



I.R.Iran – Civil Aviation Organization

Civil Aviation Directives (CAD)

CAD 1911

Preventive Measures for COVID-19 in Air Traffic Service Units

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1. General

Considering the large and sudden outbreak of the coronavirus (COVID-19) and its spread in Iran and other countries, international and national entities have declared emergency health conditions worldwide. Although the World Health Organization recommended no unnecessary travel and commercial restrictions be imposed to control the disease, the States shall still be ready to take any preventive measures. As for health measures, the States shall make provisions for the health care system, rapid diagnosis, isolation, and management of disease cases, and tracking people in contact with them, and the prevention of COVID-19 spread.

The spread of the disease has also created a highly complicated situation for the air transport industry, including air navigation service providers responsible for ensuring safe and regular air traffic despite the challenges posed.

Air traffic management units and air traffic controllers play a crucial role in maintaining the aviation industry business. The Civil Aviation Organization of Iran has accordingly developed this directive based on the guidelines issued by Iran's Ministry of Health and Medical Education to provide the obligations and recommendations required for the protection of air traffic controllers against this disease.

1.1. Objectives

This directive serves as a guideline document to prevent COVID-19 transmission, protecting air traffic management controllers' health in their units, so that they can continue to provide air traffic service to stakeholders under the National Task Force for Fighting Coronavirus and the WHO international regulations, not to mention other States' relevant experience.

1.2. Scope

The directive scope includes air navigation service providers, aerodromes, air traffic management units, air traffic service providers in uncontrolled aerodromes, and air traffic controllers.

1.3. Liability

Given the document nature, the responsibility of the implementation of this directive rests air traffic service providers.

1.4. Publication, control and promulgation

The Civil Aviation Organization of Iran is responsible for publication, control and promulgation of this directive, which can be accessed by stakeholders in a classified form through "Rules and Regulations System" available on the website www.cao.ir

1.5. Definitions

The following terms are used in the meanings provided, for the purposes of this directive:

Organization (CAO): Civil Aviation Organization of Iran

Aerodrome: the area in which both domestic and international flights depart from or arrive at.

Contamination: an infectious agent or a toxic substance on a human or animal body surface, in or on a product prepared for consumption or on other inanimate objects, which may constitute a public health risk.

Disinfection: means a procedure whereby health measures are taken to eliminate an infectious or toxic agent/biological or matter on a human or animal body surface, in or on a product prepared for consumption or on other inanimate objects, which may constitute a public health risk.

Operational personnel: means the personnel directly involved in occupational positions to provide safe and orderly and expeditious delivery of air traffic service. They include controllers, air traffic information service providers at uncontrolled aerodromes. In other words, the personnel in direct operational positions responsible for controlling or providing aeronautical information to pilots.



Non-operational personnel: the personnel not directly involved in providing the above-mentioned services.

Operational units: the control center for the country's airspace

Operational positions: duty controller, assist controller, clearance delivery, GND controller

Social Distancing: a set of measures taken to prevent the spread of a contagious disease by maintaining a physical distance between people and reducing the number of times people come into close contact with each other.

1.6. References

- a) Acts passed by the National Task Force for Fighting Coronavirus and the directives by the Ministry of Health and Medical Education
- b) Article 14 to the Chicago Convention adopted in 1944, ICAO Doc 7300
- c) Annex 11, Chapter 2 and Appendix C 9 to Annex 14
- d) COVID-19: Ensuring continuity of ATS service globally; CANSO

2. Obligations

2.1. Obligations for CAO

Given the overseeing role of the CAO as a sovereign entity to help curb the spread of COVID-19 and contribute to the continuity of the air transport industry, it must take measures under Civil Aviation Directive 1900.

3. Licenses and approvals for air traffic management service providers

- 3.1. The holders of the professional aviation license, whose operations are vital to the air transport of the country, should be able to continue their operations without endangering their health or that of others while their individual, organizational and product qualifications are approved considering professional safety principles. Therefore, the CAO has provided some exemptions on



licenses and communicated them to the aviation industry through Circular 1200.

- 3.1.1. All flight crew professional licenses issued by CAO IRI, including ATC personnel engaged in aviation service provider centers, which expire between February 20, 2020 and May 21, 2020 are extended to June 21, 2020 or three months from their license expiration date, either one earlier.

Note 1: *This circular does not apply to Medical and Language Proficiency Licenses of those assessed and denied in this period.*

- 3.1.2. The verifications of air traffic control training centers expiring between March 15, 2020 and May 21, 2020 are extended to June 21 or three months after their expiration date, either one earlier. To this end, obtaining approval as an endorsement, letter or other means from the CAO is mandatory.

- 3.1.3. Operation permits for air traffic service providers at uncontrolled aerodromes, aeronautical telecommunications, aerodrome operation management expiring between March 5, 2020 and May 21, 2020 are extended up to June 21 or three months from their permit expiration date, either one earlier. To this end, obtaining approval as an endorsement, letter or other means from the CAO is mandatory.

4. Recommended practices to protect the operational personnel

This section deals with the adoption of necessary measures to implement the guidelines by the National Task Force for Fighting Coronavirus and the Ministry of Health and Medical Education to protect the air navigation service providers' operational personnel.

4.1. Major precautionary measures to prevent operational personnel's exposure to COVID-19

4.1.1. Workplace cleanliness control measures

Workplace cleanliness includes increasing the facility and workstation cleaning frequency; establishing a process for deep cleaning of the facility on a periodic basis; providing alcohol-based disinfecting materials, including disposable gloves, so ATCOs and other operational personnel can clean their workstations and individual headsets. It is recommended that the Ministry of Health Guideline No. 306/141(available on the CAO website: www.cao.ir) be paid particular attention.

4.1.2. Social distancing

The personnel are recommended to reduce face-to-face encounters, use phone, social network and video conferencing applications as far as possible to hold meetings even for those working at the same building. If face-to-face encounters are inevitable, minimum time possible and maximum distance (two meters) must be observed.

The following are recommended on social distancing at air traffic management workstations:

- 4.1.2.1. Avoid mass gatherings.
- 4.1.2.2. To record personnel's attendance, use a face recognition system/ smart card readers if possible.
- 4.1.2.3. Use a personal pen or stationery.
- 4.1.2.4. Do not share a headset.
- 4.1.2.5. Use a personal headset instead of a personal microphone.
- 4.1.2.6. Before changing shifts, all microphones, telephones, consoles, mice, keyboards, and radar screens should be disinfected using the disinfectants approved by electronic experts so as not to damage the equipment.
- 4.1.2.7. Visitors should not be allowed to enter workstations. Only the operational personnel stated in the shift schedule are recommended to attend the operational environment; even the non-operational ones, including managers, service personnel, trainees, etc. should minimize their attendance at workstations as much as possible.
- 4.1.2.8. Students, trainees or the personnel coming on duty or assist should not be present to minimize the number of personnel.



- 4.1.2.9. If possible, entrance and exit doors to operational environments should be separated.
- 4.1.2.10. The distance between air traffic control positions (sectors) should be increased if possible. However, considering the ATC control tower space, social distancing (two meters) might not be possible, so the following are recommended:
- 4.1.2.11. Integrate sectors with ATC units (operational units or positions as in approach and control towers, ground, assist controllers) given the capacity of sectors, air traffic, and safety considerations advisable by the person in charge of the unit, the approvals of the air traffic control General Office and safety manager of the respective company. Air traffic management units whose capacity changes should also be notified to the CAO.
- 4.1.2.12. Given the reduced traffic levels, rostering should be conducted in such a manner that they could attend operational positions in varied groups with the minimum operational personnel present.

4.1.3. Social Responsibility

Social responsibility measures include taking individual temperatures at least three times a day using a thermometer; washing hands regularly; adjusting personal travel plans; and staying at home if individuals feel unwell.

4.1.3.2. To ensure the continuity of air navigation services and traffic controls across the country, air traffic control service providers, managers and all personnel must observe the following:

- a) Observance of the Guideline No. 306/158 of the Ministry of Health and Medical Education on the second step in the fight against COVID-19; high-risk staff's return to work
- b) Observance of the Guideline No. 141/306 of the Ministry of Health and Medical Education on the second step in the fight against COVID-19; social distancing, the requirements for workplace cleanliness and working in administrative environments



4.2. Continuity of air traffic management services

- 4.2.1. It is recommended that all air traffic management service providers establish an emergency response plan to combat this crisis and assemble teams to assist with planning in this respect.
- 4.2.2. It is necessary that the actions taken to maintain the air traffic service management level, which affects the level of service provided, be updated through issuing aviation notifications. The CAO must also be notified of such actions.

4.3. Shift personnel schedule

Reduced traffic levels have increased the ability of many Air Navigation Service Providers (ANPs) to roster with fewer personnel.

- 4.3.1. Rostering shifts should be done in such a way that personnel are divided into two 15-day operational and standby periods so that 14-day quarantine could be observed.
- 4.3.2. Managers are responsible for rostering and are allowed to change this scheduling method while observing safety considerations according to new conditions.
- 4.3.3. If personnel are required to stay, break areas should be dedicated during their shift, which should be partitioned, segregated, and all health protocols should be observed under the Ministry of Health and Medical Education guidelines.

4.4. Change in airspace configuration and service level

Considering traffic volumes, personnel number and airspace complexity, the Air Traffic Management Directorate for may change the level of air navigation services (air traffic control). The CAO must be updated on this decision as a matter of urgency via COVID-19@cao.ir. In case the Air Traffic Management Directorate needs to make temporary changes in their airspace configuration, the CAO authorization will be required in advance.



4.5. System maintenance for air traffic management systems' operational units

- 4.5.1. Suspending maintenance activities for air traffic management systems during a pandemic situation is not practical. However, measures can be taken to perform remote maintenance if possible. Routine periodic maintenance, which entails the presence of technical personnel in ATCs units, should be rescheduled as far as possible.
- 4.5.2. When there is a need for Air Traffic Safety Electronics Personnel (ATSEPs) to enter an operational environment, airspace can be handed off by ATCOs to adjacent sectors and the positions vacated while maintenance is performed.
- 4.5.3. Unnecessary maintenance activities should be suspended until the coronavirus pandemic comes to an end; only critical technical failures that jeopardize the ability to provide current safe air traffic services should be responded.
- 4.5.4. Disinfectants should not have any damaging corrosive effects. Therefore, it is important to note the following:
- 4.5.5. Since disinfectants can have a long-lasting adverse effect on personnel, alcohol-based liquids, formaldehyde-based materials, and oxygenated water-based disinfectants have been approved. Such items need to have been approved by the Ministry of Health.
- 4.5.6. Formaldehyde-based liquids cannot be used regularly due to the destructive effects released by their magnesium. Oxygenated water-based liquids cannot either be applied to the magnesium-containing surface due to its destructive adverse effects on the lock function.
- 4.5.7. No restrictions apply to alcohol-based disinfectant solutions, so they are considered to be the most suitable ones to clean surfaces. However, attention should be paid to the fact they are flammable, thereby requiring ATSEPs' approval when used.



4.6. Personnel training and qualification

4.6.1. To maintain air traffic management services and be prepared for the period after this crisis, it is necessary to provide controllers with training and maintain personnel professional qualification. Training and recurrent training courses must be performed under educational regulations. Therefore, it is recommended that, as far as possible, face-to-face training courses should not, as far as possible, be held over this period; instead they should all be done online. Simulator trainings are also suspended until further notice.

4.6.2. Since the air traffic volume will increase after the Coronavirus crisis, air navigation service providers should have an adequate number of qualified personnel. As such, on the job trainees can continue to work as long as they observe rules on personal hygiene under the Ministry of Health and Medical Education guidelines.