



COVID-19 Guidance for FBO Operations

- Coronavirus Infectious Disease 2019 (COVID-19) is a respiratory disease caused by the SARS-CoV-2 virus. <https://www.cdc.gov/coronavirus/2019-ncov/index.html>
- This document contains best practices gleaned from the Avfuel FBO network and guidelines from the Centers for Disease Control (CDC), the World Health Organization (WHO) and other local and national authorities and organizations.
- The goal of this document is to share simple and clear guidance for all levels of staff to protect themselves and guests from COVID-19. This document is not meant to be comprehensive.

Action Steps for Management

- If you are sick, do not come to work and direct all other staff to do the same. If you or your staff develop emergency warning signs for COVID-19, **seek medical attention immediately**. Emergency warning signs include*:
 - Difficulty breathing or shortness of breath
 - Persistent pain or pressure in the chest
 - New confusion or inability to arouse
 - Bluish lips or face

*This list is not all inclusive. Please consult your medical provider for any other symptoms that are severe or concerning.
- Instruct personnel to contact their Manager and Human Resources Department if they feel ill, or if someone observes another person is exhibiting pandemic symptoms at work.
- Set the expectation that, if personnel feel ill, they should not come to work. (Communicate this expectation on a regular basis to all employees.)
- Developing and enforcing a standard operating procedure (SOP) regarding COVID-19 and relevant to your specific operation is highly recommended. This document, along with the adoption of recommendations and directives from your local and federal health authorities, can be used as reference to create a SOP for your operation.
- Daily, monitor the CDC, WHO and local public health authorities for any updates and adapt your protocols as necessary.
- Regularly meet with airport officials and local AHJ to ensure any additional processes or procedures are being met.
- Liaison with base tenants, and transient tenants affected by the health crisis.
- To ensure the safety of personnel, **all transport category charter and medical flight arrangements should be made in advance of arrival**.
- Establish contingency plan for all critical operations, including fuel receipt, fueling, towing, counter, and accounting operations.
- Determine the “next-in-line” to perform critical tasks.
- Escalate to company leadership any request to deviate from established company procedures.
- Continually communicate with personnel any changes affecting the local operation.
- Create new travel policies.
- Notify customers of operational restrictions and/or assist in responding to inquiries.
- Ensure an adequate supply of Personal Protective Equipment (PPE) is available for personnel,



- including latex or nitrile rubber gloves, safety glasses, and disposable face shields.
- Ensure personnel are trained properly in the usage of, donning and removing PPE. <https://www.cdc.gov/vhf/ebola/pdf/poster-how-to-remove-gloves.pdf>
 - Create new sanitization procedures.
 - Closely monitor PPE recommendations and inventories.
 - Consider the universal use of facemasks by all staff and encourage guests to do the same.
 - Increase the frequency of cleaning and sanitizing efforts to make cleaning and hygiene protocols more rigorous. Place emphasis on high touch areas (counters, door handles, bathrooms, kitchens, etc.)
 - Work with airport if need be to allow customers to drive directly to and from their aircraft.
 - Increase deployment of antibacterial hand sanitizers.
 - Ensure accurate reporting of all cases to the appropriate authorities.
 - Monitor the enforcement of infection control procedures.
 - At a minimum, each facility should put controls in place to minimize the chance infected persons could enter the site.
 - Evaluate personnel, contract workers, and vendors for symptoms of disease prior to and during work.

Action Steps for ALL Personnel

Health

- Stay home if you do not feel well or are sick.
- If you have been in contact with someone potentially exposed, DO NOT COME TO WORK. You may be asked to self-quarantine for up to 14-days.
- If you believe you have been exposed to COVID-19, develop a fever, cough, or difficulty breathing, seek medical advice from a medical professional.
- Immediately inform your Manager or Human Resources if you feel you have been exposed.
- Comply with company policy and procedures to include all control measures, personal hygiene measures, personal protective equipment use, travel restrictions, and other requirements

Personal Hygiene

Basic measures, such as the following, should be reinforced, and people should be encouraged to practice these measures to minimize potential infectious disease transmission:

- Wear gloves if you have daily contact with other co-workers or share tools or equipment. <https://www.cdc.gov/vhf/ebola/pdf/poster-how-to-remove-gloves.pdf>
- Headsets or other objects should not be shared that are near the mouth or nose
- Cover nose and mouth when sneezing and coughing (preferably with a disposable single- use tissue or into bend of elbow). Immediately dispose of used tissues.
- Keep hands away from the mucous membranes of the eyes, mouth, and nose.
- Practice frequent hand washing with soap and water for at least 20 seconds each time.
- Use alcohol-based hand sanitizers (at least 60% alcohol) or antiseptic hand wash. If unavailable increase handwashing frequency.



- Hand washing should be done after coughing, sneezing, handling used tissues, or touching objects, materials, or hard surfaces that may have been contaminated by others.
- Communicate personal hygiene to all employees and visitors. Posting placards in high visibility areas like the front counter and entrances are highly recommended.
- Avoid touching potentially contaminated surfaces.

Social Distancing

Social distancing refers to strategies to reduce the frequency of contact between people. Social distancing strategies include:

- Maintaining six feet (6' or 2 meters) of distance from others to minimize the transmission of infections. Place an additional table, stanchion, or other physical barrier directly in front of the front counter to prevent guests from coming closer than 6' to CSR staff. (instead of floor tape)
- Where feasible, split teams or tasks into different work locations and minimize face-to-face interaction between divided groups.
- Avoid two occupants in a truck cab at a time.
- Limit the number of passengers in a van. Request passengers sit in the back row of the vehicle.
- Do not enter aircraft.
- Use telephone, video conferencing, and the internet to conduct business as much as possible – even when participants are in the same building. This applies to work with customers, as well as internal business.
- If a face-to-face meeting is unavoidable, choose a large meeting room (to allow more space between participants), minimize meeting time, and avoid personal contact such as handshaking.
- All travel must be pre-approved by FBO management.
- Understand facility occupancy based on a 6' distancing measure and gently enforce with guests. Posted placards may assist with this.
- Create additional seating areas in hangars to prevent crowding in FBO.

Food and Beverage

- The offering of communal snacks and drinks should be discouraged at this time. If offered, it's recommended:
 - Keep coffee keurigs and carafes behind the counter. Make hand sanitizer readily available. Make sure accompaniments like creamers and sugars are individually packaged.
 - Remove all food from guest accessibility. If food is kept on-site for guest consumption consider individually packaged options.
 - Wear rubber gloves when handling any food or beverage item, catering, pre-packaged foods, utensils, coffee or other service items.
 - Do not share drinking cups or utensils unless they have been thoroughly washed or sanitized.
- Stagger lunch and break times to avoid crowding at staff refrigerators and in break areas.
- Do not unnecessarily congregate in operational areas such as line operations rooms or break areas.
- Employ the use of cones, tape on the ground, and signage to encourage staff and guests to follow the 6' rule



FBO/Facility Preparation

- Place hand sanitizing stations at the ramp and street side entrances. Lock all other entrances.
- Consider locking the main entrance and placing a sign to call for entry or keep it monitored by staff.
- Post notices advising people what to do if they get sick at work.
- Post hand hygiene notices around the workplace, including entrances, bulletin boards, line operations rooms, and restrooms.
- Management should ensure disinfectant wipes are available at all timeclock/card locations and the fingerprint reader is cleaned before and after each use.
- Ensure adequate supplies of tissues, medical and hand hygiene products, and cleaning supplies, are available as appropriate for staff and guests.
- Provide tissues and no-touch disposal receptacles for use by employees.
- Remove shared newspapers, magazines, etc.
- Place hand sanitizer next to open-use computers
- Identify a room to isolate a sick person until arrangements can be made to send him or her home, or to an appropriate offsite medical facility.
- Utilize the fact sheet found on the CDC website: <https://www.cdc.gov/coronavirus/2019-ncov/communication/factsheets.html>

Cleaning and Disinfecting

- Wear rubber gloves when cleaning and disinfecting the facility and surrounding areas.
- Ensure food preparation zones receive thorough cleanings with appropriate household disinfectants, including Lysol, Clorox wipes, etc.
- Disinfectant/antiseptic solutions should be applied hourly to high-risk, high-traffic areas and items (e.g., banisters, door handles, elevator buttons, remote controls, keyboards, computer mouse, tablets, restrooms, pilot lounges, water fountains, telephone sets in common areas, coffee carafes, and front counters).
- Dispose of tissues, paper towels, masks, and other one-time use items in a COVERED waste container.
- Disinfect GSE, lockers, washer/dryers, ice machines, and anything else touched on a frequent basis.
- Disinfect pilot lounge chairs after use.
- Wash courtesy blankets and pillows after each use or remove from use during this period.
- Bar the use of exercise rooms at this time.

Emergency Supplies

- Facilities should maintain critical supplies like latex gloves, disinfectants, hand sanitizers, tissues, and trash bags. Provide personnel access to these items to help reduce the spread of a virus in the workplace.
- Increase normal supply amounts for critical items ordered on a regular basis, such as cleaning supplies, gloves, and paper towels.
- Order additional supplies of hand sanitizers to be strategically placed and utilized within public gathering areas throughout the facility.



- Consider ordering appropriate supplies of disposable thermometers based upon the number of employees within each location and estimated number of external visitors.

Action Steps for Ground Handling Services

- All ground handling personnel and management shall adhere to the sanitization procedures and use of supplies specified by the contracted airline
- Aircraft should be handled in accordance with company policies and procedures and it is recommended to wear gloves while handling luggage. Some FBOs have implemented the use of protective gowns and goggles when handling luggage.
- Suspend the placement of carpets for arriving aircraft
- Suspend the use of manual fuel tickets and radio the order to the CSR for direct input into the computer. Email a fuel order confirmation to the pilot.
- Practice routine cleaning and disinfection of frequently touched surfaces. These include baggage or cargo transport devices, vehicles, scanners, and shared/common two-way radios or other mobile devices. Follow the directions on the cleaning product's label.
- Provide an additional wipe down of rental vehicle high traffic areas like door handles, steering wheels, gear shift, etc.
- Include an alcohol or hand wipe in the car.
- If including bottled water, wipe the bottle down with disinfectant and provide along with a sanitizing wipe.
- Do not attempt to clean aircraft interior. Hire a third party aircraft detailing operation with expertise in infectious agent cleaning.
- If any of the below scenarios arise, immediately contact management and follow their guidance.
 - If a contaminated passenger is known to be enplaning
 - If a contaminated passenger is deplaning
 - An aircraft arrives that is known to have carried an infected individual recently and crew members have had recent contact with an infected individual.

Action Steps for Handling Aircraft with Known or Presumed Positive Passengers

- Operator must notify GM in advance of planned arrival. Make certain this is communicated **EVERY TIME** a reservation for an arrival is made
- Ensure at the time of approval, crew and passengers will not need access to the facility.
- If no notification or arrangements have been approved prior to arrival, the aircraft cannot be serviced until authorization is received and aircraft is cleared by the Local Health Department.
- Communicate via radio with flight crew.
- Direct aircraft to park in remote staging area. Chock the aircraft and leave the immediate



- area.
- DO NOT physically interact with crew or occupants.
 - Follow local Airport Authority and guidelines and notifications.
 - Non-sterile disposable patient examination gloves, which are used for routine patient care in healthcare settings, are appropriate for the handling of baggage that have been in contact with suspected or confirmed infected passengers. Some FBOs have implemented the use of protective gowns and goggles when handling luggage.
 - Under NO circumstances should FBO personnel enter the aircraft cabin.
 - Do not place carpets for arriving aircraft.
 - Access CDC guidance on PPE: <https://www.cdc.gov/coronavirus/2019-ncov/hcp/healthcare-supply-ppe.html> ,

Lavatory Servicing

- While there is an understandable stigma to providing lavatory services to aircraft with known or presumed positive passengers, no additional precautions are required beyond the standard procedures and PPE requirements normally used in lavatory servicing:
 - o [Per the CDC:](#) Wastewater and sewage workers should use standard practices, practice basic hygiene precautions, and wear personal protective equipment ([PPE](#)) as prescribed for current work tasks. (continued on next page)

Action Steps for Customer Service Representatives (CSRs)

- Initiate screen questions when taking reservations. For example:
 - Have you had contact with anyone with confirmed COVID-19 in the last 14 days?
 - Have you had a fever greater than 100, difficulty breathing or cough within the last 14 days?
- When communicating via phone or email reaffirm you will be handling aircraft and passengers with utmost safety to keep them healthy.
- Consider wearing a mask and gloves daily when at the facility or follow your company's protocol
- Operator must notify GM in advance of planned arrival of a flight with known or presumed positive passengers on board. Make certain this is communicated **EVERY TIME** a reservation for an arrival is made for an aircraft with known or presumed virus on board.
- Initiate disinfection procedures when anyone enters the facility who appears sick, who has been in contact with COVID-19, tested positive, or flown in on an aircraft known to have carried an infected individual.
- Attempt to minimize contact with passengers and crew and traffic through the facility.
- Allow a vehicle to drop off and pick up passengers and crew directly to and from the aircraft.
- Make every attempt to obtain payment information over the phone or other means prior to avoid personal contact.
- Avfuel contract fuel is a great way to touch-free transact fuel and non-fuel purchases as no



- payment card is required.
- Maintain a 6' rule at all times.
- Adhere by company prescribed sanitation procedures schedule.
- Consider communicating your efforts to mitigate disease to your guests

Recommendations From the CDC on Disinfectant Solutions

- [CDC disinfection and sterilization recommendations](#)
- [WHO disinfection and sterilization recommendations](#)
- [CDC guidance on cleaning and disinfecting aircraft](#)

The following are examples of disinfectant solutions that are suitable for use at home and in the workplace:

DISINFECTANT	RECOMMENDED USE	PRECAUTIONS
Sodium hypochlorite (liquid bleach): 1,000 parts per million of available chlorine, usually achieved by a 1 in 5 dilution of hospital-grade bleach.	Disinfection of material contaminated with blood and body fluids.	Should be used in well-ventilated areas. Protective clothing required while handling and using undiluted bleach. Do not mix with strong acids to avoid release of chlorine gas. Corrosive to metals.
Granular chlorine: e.g., Det-Sol 50000 or Diversol, to be diluted per manufacturer's instructions	May be used in place of liquid bleach, if it is unavailable.	Same as above.
Alcohol: e.g., isopropyl 70%, ethyl alcohol 60%.	Smooth metal surfaces, tabletops and other surfaces on which bleach cannot be used.	Flammable and toxic. To be used in well-ventilated areas. Avoid inhalation. Keep away from heat sources, electrical equipment, flames and hot surfaces.