.9.4. After removing the mask, hands should be cleaned with alcohol or washed with soap and water;

12.9.5. It is important to change the mask when it is wet or dirty;

12.9.6. Reuse of disposable masks is strictly prohibited;

12.9.7. It is important to sterilize and remove disposable masks after use.

13. Requirements for Personnel

13.1. The movement of cabin crew using the public transport must be limited as much as possible.

13.2. Cabin crew should avoid public places as much as possible.

13.3. Before coming to work, a crew member feeling symptoms of COVID-19 (fever, dry cough, shortness of breath, diarrhea, etc.) must inform his/her supervisor, be self-isolated at home and contact the emergency medical service (103) for medical care.

13.4. An employee exhibiting COVID-19 symptoms (fever, dry cough, shortness of breath, diarrhea, etc.) while working, shall stop work immediately, be provided with a medical face mask and isolated in a closed room. In order to provide medical care, the emergency medical service (103) is contacted.

13.5. The workplace of an employee with signs of illness must be disinfected.

13.6. If that employee is confirmed to have COVID-19 as a result of laboratory tests, the employees being in close contact with him/her shall be also tested and isolated at home until receiving the test results.

