



The Notification of the Civil Aviation Authority of Thailand  
on Practical Guideline for Air Operators, Crew Members and Airport Operators  
performing operations during the outbreak of Coronavirus Disease 2019 (COVID-19)

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Pursuant to the current situation of the outbreak of Coronavirus Disease 2019 (COVID-19) where it has become pandemic and has direct effect on the operation of air operators, crew members and airport operators, and the promulgation of the Regulation under Section 9 of the Emergency Decree on Public Administration in Emergency Situations B.E. 2548 (A.D. 2005) for the purpose of prevention and control of such disease,

In order to provide air operators, crew members and airport operators the practical guideline for their operations to ensure the conformance with Thai laws and regulations and international standards and recommendations from Department of Disease Control, Ministry of Public Health, World Health Organization (WHO) and International Civil Aviation Organization (ICAO) in order to stabilize the emergency situation and prevent its escalation, the Civil Aviation Authority of Thailand hereby issue the following measures:

1. The guideline and measures in this notification are applicable to both international and domestic flights.

2. In accordance with the Regulation under Section 9 of the Emergency Decree on Public Administration in Emergency Situations B.E. 2548 (A.D. 2005) (No.1), persons shall be permitted to land at the airport in Thailand only if they fall under one of the following categories:

(1) Being in the situation or a person exempted by the Prime Minister or the Permanent Secretary of Ministry of Foreign Affairs under certain conditions and prescribed time period;

(2) Carrier of necessary goods pertaining to necessity, but required prompt exit after the mission is completed;

(3) Pilots and crew members of the flight entering Thailand with a clear scheduled time of departure;

(4) Persons on diplomatic or consular missions or under international organisations, or representatives of the government performing their duties in Thailand, or other persons or international agencies, including their families that the Ministry of Foreign

Affairs gives permission. In this case they shall apply for a certificate of entry into the Kingdom from the Ministry of Foreign Affairs with relevant documents;

(5) Non-Thai nationals who have work permit or have been granted permission from government agencies to work in the Kingdom (Smart Visa);

(6) Thai nationals with certificate of entry into the Kingdom issued by the Royal Thai Embassy or the Royal Thai Consulate in their country of residence.

Persons under (4) (5) or (6) must have a Fit to Fly Health Certificate which has been certified or issued no more than 72 hours before travelling.

3. Upon entry into the Kingdom, such persons must also comply with disease prevention measures prescribed by the Government.

4. Immigration officers shall have the power, in accordance with immigration laws, to deny entry into the Kingdom of non-Thai nationals who have been tested positive for COVID-19 or are under suspicion of being infected or who refuse to undergo such test.

5. Air operators shall assess risk level of each flight by using the following table:

Scores	1	2	3	4	5
Factors					
Numbers of Confirmed Cases at the Country of Origin (Numbers)	< 50	50 - 100	101- 500	501 – 1000	> 1000
Passenger Load (%)	< 40	40 – 80	> 80	-	-
Duration of Flight (Hours)	< 4	4 – 8	> 8	-	-

After the sum of scores from the 3 factors identified above, risk levels can be divided into high, medium and low.

Low risk flights: 3 - 4

Medium risk flights: 5 - 7

High risk flights: 8 - 11

Flights performed by aircraft without high-efficiency particulate air (HEPA) filtering system shall be regarded as high-risk flights.

Risk levels may be changed in accordance with the situation such as emergency or special flights.

6. Air operators operating flights from port of embarkation bound for Thailand shall perform primary exit screening by conducting body temperature screening of the passengers as follows:

(1) Low Risk Flights: Non-contact infrared thermometer should be used to check the body temperature of passengers and their general health condition should also be observed.

If any passenger is found that his body temperature is more than 37.3 °C or there is a sign or symptom of acute respiratory infection such as cough, sore throat, runny nose or dyspnea, air operator staff shall notify the doctor or public health officer at such airport. If any risk factor is found from the diagnosis, boarding pass shall not be issued to such passenger.

(2) Medium and High Risk Flights: The checking of passengers' body temperature should be carried out before boarding and in-flight.

(a) Pre-enplaning: Non-contact infrared thermometer should be used to check the body temperature of passengers and their general health condition should also be observed. If any passenger is found that his body temperature is more than 37.3 °C or there is a sign or symptom of acute respiratory infection such as cough, sore throat, runny nose or dyspnea, air operator staff shall notify the doctor or public health officer at such airport. If any risk factor is found from the diagnosis, boarding pass shall not be issued to such passenger.

(b) In-flight: For high-risk long-haul (> 4 h) flights, in-flight checking of body temperature during operation should be taken. Non-contact infrared thermometer should be used to check the body temperature of passengers and the health condition should be observed. If any passenger is found that his body temperature is more than 37.3 °C or there is any sign or symptom of acute respiratory infection such as cough, sore throat, runny nose or dyspnea, air operator staff shall consider to take action in accordance with 9.

Air operators operating an outbound flight from Thailand to any countries or regions shall consider to take action in accordance with paragraph 1 based on the appropriateness and necessity of the situation. They shall also monitor the quarantine measures taken by the relevant authorities of those countries or regions and take action accordingly.

7. Infection Control Measures for Crew Members: Given the risk level of flights, with assessment according to 5. for each flight, different prevention and protection measures should be taken. Personal Protective Equipment (PPE)) shall be considered as follows;

(1) Low Risk and Medium Risk Flights: wearing protection of disposable medical masks or surgical masks.

(2) High Risk Flights

(a) Flight Crew: Flight crew should wear surgical masks and goggles, and change masks when considered necessary.

(b) Cabin Crew: Cabin crew should wear N95 particular matter protection facial masks or surgical masks, goggles, and disposable rubber gloves, and change them when considered necessary .

8. Cabin Area Division: In order to avoid cross-infection, the cabin area can be divided into clean area, buffer zone, passenger sitting area, area for close contacts and quarantine area according to different utilities. Each area should be clearly labeled, and it

is recommended that a disposable curtain be used for the physical separation of each area. The division should be made based on the following principles (and can be adjusted taking into account different aircraft types):

(1) Clean Area: It is recommended that the front part of the cabin be designated as a clean area for the exclusive use by crew members. No one wearing protective clothing shall be allowed to enter the clean area. The boarding gate connecting the clean area should be reserved for the exclusive use by crew members.

(2) Buffer Zone: It is recommended that the section next to the clean area be designated as a buffer zone available for use by crew members to wear and take off protective clothing.

(3) Passenger Sitting Area: It is the section next to buffer zone reserving as sitting area for healthy passengers. Passengers should be seated with at least 1 meter (m) between each other.

(4) Area for Close Contacts: It is the section next to passenger sitting area designated for the passengers having previous history in close contact with COVID-19 patients if it is required to be transported. Passengers should be seated with at least 1 meter (m) between each other, and should be at least two rows of seats away from the passenger sitting area.

(5) Quarantine Area for ill traveler: The last three rows of seats should be designated as the emergency quarantine area (observation area).

(6) Lavatories: The lavatory in the forefront of the cabin is to be used exclusively by crew members and needs to be thoroughly disinfected after each use.

9. On-board Emergency Quarantine Measures: The ill or suspected to be affected from COVID-19 traveler (passenger or crewmember) should be quarantined on-board by the following methods:

(1) The last 3 seat rows of the cabin should be designated for emergency quarantine. If possible, the ill traveler should be seated in the right window seat.

(2) The right rear lavatory should be specifically designated for quarantine purpose.

(3) It is recommended to assign specific crew members to provide necessary in-flight service for quarantine areas, and the crew members should minimize close contacts (within 2 meters) with other crew members and unnecessary contacts.

(4) Flight crew shall notify the air traffic controller at port of disembarkation about information regarding passenger or crew who is ill or suspected to be affected from COVID-19 in order to convey the finding to the airport of entry. Flight crew shall also fill in the following forms according to ICAO standards and recommended practices and submit to the officer at airport of entry;

(a) General Declaration (Appendix 1. to ICAO Annex 9)

(b) Public Health Passenger Locator Form (Appendix 13. to ICAO Annex 9)

(c) T.8 Form (Attachment to Ministerial Regulation according to Communicable Disease Act B.E. 2558 (A.D. 2015))

10. Based on the information conveyed from 9. (4), airport operators shall consider the allocation of Isolated Aircraft Parking Position for the purpose of aircraft quarantine.

11. Each time after the operation of a passenger flight, aircraft disinfection shall be conducted both in passenger compartment and cargo compartment according to the measures prescribed by the quarantine officials.

12. Airport Terminal Disinfection shall be performed immediately after each use of the areas where the patient or patient under investigation (PUI) have gone through or utilized including the quarantine area and lavatories in conformance with the standards prescribed by the Ministry of Public Health.

13. The above guideline and measures stated in 5. – 11. apply *mutatis mutandis* to all domestic flights.

14. Air operators shall notify their staff at airport of departure and the crew members of the above guideline and comply with full cooperation. Airport operators shall also notify their staff of 10. and 12. and comply with full cooperation.

The above guideline and measures are to be aligned until the situation is ended or any further notification is issued.

Issued on 6 April 2020.

— Chula Sukmanop —

(Chula Sukmanop)

Director General

The Civil Aviation Authority of Thailand