

**Nippon Cargo Airlines**

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COVID-19 Protocols for crewmembers

This document is written to clarify COVID-19 protocols for crewmembers of the cargo aircraft operated by Nippon Cargo Airlines during the outbreak of COVID-19.

## 1. Before flight duty

- 1) PIC shall check the health condition by communicating with other flight crew members. Should PIC has any concern about crewmembers' ability to conduct the flight, PIC shall report it to the ground operations personnel.
- 2) The ground operations personnel shall exchange the information of the health condition of flight crew members with PIC. If any crewmembers have an anxiety to conduct of the flight, report it to the flight dispatch officer of the flight concerned and to the crew scheduler.
- 3) Flight crew members including deadhead crews on board shall conduct body temperature check before flight duty or deadheading.
- 4) If he/she has a fever of 37.5 degrees Celsius or higher, he/she is not allowed to start his/her flight duty.

## 2. During flight duty including preparation on the ground

- 1) Minimize contact with ground personnel and time in public areas while moving between the aircraft and the private transport.  
\*Ground staff wear masks and are pre-checked for body temperature and health.
- 2) Utilize Rubber (Nitrile) Glove if check any paper documents in the aircraft.
- 3) Dispose of used Rubber Gloves in the trash box onboard.
- 4) Alcohol sterilizing sheets are stored in the galley upper compartment.
- 5) Alcohol disinfectant spray bottle (IPA-Alcohol ISOPROPYL) is located in the stowage box of the galley. Spray and soak on inflight paper towel and wipe off to disinfect the cockpit and galley.
- 6) Wear a face mask while at all times.
- 7) During ground operations, entering to the upper deck is prohibited except mandatory persons who are involved flight operations. The mandatory persons are requested to observe following rules.



- Wear a face mask when entering to the upper deck.
  - When flight crew are staying in the upper deck, maximum 2 persons are allowed to enter at same time.
  - When flight crew are seating in the cockpit, only 1 person is allowed to enter.
  - Always keep in mind social distancing (2 meter / 6 feet).
  - Do not use galley and/or lavatory.
  - Do not handshake with flight crew.
  - Minimize touching to the interior.
  - Minimize stay time less than 10 minutes per occasion. Once finished work, leave quickly.
- 8) The station manager shall set up priority of each work.
3. Quarantine management for crewmembers (Crew Bubble)
- Crewmember are to strictly comply with the following principles while staying in the layover hotel (Crew Bubble).
- 1) Do not use public transportations from the airport to home or the layover hotel and avoid contact with general public.
  - 2) Wear a face mask during not only in-flight but also during the ground transportations.
  - 3) Stay inside the room as much as possible while staying in the layover hotel and only allowed outside for testing or medical treatment, room service leaving food/groceries before the door.
  - 4) Wear a face mask when going outside the room.
  - 5) Use soap or alcohol hand sanitizer for handwashing
  - 6) Maintain a safe distance (2 meters / 6 feet) at all times with other people
4. COVID-19 Test Requirement
- Crewmembers who fly from Japan to the Netherlands must take PCR test (maximum 12 hours old before departure) and present negative proofs.
5. Emergency Procedure
- 1) In-flight symptoms reported
 

In case crew member has or got the symptoms during a flight to Amsterdam, the information shall be reported to Schiphol Airport authority through FDA.

Schiphol Airport will assign the aircraft to the Sierra platform to investigate and take care the crew with symptoms. Those who feel unwell should be isolated on-board by staying in the crew bunk at the rear of the cabin.

Other crewmembers shall get COVID-19 test immediately upon arrival. They shall report the test result to the company as soon as they receive it.



2) Symptoms while staying at Sheraton Hotel

(1) In case crew member has or got the symptoms while staying in Sheraton Hotel, he/she shall inform Crew Scheduling section and the branch manager of NCA Amsterdam at 06-1241-9118.

(2) The crew shall be in quarantine in the room until he or she has no symptoms anymore.

(3) If the crew have complaints that fit for the corona virus, the crew / branch staff will make an appointment for the test at 0800-1202, the national number of GGD. GGD accept the tests for people without BSN at free of charge.

(4) If the symptoms get serious, for example a high fever or short of breath, the crew / branch staff shall make a call to Huisartsenpost (General Practice Center) and follow its instruction.

In a life-threatening situation, always call an ambulance at 112.

➤ Airport Medical Services 020-649-2566

<https://klmhealthservices.com/en/airport-medical-services/>

➤ Huisartsen Schiphol 020-70 54 500

[https://huisartsenschiphol.nl/en\\_GB/](https://huisartsenschiphol.nl/en_GB/)

After 17:00, call Huisartsenpost of OLVG West at 088-00 30 600

➤ Expats Medical Service 020-2357-823

<https://www.centraldoctors.nl/expatmedicals-service>

➤ Hoteldoc.nl 020-262-4282

<https://hoteldoc.nl/>

➤ Expat Medical Center 020-427-5011

<http://www.expamc.net/>

(5) Upon receipt of a doctor's order or an appointment for the test, branch staff will take the crew to the medical facilities. Transportation to medical facilities can take place as the driver observe the instructions below.

① Use the company car. The driver transports a maximum of one person.

② Place plastic sheets as a screen between front seat and rear seat which shields the driver. The rear seat and its backrest shall be covered with plastic sheets.

③ The driver shall wear protective clothing, goggle, face mask and gloves.

④ The crew shall put on face mask outside car and disinfect the hands with hand sanitizer. The crew shall sit at the back of the car.

⑤ After the transportation, the driver takes off clothing, goggle, mask and gloves, and disinfects hands with hand sanitizer. Disinfection to the car shall be arranged as soon as possible.

(6) If the test is positive but the symptoms are not serious, the crew may return and stay in the hotel room. The crew / branch staff shall notify Sheraton security at 06-1450-1919 or the reception.

6. Daily Health Monitoring

- 1) Flight crew members are requested to fill out "Daily Health Check Sheet" and also fill in daily body temperature at home or layover hotel, regardless of fever or symptoms.
- 2) Crew members are required to send the check sheet to the company if there is any symptoms or feeling unwell. Company shall remove his/her flight duty immediately.

#### 7. Monitoring of Measures and Evaluation of the Protocol

Each crew member, before each flight, shall send a copy of the negative test result to NCA and the company will keep the record for the reference. NCA flight crew department (section code: TYOOAKZ) shall closely monitor the update of restrictions published by the authority. This protocol shall be evaluated and amended as necessary in accordance with the changes of restrictions in timely manner.

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