

To: [REDACTED]
Subject: Official Sensitive - Corona Virus
Date: 23 January 2020 17:05:45
Attachments: [20200123PermitLetterCV \(TPF\).docx](#)

From: [REDACTED]
Sent: 23 January 2020 11:01
To: [REDACTED]@homeoffice.gov.uk>
Cc: [REDACTED]@dft.gov.uk>; [REDACTED]@caa.co.uk>; [REDACTED]
[REDACTED]@dft.gov.uk>; [REDACTED]@dft.gov.uk>; [REDACTED]
[REDACTED]@dft.gov.uk>; [REDACTED]@dft.gov.uk
Subject: RE: Official Sensitive - Corona Virus

Hi [REDACTED]

Thanks.

[REDACTED]

[REDACTED]
[REDACTED]
Consumer Protection Group
UK Civil Aviation Authority
45-59 Kingsway
London
WC2B 6TE

[REDACTED]
[REDACTED]

-
-

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From: [REDACTED]@homeoffice.gov.uk>
Sent: 23 January 2020 10:48
To: [REDACTED]@caa.co.uk>; [REDACTED]@dft.gov.uk>;
[REDACTED]@dft.gov.uk
Cc: [REDACTED]@dft.gov.uk>; [REDACTED]@caa.co.uk>; [REDACTED]
[REDACTED]@dft.gov.uk>; [REDACTED]@dft.gov.uk>
Subject: RE: Official Sensitive - Corona Virus

[REDACTED]

It looks good to me – many thanks for taking this action so promptly

Kind regards

[REDACTED]

From: [REDACTED]@caa.co.uk>
Sent: 23 January 2020 10:45
To: [REDACTED]@dft.gov.uk>; [REDACTED]@dft.gov.uk
Cc: [REDACTED]@dft.gov.uk>; [REDACTED]@homeoffice.gov.uk>; [REDACTED]
[REDACTED]@caa.co.uk>; [REDACTED]@dft.gov.uk>; [REDACTED]
[REDACTED]@dft.gov.uk>

Subject: RE: Official Sensitive - Corona Virus

[REDACTED]

Thanks. I am copying in [REDACTED] as I know that he has asked for contact details from [REDACTED] in relation to China Southern which operates Heathrow - Wuhan. You will have seen the Chinese Government has [quarantined](#) Wuhan and cancelled all flights from that point. However, the virus seems to have spread to other bits of China/Asia and of course in the absence of other means of travelling the air taxi operators might get a boost in business (and they might be more popular than an airliner at present anyway).

I therefore attach a letter that I plan to send to all current permit holders today in a low key way reminding them of the requirement to engage with Government Agencies specifically UKBF and PHE. We are not just going to write to Chinese carriers as that singles them out and other carriers are likely to be affected anyway.

We will amend all ad-hoc charter Permits that we issue from today with an express engagement provision as per above.

Grateful for any comments on the letter.

Regards

[REDACTED]

[REDACTED]
[REDACTED]

*Consumer & Markets Group
UK Civil Aviation Authority
11 Westferry
Canary Wharf
London
E14 4HE*

[REDACTED]

-

-

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From: [REDACTED] [@dft.gov.uk](mailto:[REDACTED]@dft.gov.uk)>

Sent: 22 January 2020 17:30

To: [REDACTED] [@homeoffice.gov.uk](mailto:[REDACTED]@homeoffice.gov.uk)>

Cc: [REDACTED] [@caa.co.uk](mailto:[REDACTED]@caa.co.uk)>; [REDACTED] [@dft.gov.uk](mailto:[REDACTED]@dft.gov.uk)>

Subject: Re: Official Sensitive - Corona Virus

It looks like SoS has already made an announcement - see front page of Standard - though don't know yet who is leading on this in DfT.

[REDACTED]

[REDACTED], Department for Transport

[REDACTED]

On 22 Jan 2020, at 15:36, [REDACTED] [@homeoffice.gov.uk](mailto:[REDACTED]@homeoffice.gov.uk)> wrote:

Hi [REDACTED]

It would appear to be a pragmatic approach, to help encourage a proactive reaction. Obviously there are other political considerations, for which [REDACTED] a far better authority than myself.

Kind Regards

[REDACTED]

From: [REDACTED] <[REDACTED]@caa.co.uk>
Sent: 22 January 2020 15:33
To: [REDACTED] <[REDACTED]@homeoffice.gov.uk>
Cc: [REDACTED] <[REDACTED]@dft.gov.uk>
Subject: Official Sensitive - Corona Virus

Hi [REDACTED]

We spoke earlier today regarding the "Corona Virus" and what implications this may have for us. Overall I think fairly minimal as this is primarily a PHE issue. The obvious parallel situation was the outbreak of Ebola several years ago where we added a condition to relevant permits expressly requiring co-operation with UKBF and PHE. We loosely tied it around public safety/security last time.

I think we might want to think about whether we need to do something similar here, particularly given the growth in the number of Chinese carriers that undertake direct flights to the UK, including China Southern which flies 3xpw from Wuhan where the virus originated. Doing so ticks a number of boxes; in that it gives another, albeit minor lever, to encourage engagement from carriers – we have found the Chinese operators react positively to being told they are required to do something" - and it is a good message to send upwards that proactive action has been taken. I am minded to replace the requirement on all foreign operators rather than just the Chinese alone.

I am copying in [REDACTED] for his thoughts.

Regards

[REDACTED]

[REDACTED]
[REDACTED]
Consumer & Markets Group
UK Civil Aviation Authority
11 Westferry
Canary Wharf
London
E14 4HE

[REDACTED]

<image001.jpg>

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23 January 2020

Dear Colleague,

UNITED KINGDOM FOREIGN CARRIER PERMIT – CORONA VIRUS

You may be aware that the UK Government has now introduced a series of measures designed to support air carriers and their passengers following the recent Corona Virus outbreak in Wuhan China. Those measures include enhanced health monitoring on certain flights into the United Kingdom, specifically from China, and guidance for industry (including aircrew), and the public on preventative precautions they should take.

Whilst constructive engagement with UK Government Agencies is already a requirement for holding a Foreign Carrier Permit, after discussion with the Department for Transport the CAA has decided to make such engagement with UK Public Health Authorities and UK Border Force an express condition of that approval. The Permit that your company holds is therefore now revised to include that as a requirement of the Permit's retention. The CAA does not propose to issue replacement Permits to reflect this change, although any Permit issued going forward from today will expressly include this requirement.

Note that if your assistance and cooperation is required then you will be approached by the relevant Government Agency.

You are advised to regularly review the guidance on the Public Health England [website](#). The World Health [Organisation](#) and the US Centre for Disease [Control](#) have also provided some useful advice on preventative measures for aircrew and passengers.

If you have any queries in relation to the above, then please do not hesitate to contact us by email to foreigncarrierpermits@caa.co.uk.

Yours faithfully,



UK Civil Aviation Authority

From: [REDACTED]
To: [REDACTED]
Subject: RE: Official - Chinese Airline contacts [PHE]
Date: 23 January 2020 17:14:21
Attachments: [image005.png](#)

Hi [REDACTED]

As promised, Public Health England's incident management team e-mail is [REDACTED]
[REDACTED]

Thanks,

[REDACTED]

[REDACTED], Department for Transport
1/25 | [REDACTED] |

From: [REDACTED]@caa.co.uk]
Sent: 23 January 2020 16:29
To: [REDACTED]@dft.gov.uk>
Cc: [REDACTED]@caa.co.uk>; [REDACTED]@caa.co.uk>;
[REDACTED]@dft.gov.uk>; [REDACTED]@dft.gov.uk>; [REDACTED]
[REDACTED]@dft.gov.uk>
Subject: RE: Official - Chinese Airline contacts [PHE]

Hi [REDACTED]

I will call you shortly.

Regards

[REDACTED]

[REDACTED]
*Consumer & Markets Group
UK Civil Aviation Authority
11 Westferry
Canary Wharf
London
E14 4HE*

[REDACTED]



-
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From: [REDACTED]@dft.gov.uk>
Sent: 23 January 2020 16:22
To: [REDACTED]@caa.co.uk>
Cc: [REDACTED]@caa.co.uk>; [REDACTED]@caa.co.uk>;

[REDACTED]@dft.gov.uk>; [REDACTED]@dft.gov.uk> [REDACTED]
[REDACTED]@dft.gov.uk>

Subject: RE: Official - Chinese Airline contacts [PHE]

Hi [REDACTED]

The scope is similar to that requested for China Southern Airlines on Tuesday;

Public Health England and the Department for Health are requesting the information, as they are planning for possible escalation of the response to the coronavirus outbreak, and wish to make contact with airlines in order to disseminate public health information, and to signpost passengers towards treatment if they feel unwell.

Contact telephone numbers and an email address would be preferable.

If you wish to discuss further, happy to talk

Many thanks,

[REDACTED]

[REDACTED] Department for Transport
[REDACTED]

From: [REDACTED]@caa.co.uk]

Sent: 23 January 2020 16:05

To: [REDACTED]@dft.gov.uk>

Cc: [REDACTED]@caa.co.uk>; [REDACTED]@caa.co.uk>;

[REDACTED]@dft.gov.uk>; [REDACTED]@dft.gov.uk>; [REDACTED]

[REDACTED]@dft.gov.uk>

Subject: Official - Chinese Airline contacts [PHE]

Hi [REDACTED]

Thank you for your email which my colleagues have forwarded to me. I think it might be useful to discuss the scope of the information requested, what is actually required and for whom. We also wish to ensure that it ties in with other related work. Shall we arrange a conference call?

Regards

[REDACTED]

[REDACTED]
[REDACTED]
*Consumer & Markets Group
UK Civil Aviation Authority
11 Westferry
Canary Wharf
London
E14 4HE*

[REDACTED]



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From: [REDACTED]
Sent: 23 January 2020 15:52
To: [REDACTED] <[\[REDACTED\]@caa.co.uk](mailto:[REDACTED]@caa.co.uk)>
Subject: FW: China airline contacts

From: [REDACTED] <[\[REDACTED\]@dft.gov.uk](mailto:[REDACTED]@dft.gov.uk)>
Sent: 23 January 2020 15:44
To: [REDACTED] <[\[REDACTED\]@caa.co.uk](mailto:[REDACTED]@caa.co.uk)>
Cc: [REDACTED] <[\[REDACTED\]@caa.co.uk](mailto:[REDACTED]@caa.co.uk)>
Subject: China airline contacts

Good afternoon,

Hope you are well – I cover [REDACTED] at DfT, and have had a request for info I was hoping you could help me with?

We've had a request from Department of Health/Public Health England for contact details for all airlines operating direct scheduled services from China to the UK.

We've identified the airlines as;

- Air China
- Beijing Capital Airlines
- British Airways
- Cathay Pacific
- China Eastern
- China Southern
- Hainan Airlines
- Shenzhen Airlines
- Tianjin Airlines
- Virgin Atlantic

Grateful if you had contacts to share

Many thanks for your help,

[REDACTED]

 Department for Transport

[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]

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From: [REDACTED]
To: [REDACTED]
Subject: RE: Official - Chinese Airline contacts [PHE]
Date: 23 January 2020 17:21:51
Attachments: [image005.png](#)

H [REDACTED] sorry to be a bother

Any update on airline contacts/permit amendment letter?

Many thanks for your help

[REDACTED]

[REDACTED], Department for Transport

From: [REDACTED]@caa.co.uk]
Sent: 23 January 2020 16:29
To: [REDACTED]@dft.gov.uk>
Cc: [REDACTED]@caa.co.uk>; [REDACTED]@caa.co.uk>;
[REDACTED]@dft.gov.uk>; [REDACTED]@dft.gov.uk>; [REDACTED]
[REDACTED]@dft.gov.uk>
Subject: RE: Official - Chinese Airline contacts [PHE]

Hi [REDACTED]

I will call you shortly.

Regards

[REDACTED]

[REDACTED]
*Consumer & Markets Group
UK Civil Aviation Authority
11 Westferry
Canary Wharf
London
E14 4HE*

[REDACTED]



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Sent: 23 January 2020 16:22
To: [REDACTED]@caa.co.uk>
Cc: [REDACTED]@caa.co.uk>; [REDACTED]@caa.co.uk>;
[REDACTED]@dft.gov.uk>; [REDACTED]@dft.gov.uk>; [REDACTED]

[REDACTED]@dft.gov.uk>

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[REDACTED]

[REDACTED], Department for Transport

From: [REDACTED]@caa.co.uk]

Sent: 23 January 2020 16:05

To: [REDACTED]@dft.gov.uk>

Cc: [REDACTED]@caa.co.uk>; [REDACTED]@caa.co.uk>;

[REDACTED]@dft.gov.uk>; [REDACTED]@dft.gov.uk>;

[REDACTED]@dft.gov.uk>

Subject: Official - Chinese Airline contacts [PHE]

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Regards

[REDACTED]

[REDACTED]
Consumer & Markets Group
UK Civil Aviation Authority
11 Westferry
Canary Wharf
London
E14 4HE

[REDACTED]



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From: [REDACTED]
Sent: 23 January 2020 15:52
To: [REDACTED] <[\[REDACTED\]@caa.co.uk](mailto:[REDACTED]@caa.co.uk)>
Subject: FW: China airline contacts

From: [REDACTED] <[\[REDACTED\]@dft.gov.uk](mailto:[REDACTED]@dft.gov.uk)>
Sent: 23 January 2020 15:44
To: [REDACTED] <[\[REDACTED\]@caa.co.uk](mailto:[REDACTED]@caa.co.uk)>
Cc: [REDACTED] <[\[REDACTED\]@caa.co.uk](mailto:[REDACTED]@caa.co.uk)>
Subject: China airline contacts

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- China Southern
- Hainan Airlines
- Shenzhen Airlines
- Tianjin Airlines
- Virgin Atlantic

Grateful if you had contacts to share

Many thanks for your help,

[REDACTED]

 Department for Transport

[REDACTED]
[REDACTED]
[REDACTED]

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From: [REDACTED]
To: [REDACTED]
Cc: [REDACTED]
Subject: RE: Official - Chinese Airline contacts [PHE] and Coronavirus [CAA]
Date: 23 January 2020 17:51:00
Attachments: [image003.png](#)
[Official Sensitive - Corona Virus .msg](#)
[20200123ChineseHKTaiwaneseUKCarriers.xlsx](#)

Hi [REDACTED],

We spoke. I attach the contact information you requested. On a wider note I mentioned that the CAA has taken number of low key actions to remind Foreign Carrier Permit holders (which encompasses scheduled and charter carriers, and air taxi operators undertaking flights to the UK) that they are required to constructively engage with UK Government agencies. This was always an implicit requirement, but we have now made it an express permit condition to engage with UKBF and PHE if their cooperation is requested. I attach a copy of that email chain and letter.

Regards

[REDACTED]

[REDACTED]
*Consumer & Markets Group
UK Civil Aviation Authority
11 Westferry
Canary Wharf
London
E14 4HE*

+ [REDACTED]



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Sent: 23 January 2020 16:22
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Cc: [REDACTED]@caa.co.uk>; [REDACTED]@caa.co.uk>;
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[REDACTED]

[REDACTED], Department for Transport

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Sent: 23 January 2020 16:05

To: [REDACTED] <[REDACTED]@dft.gov.uk>

Cc: [REDACTED] <[REDACTED]@caa.co.uk>; [REDACTED] <[REDACTED]@caa.co.uk>;

[REDACTED] <[REDACTED]@dft.gov.uk>; [REDACTED] <[REDACTED]@dft.gov.uk>; [REDACTED]

[REDACTED] <[REDACTED]@dft.gov.uk>

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[REDACTED]

[REDACTED]

*Consumer & Markets Group
UK Civil Aviation Authority
11 Westferry
Canary Wharf
London
E14 4HE*

[REDACTED]



-
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From: [REDACTED]

Sent: 23 January 2020 15:52

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- China Southern
- Hainan Airlines
- Shenzhen Airlines
- Tianjin Airlines
- Virgin Atlantic

Grateful if you had contacts to share

Many thanks for your help,

[REDACTED]

 Department for Transport

[REDACTED]
[REDACTED]
[REDACTED]

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Civil Aviation Authority

CARRIER	NATIONALITY	CONTACT NAME	TELEPHONE	TELEPHONE 2
Air China	PEOPLE'S REPUBLIC OF CHINA	[REDACTED]	[REDACTED]	
Beijing Capital	PEOPLE'S REPUBLIC OF CHINA	[REDACTED]	[REDACTED]	
China Airlines	TAIWAN	[REDACTED]	[REDACTED]	[REDACTED]
Cathay Pacific	HONG KONG SPECIAL ADMINISTRA	[REDACTED]	[REDACTED]	
China Eastern	PEOPLE'S REPUBLIC OF CHINA	[REDACTED]	[REDACTED]	[REDACTED]
China Southern	PEOPLE'S REPUBLIC OF CHINA	[REDACTED]	[REDACTED]	
China Southern Cargo	PEOPLE'S REPUBLIC OF CHINA	[REDACTED]	[REDACTED]	
Hainan	PEOPLE'S REPUBLIC OF CHINA	[REDACTED]	[REDACTED]	
HK Airlines	HONG KONG SPECIAL ADMINISTRA	[REDACTED]	[REDACTED]	
Shenzhenair	PEOPLE'S REPUBLIC OF CHINA	[REDACTED]	[REDACTED]	
Tianjin Airlines	PEOPLE'S REPUBLIC OF CHINA	[REDACTED]	[REDACTED]	[REDACTED]
British Airways/IAG	UNITED KINGDOM	[REDACTED]	[REDACTED]	
Virgin	UNITED KINGDOM	[REDACTED]	[REDACTED]	

PRIMARY EMAIL

[illegible]

SECONDARY EMAILS

[illegible]

From: [REDACTED]
To: [REDACTED]
Subject: RE: Update 2 on the 2019 - nCoV (Corona Virus)
Date: 29 January 2020 10:33:04
Attachments: [image004.png](#)

H [REDACTED]

This is an operational and response lead for Public Health England and the Department for Health,

As such, DfT is not playing any role in putting these in place, but enhanced monitoring measures (not screening, in which every passenger is assessed, as I understand it) are in place at airports receiving direct flights from China.

I'm afraid I'm not able to share the specifics of these measures if it is going external to the UK gov/agencies (mainly as it's not my info to share) – but there is a fair bit in the public domain of the sort of thing being done (<https://www.independent.co.uk/travel/news-and-advice/coronavirus-china-heathrow-airport-flights-wuhan-virus-latest-a9296396.html>)

Sorry I can't be more help

Many thanks,

[REDACTED]

[REDACTED], Department for Transport
[REDACTED]

From: [REDACTED]@caa.co.uk]
Sent: 29 January 2020 10:23
To: [REDACTED]@caa.co.uk>; [REDACTED]@dft.gov.uk>
Subject: RE: Update 2 on the 2019 - nCoV (Corona Virus)

TVM, appreciate anything you have.

[REDACTED]

[REDACTED]
Airspace, ATM & Aerodromes
Civil Aviation Authority

[REDACTED]
[REDACTED]
[REDACTED]

From: [REDACTED]
Sent: 29 January 2020 10:22
To: [REDACTED]@caa.co.uk>; [REDACTED]@dft.gov.uk>
Subject: Re: Update 2 on the 2019 - nCoV (Corona Virus)

[REDACTED]

One for [REDACTED] I think.

Regards

[REDACTED]

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From: [REDACTED]@caa.co.uk>
Sent: Wednesday, January 29, 2020 10:09:05 AM
To: [REDACTED]@caa.co.uk>

Subject: RE: Update 2 on the 2019 - nCoV (Corona Virus)

– do we know if the UK is insisting on screening checks for inbounds?

Airspace, ATM & Aerodromes
Civil Aviation Authority

From:

Sent: 29 January 2020 07:58

To: <>

Cc: <> <> <>

<> <>

Subject: RE: Update 2 on the 2019 - nCoV (Corona Virus)

Hi

So the attached is what action AL has taken to date in conjunction with at DfT. Does that give you enough for this?

Regards

Consumer & Markets Group
UK Civil Aviation Authority
11 Westferry
Canary Wharf
London
E14 4HE

+ <>



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From:

Sent: 28 January 2020 18:59

To: <> <>

Cc: <> <> <>

<>

Subject: RE: Update 2 on the 2019 - nCoV (Corona Virus)

Many thanks to all for coop. Please CC me into any response to EACCC or, if you prefer, send planned input to me and I as SFP will submit it.

TVM

[REDACTED]

[REDACTED]

[REDACTED]

Airspace, ATM & Aerodromes
Civil Aviation Authority

[REDACTED]

[REDACTED]

[REDACTED]

From: [REDACTED] <[REDACTED]@dft.gov.uk>

Sent: 28 January 2020 18:53

To: [REDACTED] <[REDACTED]@caa.co.uk>; [REDACTED] <[REDACTED]@avsec.caa.co.uk>

Cc: [REDACTED] <[REDACTED]@caa.co.uk>; [REDACTED] <[REDACTED]@caa.co.uk>; [REDACTED]

[REDACTED] <[REDACTED]@dft.gov.uk>

Subject: RE: Update 2 on the 2019 - nCoV (Corona Virus)

[REDACTED]

I understand [REDACTED] in our aviation resilience team is POC on this issue. I have copied him – [REDACTED] can you help with answers to the questions from EUROCONTROL in the email chain below please?

[REDACTED]

[REDACTED], Department for Transport

[REDACTED]

From: [REDACTED] <[REDACTED]@caa.co.uk>

Sent: 28 January 2020 18:00

To: [REDACTED] <[REDACTED]@avsec.caa.co.uk>; [REDACTED] <[REDACTED]@dft.gov.uk>

Cc: [REDACTED] <[REDACTED]@caa.co.uk>; [REDACTED] <[REDACTED]@caa.co.uk>

Subject: RE: Update 2 on the 2019 - nCoV (Corona Virus)

Thanks [REDACTED] Perhaps it's a DfT lead [REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

Airspace, ATM & Aerodromes
Civil Aviation Authority

[REDACTED]

[REDACTED]

[REDACTED]

From: [REDACTED] <[REDACTED]@avsec.caa.co.uk>

Sent: 28 January 2020 15:24

[illegible]

[REDACTED]

Subject: Update 2 on the 2019 - nCoV (Corona Virus)

Dear EACCC members and State Focal Points,

The latest updates on the 2019 - nCoV situation can be found at the following links:

WHO: <https://www.who.int/emergencies/diseases/novel-coronavirus-2019/situation-reports/>

ECDC: https://www.ecdc.europa.eu/sites/default/files/documents/Risk-assessment-pneumonia-Wuhan-China-26-Jan-2020_0.pdf

ICAO CAPSCA has sent an update on the virus situation on 27 Januray 2020.

In order to get a good view on the situation in the Network, it would be very helpful if each State Focal Point could provide the following information on actions taken that may ahve an impact on air travel:

1. Actions taken
2. Actions planned

Please also indicate if you did not take any action or do not plan to take action.

The information will be included in an updated version of the factsheet unless you indicate that it should be kept confidential.

We can further confirm that there no flights have been arriving after the CDG arrival last Thursday.

With kind regards,

[REDACTED]

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From: [REDACTED]
To: [REDACTED]
Cc: [REDACTED]
Subject: RE: [OFFICIAL] Foreign Carrier Permits Revocation and Suspension
Date: 29 January 2020 12:28:26
Attachments: [image003.png](#)

Hi [REDACTED]

Many thanks for getting back to us on this, and for all your help dealing with our various queries over the last week or so

Really is appreciated

[REDACTED]

[REDACTED], Department for Transport

From: [REDACTED]@caa.co.uk]
Sent: 29 January 2020 12:21
To: [REDACTED]@dft.gov.uk>
Cc: [REDACTED]@dft.gov.uk>; [REDACTED]@dft.gov.uk>
Subject: RE: [OFFICIAL] Foreign Carrier Permits Revocation and Suspension

Hi [REDACTED]

We spoke. Copying in [REDACTED] and [REDACTED] as discussed. Just picking up the points we covered.

In order to operate to the UK a third country carrier needs to hold a Foreign Carrier Permit granted by the CAA. The grant of that permit being dependent upon whether the carrier concerned has traffic rights under the ASA and can meet the necessary requirements in relation to safety, insurance and security. If those boxes are ticked then the carrier concerned has the right to a permit.

There is a significant difference between a carrier that holds a permit and has established operations, and one that is seeking a permit. With the latter there is a little more "wriggle" room around grant, but with a carrier that already holds a permit you need to be able to justify its suspension or revocation – i.e. you need a "hook" that is linkable to the ASA to take action.

Taking action on safety, security or insurance grounds is, in the main, demonstrable. When you start to go into other areas, such as public health, then it becomes more tenuous and complex as it starts to go to the core of Treaty obligations and the rights an ASA gives. The risk being what we do to foreign carriers might be reciprocated to UK operators, and of course there is the knock-on reputational/trust impact to the UK as a reliable Treaty partner.

So, if HMG were minded to take action on health grounds then it becomes political decision and firmly a matter for the DfT. The DfT would need to direct CAA, as the issuing Authority, to take action against a permit we had issued. The risk there being of course of a JR and the reputational/trust points outlined above.

I hope that helps.

Regards

[REDACTED]

[REDACTED]

Consumer & Markets Group
UK Civil Aviation Authority
11 Westferry

Canary Wharf
London
E14 4HE

[REDACTED]



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From [REDACTED] <[\[REDACTED\]@dft.gov.uk](mailto:[REDACTED]@dft.gov.uk)>

Sent: 29 January 2020 10:22

To: [REDACTED] <[\[REDACTED\]@caa.co.uk](mailto:[REDACTED]@caa.co.uk)>

Subject: [OFFICIAL] Permits

Good morning [REDACTED]

Many thanks for the copy of the permit provided to Wamos for the repat flight.

Some questions are currently being asked regarding what measures UK may be able to take regarding suspending/preventing flights to the UK from certain areas.

As we understand it, though the SoS has wide ranging powers under the Civil Aviation Act to protect public health at aerodromes – these are likely superseded by international treaties (air services agreements).

Grateful if you had a few minutes to have a quick chat when you can

Many thanks

[REDACTED]



Department for Transport

[REDACTED]

[REDACTED]

[REDACTED]

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From: [REDACTED]
To: [REDACTED]
Cc: [REDACTED]
Subject: RE: Official - Chinese Airline contacts [PHE] and Coronavirus [CAA]
Date: 30 January 2020 09:19:57

Hi [REDACTED]

Many thanks for getting in touch – it would be great to have a quick chat if you or your colleague [REDACTED] are available today

Thanks

[REDACTED]

[REDACTED]

From: [REDACTED]@caa.co.uk]

Sent: 29 January 2020 18:47

To: [REDACTED]@dft.gov.uk>

Cc: [REDACTED]@phe.gov.uk; [REDACTED]@caa.co.uk>; [REDACTED]
[REDACTED]@caa.co.uk>; [REDACTED]@caa.co.uk>; [REDACTED]
[REDACTED]@caa.co.uk>; [REDACTED]@dft.gov.uk>

Subject: RE: Official - Chinese Airline contacts [PHE] and Coronavirus [CAA]

Hi [REDACTED]

In my role as [REDACTED] the CAA, I have been quite closely involved in the joint DfT/PHE response in relation to air travel for previous disease outbreaks, such as the Ebola and Zika outbreaks. I haven't been contacted in relation to the current 2019-nCoV outbreak, but happy to contribute if/where I can.

I do now work part-time, so while I should be the focal point for any CAA medical input, it would be helpful to cc any emails to [REDACTED].

Kind regards

[REDACTED]

[REDACTED]

[REDACTED]

Safety & Airspace Regulation Group
UK Civil Aviation Authority

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From: [REDACTED]

Sent: 27 January 2020 08:49

To: [REDACTED]@caa.co.uk>

Cc: [REDACTED]@dft.gov.uk>; [REDACTED]@phe.gov.uk; [REDACTED]@caa.co.uk>;
[REDACTED]@caa.co.uk>; [REDACTED]@caa.co.uk>; [REDACTED]
[REDACTED]@caa.co.uk>

Subject: RE: Official - Chinese Airline contacts [PHE] and Coronavirus [CAA]

Hi [REDACTED]

Thank you.

Regards

[REDACTED]

[REDACTED]

Consumer & Markets Group
UK Civil Aviation Authority
11 Westferry
Canary Wharf
London
E14 4HE

[REDACTED]



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From: [REDACTED]

Sent: 27 January 2020 08:48

To: [REDACTED] [@caa.co.uk](mailto:[REDACTED]@caa.co.uk)

Cc: [REDACTED] [@dft.gov.uk](mailto:[REDACTED]@dft.gov.uk); [REDACTED] [@phe.gov.uk](mailto:[REDACTED]@phe.gov.uk); [REDACTED] [@caa.co.uk](mailto:[REDACTED]@caa.co.uk);

[REDACTED] [@caa.co.uk](mailto:[REDACTED]@caa.co.uk); [REDACTED] [@caa.co.uk](mailto:[REDACTED]@caa.co.uk); [REDACTED]

[REDACTED] [@caa.co.uk](mailto:[REDACTED]@caa.co.uk)

Subject: Re: Official - Chinese Airline contacts [PHE] and Coronavirus [CAA]

Hi [REDACTED],

Message forwarded...

[REDACTED] is our contact for "aviation communicable disease" [REDACTED]

[REDACTED]

Thanks for keeping us in the loop.

ATB

[REDACTED]

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From: [REDACTED] [@caa.co.uk](mailto:[REDACTED]@caa.co.uk)

Sent: Friday, January 24, 2020 8:37 am

To: [REDACTED]

Cc: [REDACTED] [@phe.gov.uk](mailto:[REDACTED]@phe.gov.uk); [REDACTED]

Subject: Official - Chinese Airline contacts [PHE] and Coronavirus [CAA]

Hi [REDACTED]

I understand from Flights Ops that you are monitoring the Coronavirus within CAA Medical? On that basis to keep you in the loop please see below and attached.

[REDACTED] is leading the response from DfT .

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

And the contact mail box at PHE is [REDACTED]@phe.gov.uk

All cc'd for continuity.

Regards

[REDACTED]

[REDACTED]

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UK Civil Aviation Authority
11 Westferry
Canary Wharf
London
E14 4HE

[REDACTED]



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From: [REDACTED]

Sent: 23 January 2020 18:31

To: [REDACTED]@dft.gov.uk>

Cc: [REDACTED]@caa.co.uk>; [REDACTED]@caa.co.uk>; [REDACTED]

[REDACTED]@dft.gov.uk>; [REDACTED]@dft.gov.uk>; [REDACTED]

[REDACTED]@dft.gov.uk>

Subject: Re: Official - Chinese Airline contacts [PHE] and Coronavirus [CAA]

[REDACTED]

Welcome. Let me know if you need anything else.

Regards

[REDACTED]

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From: [REDACTED]@dft.gov.uk>

Sent: Thursday, January 23, 2020 6:04:00 PM

To: [REDACTED]@caa.co.uk>

Cc: [REDACTED]@caa.co.uk>; [REDACTED]@caa.co.uk>; [REDACTED]

[REDACTED]@dft.gov.uk>; [REDACTED]@dft.gov.uk>; [REDACTED]

[REDACTED]@dft.gov.uk>

Subject: Re: Official - Chinese Airline contacts [PHE] and Coronavirus [CAA]

Hi [REDACTED]

Many thanks for speaking to me earlier, and for the attached contacts/permit amend - really helpful

All the best

Sent from my iPhone

On 23 Jan 2020, at 17:53, [REDACTED] <[REDACTED]@caa.co.uk> wrote:

Hi [REDACTED]

We spoke. I attach the contact information you requested. On a wider note I mentioned that the CAA has taken number of low key actions to remind Foreign Carrier Permit holders (which encompasses scheduled and charter carriers, and air taxi operators undertaking flights to the UK) that they are required to constructively engage with UK Government agencies. This was always an implicit requirement, but we have now made it an express permit condition to engage with UKBF and PHE if their cooperation is requested. I attach a copy of that email chain and letter.

Regards

[REDACTED]

[REDACTED]
[REDACTED]
Consumer & Markets Group
UK Civil Aviation Authority
11 Westferry
Canary Wharf
London
E14 4HE

[REDACTED]

<image002.jpg>

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From: [REDACTED] <[REDACTED]@dft.gov.uk>
Sent: 23 January 2020 16:22
To: [REDACTED] <[REDACTED]@caa.co.uk>
Cc: [REDACTED] <[REDACTED]@caa.co.uk>; [REDACTED] <[REDACTED]@caa.co.uk>; [REDACTED] <[REDACTED]@dft.gov.uk>; [REDACTED] <[REDACTED]@dft.gov.uk>; [REDACTED] <[REDACTED]@dft.gov.uk>
Subject: RE: Official - Chinese Airline contacts [PHE]

Hi [REDACTED]

The scope is similar to that requested for China Southern Airlines on Tuesday;

Public Health England and the Department for Health are requesting the information, as they are planning for possible escalation of the response to the coronavirus outbreak, and wish to make contact with airlines in order to disseminate public health information, and to signpost passengers towards treatment if they feel unwell.

Contact telephone numbers and an email address would be preferable.

If you wish to discuss further, happy to talk

Many thanks,

[REDACTED]

[REDACTED], Department for Transport

From: [REDACTED] <[REDACTED]@caa.co.uk>

Sent: 23 January 2020 16:05

To: [REDACTED] <[REDACTED]@dft.gov.uk>

Cc: [REDACTED] <[REDACTED]@caa.co.uk>; [REDACTED] <[REDACTED]@caa.co.uk>;

[REDACTED] <[REDACTED]@dft.gov.uk>; [REDACTED] <[REDACTED]@dft.gov.uk>; [REDACTED]

[REDACTED] <[REDACTED]@dft.gov.uk>

Subject: Official - Chinese Airline contacts [PHE]

Hi [REDACTED]

Thank you for your email which my colleagues have forwarded to me. I think it might be useful to discuss the scope of the information requested, what is actually required and for whom. We also wish to ensure that it ties in with other related work. Shall we arrange a conference call?

Regards

[REDACTED]

[REDACTED]
[REDACTED]
Consumer & Markets Group
UK Civil Aviation Authority
11 Westferry
Canary Wharf
London
E14 4HE

+ [REDACTED]

<image007.jpg>

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From: [REDACTED]

Sent: 23 January 2020 15:52

To: [REDACTED] <[REDACTED]@caa.co.uk>

Subject: FW: China airline contacts

From: [REDACTED] <[REDACTED]@dft.gov.uk>

Sent: 23 January 2020 15:44

To: [REDACTED] <[REDACTED]@caa.co.uk>

Cc: [REDACTED] <[REDACTED]@caa.co.uk>

Subject: China airline contacts

Good afternoon,

Hope you are well – I cover [REDACTED] at DfT, and have had a request for info I was hoping you could help me with?

We've had a request from Department of Health/Public Health England for contact details for all airlines operating direct scheduled services from China to the UK.

We've identified the airlines as;

- Air China
- Beijing Capital Airlines
- British Airways
- Cathay Pacific
- China Eastern
- China Southern
- Hainan Airlines
- Shenzhen Airlines
- Tianjin Airlines
- Virgin Atlantic

Grateful if you had contacts to share

Many thanks for your help,

[REDACTED]

[<image003.png>](#)

[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED] [@transportgovuk](#)

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<mime-attachment>

<20200123ChineseHKTaiwaneseUKCarriers.xlsx>

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From: [REDACTED]
To: [REDACTED]
Cc: [REDACTED]
Subject: OFFICIAL: RE: Urgent actions - communication to airlines
Date: 20 February 2020 10:11:47
Attachments: [image002.png](#)
[image003.png](#)

OFFICIAL

Dear [REDACTED]

Thanks for establishing the meeting yesterday, which was most useful. In response to your points:

1. **Escalation channel.** Noted and please advise on the process you intend to use. In addition, I request that all colleagues note and add the AirportPublicHealth.Monitoring email address to all future correspondence.
2. **PHE Communications Point of Contact.** TBC
3. **Communication to Airlines.** I would like to review any updated draft at midday today and in doing so, will clarify that this protocol is to be applied by airlines flying direct from the areas in the case definition. With respect to communication with the airlines, we have been attending the Industry Resilience Group (IRG) since 7 February and will be supporting weekly calls established by London Heathrow with the airlines starting in w/c 24 February. The latter will move the arrangement from ad hoc to routine. We will consider the requirement for other communications channels although I prefer taking the IRG up on their offer to use their standing arrangements/groups to meet with airlines on a more regular basis. I will table this in the meeting this afternoon.

Best wishes

[REDACTED]

[REDACTED] r
National Infection Service
Public Health England

[REDACTED]@phe.gov.uk

[REDACTED]

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Protecting and improving the nation's health

From: [REDACTED]@dft.gov.uk>

Sent: 19 February 2020 19:38

To: [REDACTED]@phe.gov.uk>; [REDACTED]@dft.gov.uk>; [REDACTED]
[REDACTED]@dft.gov.uk>; [REDACTED]@dft.gov.uk>; [REDACTED]
[REDACTED]@dft.gov.uk>; [REDACTED]
[REDACTED]@caa.co.uk>; [REDACTED]@dft.gov.uk>; [REDACTED]
[REDACTED]@dft.gov.uk>; [REDACTED]@dft.gov.uk>; [REDACTED]
[REDACTED]@dft.gov.uk>

Cc: [REDACTED]@caa.co.uk>; [REDACTED]
[REDACTED]@caa.co.uk>; [REDACTED]@dft.gov.uk>; [REDACTED]
[REDACTED]@dft.gov.uk>; [REDACTED]@dft.gov.uk>

Subject: Urgent actions - communication to airlines

Colleagues,

Thanks for your time earlier, very productive from our side. I recorded three main actions:

1. *Escalation channel for non-compliance.* PHE – in the event you need to escalate an issue relating to compliance (or indeed an issue relating to any individual airline), please contact myself and all those in copy. We will then work out the best way to escalate.
2. *Comms contacts.* [REDACTED], CAA comms, is now on this email chain. PHE, grateful if you could you share comms contacts with us and CAA.
3. *Imminent communication to airlines.* Please find attached the document PHE drafted with some proposed amends from me. If we are to publish this I think a statement is the preferable form. Two key comments from me. 1) Given this will go to all airlines, but only some will need to do anything, can we be clear what the ask is (i.e. if you fly from here to here you need to do this), 2) Airlines have been asking for a general briefing on how the public health system/airlines should be interacting (i.e. contacts, processes). Indeed, to cover the range of people this will reach, including the more general guidance is important (including emergency contacts). Have we got anything on stock?

In light of the proposed deadlines (10:00am this Friday) I've set out actions below.

- **PHE, CAA, DfT airport and TSOC colleagues.** Could you review and feed in on this draft, especially on the above two points, by **midday tomorrow**.
- **TSOC.** Can you we 'pre-warn' DfT comms to this and get their initial take on the risks of actually publishing something like this?

All the best,

[REDACTED]

 Department for Transport

[REDACTED]
[REDACTED]
[REDACTED]

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From: [REDACTED]
To: [REDACTED]
Cc: [REDACTED]
Subject: OFFICIAL: RE: Urgent actions - communication to airlines
Date: 20 February 2020 15:22:01
Attachments: [image002.png](#)
[image006.png](#)
[20200213 Draft Coronavirus COVID-19 Airline protocol V0.3 \(002\) - TC CAA \(002\).docx](#)
Importance: High

OFFICIAL

Dear [REDACTED]

I have reflected carefully on the comments that [REDACTED] has made and we have some further work to do to tidy up the document. We should consider carefully the specific question on whether the protocol should be extended beyond England. Our observation is that there appear to be no direct scheduled flights from China, Thailand, Japan, Republic of Korea, Hong Kong, Taiwan, Singapore, Malaysia and Macau that terminate in Scotland, Wales or Northern Ireland. We would welcome your clarification on this point.

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Given the above, can I suggest we delay our deadline of 10:00 on Friday to 10:00 on Monday, subject to any further work that may be required. Our comms point of contact is [REDACTED] who is copied into this email.

Best wishes

[REDACTED]

[REDACTED]
National Infection Service
Public Health England

[REDACTED] [@phe.gov.uk](#)

[REDACTED]

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Protecting and improving the nation's health

From: [REDACTED] <[\[REDACTED\]@caa.co.uk](mailto:[REDACTED]@caa.co.uk)>
Sent: 20 February 2020 11:45
To: [REDACTED] <[\[REDACTED\]@dft.gov.uk](mailto:[REDACTED]@dft.gov.uk)>
Cc: [REDACTED] <[\[REDACTED\]@caa.co.uk](mailto:[REDACTED]@caa.co.uk)>; [REDACTED] <[\[REDACTED\]@dft.gov.uk](mailto:[REDACTED]@dft.gov.uk)>;
[REDACTED] <[\[REDACTED\]@dft.gov.uk](mailto:[REDACTED]@dft.gov.uk)>; [REDACTED] <[\[REDACTED\]@dft.gov.uk](mailto:[REDACTED]@dft.gov.uk)>;
[REDACTED] <[\[REDACTED\]@phe.gov.uk](mailto:[REDACTED]@phe.gov.uk)>; [REDACTED] <[\[REDACTED\]@dft.gov.uk](mailto:[REDACTED]@dft.gov.uk)>; [REDACTED]
[REDACTED] <[\[REDACTED\]@dft.gov.uk](mailto:[REDACTED]@dft.gov.uk)>; [REDACTED] <[\[REDACTED\]@dft.gov.uk](mailto:[REDACTED]@dft.gov.uk)>; [REDACTED]

[REDACTED]@dft.gov.uk>; [REDACTED]@caa.co.uk>; [REDACTED]
[REDACTED]@dft.gov.uk>; [REDACTED]dft.gov.uk>; [REDACTED]
[REDACTED]@dft.gov.uk>; [REDACTED]@dft.gov.uk>

Subject: RE: Urgent actions - communication to airlines

Hi [REDACTED]

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Our intention is to share the agreed note is – with all major UK, EU and third country airlines, air taxi operators and relevant trade bodies as part of the distribution process and, for information, tour operators.

Regards

[REDACTED]

[REDACTED]
Consumer & Markets Group
UK Civil Aviation Authority
11 Westferry
Canary Wharf
London
E14 4HE

[REDACTED]



-
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From: [REDACTED]@dft.gov.uk>

Sent: 19 February 2020 19:38

To: [REDACTED]@phe.gov.uk; [REDACTED]@dft.gov.uk>; [REDACTED]
[REDACTED]@dft.gov.uk>; [REDACTED]@dft.gov.uk>; [REDACTED]
[REDACTED]@dft.gov.uk>; [REDACTED]@caa.co.uk>; [REDACTED]
[REDACTED]@dft.gov.uk>; [REDACTED]@dft.gov.uk>; [REDACTED]
[REDACTED]@dft.gov.uk>; [REDACTED]@dft.gov.uk>
Cc: [REDACTED]@caa.co.uk>; [REDACTED]
[REDACTED]@caa.co.uk>; [REDACTED]@dft.gov.uk>; [REDACTED]
[REDACTED]@dft.gov.uk>; [REDACTED]@dft.gov.uk>

Subject: Urgent actions - communication to airlines

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1. *Escalation channel for non-compliance.* PHE – in the event you need to escalate an issue relating to compliance (or indeed an issue relating to any individual airline), please contact myself and all those in copy. We will then work out the best way to escalate.
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In light of the proposed deadlines (10:00am this Friday) I've set out actions below.

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- **TSOC.** Can you we 'pre-warn' DfT comms to this and get their initial take on the risks of actually publishing something like this?

All the best,



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Novel coronavirus (COVID-19) protocol for direct flights to airports in England

**** add generic coronavirus statement ****

~~You will be aware of the implementation~~**In response to this, the UK has implemented** enhanced public health monitoring of direct flights to **England** from the following areas: China, Thailand, Japan, Republic of Korea, Hong Kong, Taiwan, Singapore, Malaysia and Macau ~~(the "identified points")~~. The associated protocol has been implemented by Public Health England (PHE) with **airline and airport** ~~your~~ support, **and that of the Department for Transport (DfT) and Civil Aviation Authority (CAA)**.

~~t, and colleagues at~~**This protocol is currently related applies to, London Heathrow, London Gatwick, Manchester and Birmingham** airports. ~~—~~ This process has progressively been rolled out since 25 January.

~~and hence it is important to take the opportunity now after the early weeks of operation, to clearly set out the expectations of the DfT~~—The following steps are critical to the successful conduct of a public health risk assessment for all arriving passengers and flight crew, further detail is in the attached table which sets out our **expectations** with the supporting rationale:

- Provision of information leaflets to passengers (in flight) to enable and encourage reporting of **illness**.
- Broadcasting within the first hour of the flight, of an inflight message encouraging passengers to report any inflight illness
- **It is the responsibility of the Captain of an aircraft in transit from an identified point to:**
 - **advise** of any ill passenger as soon as possible.
 - **send** confirmation no later than 60 mins before landing that there are no ill passengers onboard (or provide information of any ill passenger).
- **Early warning by the captain of any passenger illness as soon as possible from the aircraft in transit with a message (nil unwell or otherwise) provided by the captain**~~Captain, no later than 60 mins before arrival time.~~
- Formal assurance by the **aircraft Captain** on the health of passengers prior to disembarkation through the General Aircraft Declaration (GAD) to the public health doctor on duty who will give formal clearance to disembark, or alternative action, following review of the public health risk.
- In the event that a passenger is confirmed by the public health doctor as a suspected coronavirus case, passengers and crew will be required to complete a Passenger Locator **Form (PLF)** prior to disembarkation.

These steps are also being set out in **a** supporting NOTAM action. ~~The expectation of the DfT is that without exception and until further notice, there will be full compliance with the protocol~~—Airports and PHE, **in close liaison with DfT and CAA**, will conduct a regular weekly performance review with all affected airlines, to review compliance and agree improvement actions.

Commented [REDACTED]: Can we be clear who this guidance relates to? Is it just airlines arriving at the airports below from that list of countries

Commented [REDACTED]: Agree. Just England?

Commented [REDACTED]: Just England? Presentationally this look odd – should it not be the UK as a whole.

Formatted: Font: Bold, Underline

Commented [REDACTED]: Expectations or requirements.

Commented [REDACTED]: I think a web link to any leaflet would be useful

Commented [REDACTED]: Who should be advised – contact details?

Commented [REDACTED]: Again who should be advised.

Formatted

Commented [REDACTED]: Web link to form (or details of where it can be found)

Commented [REDACTED]: Web link to form (or details of where it can be found)

Novel coronavirus (COVID-19) protocol for direct flights to airports in England – Detailed Actions

Serial	Action	How	Measure of Effectiveness	Rationale
1	Provision of PHE information leaflet to passengers	Via cabin crew	All passengers receive leaflet (language specific to need)	To remind passengers of the novel coronavirus symptoms (and what to do if post arrival they have concerns)
2	Broadcasting of an inflight message encouraging passengers to report any inflight illness	Aircraft captain Captain	Message broadcast within the first hour of the flight. Timing (GMT) of message to be recorded.	To encourage passengers to self-declare in the event that they have novel coronavirus symptoms, or other illness that may require a medical incident response at the destination airport
3	Destination airport advised of any passenger illness as soon as possible	Aircraft captain Captain	As soon as possible and no later than 60 mins before arrival landing. In the event of no unwell ill passengers, nil unwell report to be provided no later than 60 mins before arrival. Timing (in GMT) and content of message to be recorded.	To anticipate and adjust health incident response to meet reported situation. To save time and most effectively focus limited resources.
4	Provide General Aircraft Declaration (GAD) to the public health doctor	Aircraft captain Captain	Completed at point of arrival and in accordance with ICAO agreements and International Health Regulations expectations to report the presence or otherwise of infectious disease	Inform the final stage of the public health risk assessment and the decision to clear the aircraft captain Captain to disembark passengers
5	Disembarkation clearance from Port Health	Aircraft captain Captain	Port Health to review and provide disembarkation decision within 10 mins. Aircraft captain Captain is not to disembark passengers until port health disembarkation clearance is received	Control measure to mitigate risk and to enable final opportunity for medical incident response and/or completion of passenger locator forms (IATA guidance).

Commented [REDACTED]: As per my comment above

Commented [REDACTED]: Clarity - Bear in mind this needs to be understood by those where English is not there first language

Serial	Action	How	Measure of Effectiveness	Rationale
6	If symptoms reported enable communications from public health and/or medical professionals on the ground to the symptomatic patient	Aircraft captain Captain Captain ;	Direct communications enabled with public health and/or medical professional. Accurate situation report received.	To inform medical diagnosis and public health risk assessment To anticipate and adjust health incident response to meet reported situation. To save time and most effectively focus limited resources.
7	If symptoms reported Isolate passenger if possible	Cabin crew	Passenger(s) isolated, IATA guidance is available to work against	To mitigate risk of further contact with others
8	If symptoms reported Distribute Passenger Locator Forms (PLF) to passengers and crew as directed by public health doctor (minimum requirement will be all passenger two rows forward and two rows behind symptomatic passenger)	Cabin crew	PLF's available for Public Health England upon arrival at the aircraft	To enable contact tracing should it be required To reassure passengers To expedite disembarkation

From: [REDACTED]
To: [REDACTED]
Cc: [REDACTED]
Subject: RE: OFFICIAL: RE: Urgent actions - communication to airlines
Date: 20 February 2020 18:00:00
Attachments: [image001.png](#)
[image003.png](#)

[REDACTED]

Thank you. We have looked at what services there are outside England and, currently there are no direct services from the highlighted areas – I think my point was that it looked odd to a third party that the Devolved Areas were not included – though I understand the logic is it not matter of time before the issue faces the DA as well..

I think deferring to Monday is a good move for the reasons you have given.

Regards

[REDACTED]

[REDACTED]
*Consumer & Markets Group
UK Civil Aviation Authority
11 Westferry
Canary Wharf
London
E14 4HE*

[REDACTED]



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From: [REDACTED]@dft.gov.uk>
Sent: 20 February 2020 17:46
To: [REDACTED]@phe.gov.uk>; [REDACTED]@caa.co.uk>
Cc: [REDACTED]@caa.co.uk>; [REDACTED]@dft.gov.uk>; [REDACTED]
[REDACTED]@dft.gov.uk>; [REDACTED]@dft.gov.uk>; [REDACTED]
[REDACTED]@dft.gov.uk>; [REDACTED]@dft.gov.uk>; [REDACTED]on@dft.gov.uk>;
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[REDACTED]@dft.gov.uk>; [REDACTED]@dft.gov.uk>
Subject: RE: OFFICIAL: RE: Urgent actions - communication to airlines

Thank [REDACTED]

I agree with that recommendation. Given current levels of compliance are good, I think our core goals here are to get the right message out to the right people, rather than rush something out tomorrow. As below, I would support a wider piece of guidance, that pre-empts questions from industry that we might face in the

coming months. Would also be good to understand where PHE are on the wider DA question tomorrow.

I believe your assumption is correct on flights to Scotland, Wales and Northern Ireland. However, I will ask analysts here to assess whether there are any seasonal services.

All the best,

■

■, Department for
Transport

From: ■

Sent: 20 February 2020 15:21

To: ■ @caa.co.uk; ■ @dft.gov.uk

Cc: ■ @caa.co.uk; ■ @dft.gov.uk; ■

■ @dft.gov.uk; ■ @dft.gov.uk; ■

■ @dft.gov.uk; ■ @dft.gov.uk; ■ @dft.gov.uk;

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■ @caa.co.uk; ■ @dft.gov.uk; ■ @dft.gov.uk;

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■ @phe.gov.uk; ■ @phe.gov.uk; ■

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Subject: OFFICIAL: RE: Urgent actions - communication to airlines

Importance: High

OFFICIAL

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Best wishes

■

■

National Infection Service
Public Health England

■

■

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From: [REDACTED]@caa.co.uk>

Sent: 20 February 2020 11:45

To: [REDACTED]@dft.gov.uk>

Cc: [REDACTED]@caa.co.uk>; [REDACTED]@dft.gov.uk>; [REDACTED]
[REDACTED]@dft.gov.uk>; [REDACTED]@dft.gov.uk>; [REDACTED]
[REDACTED]@phe.gov.uk>; [REDACTED]@dft.gov.uk>; [REDACTED]@dft.gov.uk>;
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[REDACTED]@dft.gov.uk>; [REDACTED]@dft.gov.uk>

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[REDACTED]

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[REDACTED]



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From: [REDACTED]@dft.gov.uk>

Sent: 19 February 2020 19:38

To: [REDACTED]@phe.gov.uk>; [REDACTED]@dft.gov.uk>; [REDACTED]@dft.gov.uk>;
[REDACTED]@dft.gov.uk>; [REDACTED]@dft.gov.uk>; [REDACTED]
[REDACTED]@caa.co.uk>; [REDACTED]@dft.gov.uk>; [REDACTED]@dft.gov.uk>;
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Department for Transport



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Cc:

Subject:

RE: OFFICIAL: OFFICIAL RESPONSE BY COP TUJE 25 FEB: Airport Public Health Monitoring - Agreement of formal communication of COVID-19 Protocol to airlines

Date:

23 February 2020 17:04:00

Attachments:

[image004.png](#)

HI

Thank you for this. [REDACTED] and I will consider from the CAA's perspective and come back to you as soon as possible.

Regards

Consumer & Markets Group
UK Civil Aviation Authority
11 Westferry
Canary Wharf
London
E14 4HE



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From: [REDACTED]@phe.gov.uk>

Sent: 23 February 2020 16:54

To: [REDACTED]@nhs.net; [REDACTED]@hscni.net; [REDACTED]@wales.nhs.uk

Cc: [REDACTED]@dft.gov.uk>; [REDACTED]@dft.gov.uk>;

[REDACTED] dft.gov.uk>; [REDACTED] @dft.gov.uk>;

[REDACTED]@dft.gov.uk>; [REDACTED]@dft.gov.uk>;

[REDACTED]@dft.gov.uk>; [REDACTED]@caa.co.uk>;

[REDACTED]@dft.gov.uk> [REDACTED]@dft.gov.uk>; [REDACTED]

[REDACTED]@dft.gov.uk>; [REDACTED]@phe.gov.uk>;

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[REDACTED]@phe.gov.uk>; [REDACTED]@caa.co.uk>;

[REDACTED]@dft.gov.uk>; [REDACTED]

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[REDACTED]@wales.nhs.uk>;

[REDACTED]@wales.nhs.uk>; [REDACTED]@nhs.net;
[REDACTED]@nhs.net; [REDACTED]@hscni.net>;
[REDACTED]@wales.nhs.uk; [REDACTED]@phe.gov.uk>; [REDACTED]
[REDACTED]@phe.gov.uk>

Subject: OFFICIAL: OFFICIAL RESPONSE BY COP TUIE 25 FEB: Airport Public Health Monitoring - Agreement of formal communication of COVID-19 Protocol to airlines
Importance: High

OFFICIAL

Dear Colleagues


At the Friday PHE Incident Management Team meeting, I highlighted the intent of PHE working with the support of the DfT and the CAA, to formally set out the public health enhanced monitoring protocol for airlines. We started with an intent to state the protocol for England, noting that direct scheduled flights from the areas within the case definition only arrive at airports in England. However, limiting the application of this protocol could be viewed as unhelpful from a public health perspective at a time when we need to provide clarity to all airlines regardless of their current routes, and to ensure that any future changes in routing albeit unlikely, are covered.

Our intention with your agreement is to publish (with the support of DfT and the CAA) a protocol for UK and to do so by close of play Wednesday 26 February. To that end, please could you note the attached and confirm by no later than cop Tuesday 25 February, that you are content for us to proceed.

Best wishes

[REDACTED]
[REDACTED]
National Infection Service
Public Health England

[REDACTED]
[REDACTED]

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Novel coronavirus (COVID-19) protocol for direct flights from China, Japan, Hong Kong, Macau, Malaysia, Republic of Korea, Taiwan, Thailand and Singapore to airports in England/United Kingdom

Introduction

A coronavirus is a type of virus. As a group, coronaviruses are common across the world. Typical symptoms of coronavirus include fever and a cough that may progress to a severe pneumonia causing shortness of breath and breathing difficulties. Generally, coronavirus can cause more severe symptoms in people with weakened immune systems, older people, and those with long-term conditions like diabetes, cancer and chronic lung disease. Novel coronavirus (COVID-19) is a new strain of coronavirus first identified in Wuhan City, China.

Based on the World Health Organization's declaration that this is a public health emergency of international concern, the UK Chief Medical Officers have raised the risk to the public from low to moderate. This permits the UK government to plan for all eventualities although the risk to individuals remains low. Based on the scientific advice of the Scientific Advisory Group for Emergencies (SAGE), the UK Chief Medical Officers are advising anyone who has travelled to the UK from China, Japan, Hong Kong, Macau, Malaysia, Republic of Korea, Taiwan, Thailand and Singapore in the last 14 days and is experiencing cough or fever or shortness of breath, to stay indoors and call NHS 111, even if symptoms are mild.

** add generic coronavirus statement **

~~You will be aware of the implementation~~ In response to this, the UK has implemented of enhanced public health monitoring of direct flights to England from the following areas: China, Japan, Hong Kong, Macau, Malaysia, Republic of Korea, Taiwan, Thailand and Singapore, China, Thailand, Japan, Republic of Korea, Hong Kong, Taiwan, Singapore, Malaysia and Macau (the "identified points"). Passengers will be told how to report any symptoms they develop during the flight, at the time of arrival, or after leaving the airport. These areas have been identified because of the volume of air travel from affected areas, understanding of other travel routes, and the number of reported cases.

Protocol

The associated protocol has been implemented by Public Health England (PHE) with the Department for Transport (DfT) and Civil Aviation Authority (CAA), and airline and airport your support, and that of the Department for Transport (DfT) and Civil Aviation Authority (CAA).

~~The protocol process has progressively been rolled out since 25 January and is to be applied to any direct flight from the identified points, and specifically, and colleagues at This protocol is currently related applies to, London Heathrow, London Gatwick, Manchester and Birmingham airports which are the arrival airports for direct scheduled flights. This process has progressively been rolled out since 25 January.~~

~~and hence it is important to take the opportunity now after the early weeks of operation, to clearly set out the expectations of the DfT.~~ The following steps are critical to the successful conduct of a public health risk assessment for all arriving passengers and flight crew, further detail is in the attached table which sets out our requirements expectations with the supporting rationale:

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Commented Expectations or requirements.

- Provision of information leaflets¹ to passengers (in flight) to enable and encourage reporting of illness.
- Broadcasting within the first hour of the flight, of an inflight message encouraging passengers to report any inflight illness.
- It is the responsibility of the Captain of an aircraft in transit from an identified point to:
 - advise the destination airport of any ill passenger as soon as possible.
 - send confirmation to the destination airport no later than 60 mins before landing that there are no ill passengers onboard (or provide information of any ill passenger).
- ~~Early warning by the captain of any passenger illness as soon as possible from the aircraft in transit with a message (nil unwell or otherwise) provided by the captain/Captain, no later than 60 mins before arrival time.~~
- Formal assurance by the ~~Aircraft Captain~~ captain on the health of passengers prior to disembarkation through the General Aircraft Declaration (GAD) to the public health doctor on duty who will following review of the public health risk give formal clearance to disembark, or set out alternative actions, ~~following review of the public health risk.~~
- In the event that a passenger is confirmed by the public health doctor as a suspected coronavirus case, passengers and crew will be required to complete a Passenger Locator Form (PLF)² prior to disembarkation.

These steps are also being set out in a supporting NOTAM action. ~~The expectation of the DfT is that without exception and until further notice, there will be full compliance with the protocol.~~ Airports and PHE, in close liaison with DfT and CAA, will conduct a regular weekly performance review with all affected airlines, to review compliance and agree improvement actions.

¹ Available through <https://campaignresources.phe.gov.uk/resources>

² See enclosure.

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Novel coronavirus (COVID-19) protocol for direct flights from China, Japan, Hong Kong, Macau, Malaysia, Republic of Korea, Taiwan, Thailand and Singapore to airports in England/United Kingdom
Novel coronavirus (COVID-19) protocol for direct flights to airports in England – Detailed Actions

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Serial	Action	How	Measure of Effectiveness	Rationale
1	Provision of PHE information leaflet to passengers	Via cabin crew	All passengers receive leaflet (language specific to need)	To remind passengers of the novel coronavirus symptoms (and what to do if post arrival they have concerns)
2	Broadcasting of an inflight message encouraging passengers to report any inflight illness	Aircraft captain Captain	Message broadcast within the first hour of the flight. Timing (GMT) of message to be recorded.	To encourage passengers to self-declare in the event that they have novel coronavirus symptoms, or other illness that may require a medical incident response at the destination airport
3	Destination airport advised of any passenger illness as soon as possible	Aircraft captain Captain	As soon as possible and no later than 60 mins before arrival landing. In the event of no unwell-ill passengers, nil unwell report to be provided no later than 60 mins before arrival. Timing (in GMT) and content of message to be recorded.	To anticipate and adjust health incident response to meet reported situation. To save time and most effectively focus limited resources.
4	Provide General Aircraft Declaration (GAD) to the public health doctor	Aircraft captain Captain	Completed at point of arrival and in accordance with ICAO agreements and International Health Regulations expectations to report the presence or otherwise of infectious disease	Informs the final stage of the public health risk assessment and the decision to clear the aircraft captain Captain to disembark passengers
5	Disembarkation clearance from Port Health	Aircraft captain Captain	Port Health to review and provide disembarkation decision within 10 mins. Aircraft captain Captain is not to disembark passengers until port health disembarkation clearance is received	Control measure to mitigate risk and to enable final opportunity for medical incident response and/or completion of passenger locator forms (IATA guidance).

Serial	Action	How	Measure of Effectiveness	Rationale
6	If symptoms reported enable communications from public health and/or medical professionals on the ground to the symptomatic patient	Aircraft captain <u>Captain</u> Captain ;	Direct communications enabled with public health and/or medical professional. Accurate situation report received.	To inform medical diagnosis and public health risk assessment To anticipate and adjust health incident response to meet reported situation. To save time and most effectively focus limited resources.
7	If symptoms reported Isolate passenger if possible	Cabin crew	Passenger(s) isolated, IATA guidance is available to work against	To mitigate risk of further contact with others
8	If symptoms reported Distribute Passenger Locator Forms (PLF) to passengers and crew as directed by public health doctor (minimum requirement will be all passenger two rows forward and two rows behind symptomatic passenger)	Cabin crew	PLF's available for Public Health England upon arrival at the aircraft. <u>[See attached PDF version]</u>	To enable contact tracing should it be required To reassure passengers To expedite disembarkation

Enclosure:

1. Health Assurance and Passenger Locator Form (English and Mandarin versions).



Health Assurance and Health Assurance and
Passenger Locator FormPassenger Locator Form

Field Code Changed

Field Code Changed

From: [REDACTED]
To: [REDACTED]
Cc: [REDACTED]
Subject: RE: OFFICIAL: OFFICIAL RESPONSE BY COP TUIE 25 FEB: Airport Public Health Monitoring - Agreement of formal communication of COVID-19 Protocol to airlines
Date: 25 February 2020 09:44:00
Attachments: [2020025 Draft Coronavirus COVID-19 Airline protocol V0.4CAA comments.docx](#)
[PLF 31 May-2012 pub CAA Comments .pdf](#)
[image001.png](#)
[PLF 31 May-2012 pub CAA Comments Mandarin .pdf](#)

Hi [REDACTED]

Thank you for this. Our comments on our notice attached plus a minor suggestion on the forms.

If you can let [REDACTED] have the final version we can start to distribute through the CAA channels to industry. We are ready to do that immediately.

Regards

[REDACTED]

[REDACTED]
*Consumer & Markets Group
UK Civil Aviation Authority
11 Westferry
Canary Wharf
London
E14 4HE*

[REDACTED]



Visit us at www.caa.co.uk
Follow us on Twitter: [@UK_CAA](https://twitter.com/UK_CAA)

From: [REDACTED]@phe.gov.uk>
Sent: 24 February 2020 07:50
To: [REDACTED]@nhs.net; [REDACTED]@hscni.net; [REDACTED]@wales.nhs.uk
Cc: [REDACTED]@dft.gov.uk>; [REDACTED]@dft.gov.uk>;
[REDACTED]@dft.gov.uk>; [REDACTED]@dft.gov.uk>; [REDACTED]

[REDACTED]@dft.gov.uk>; [REDACTED]@dft.gov.uk>; [REDACTED]
[REDACTED]@dft.gov.uk>; [REDACTED]@caa.co.uk>; Kat [REDACTED]
[REDACTED]@dft.gov.uk>; [REDACTED]@dft.gov.uk>; [REDACTED]
[REDACTED]@dft.gov.uk>; [REDACTED]@phe.gov.uk>; [REDACTED]
[REDACTED]@dft.gov.uk>; [REDACTED]@phe.gov.uk>; [REDACTED]
[REDACTED]@phe.gov.uk>; [REDACTED]@caa.co.uk>; [REDACTED]
[REDACTED]@dft.gov.uk>; [REDACTED]
[REDACTED]@phe.gov.uk>; [REDACTED]
[REDACTED]@wales.nhs.uk>; [REDACTED]
[REDACTED]@wales.nhs.uk>; [REDACTED]@nhs.net;
[REDACTED]@nhs.net; [REDACTED]@hscni.net>;
[REDACTED]@wales.nhs.uk; [REDACTED]@phe.gov.uk>; [REDACTED]
[REDACTED]@phe.gov.uk>

Subject: OFFICIAL: OFFICIAL RESPONSE BY COP TUIE 25 FEB: Airport Public Health Monitoring - Agreement of formal communication of COVID-19 Protocol to airlines

Importance: High

OFFICIAL

OFFICIAL

Dear Colleagues

At the Friday PHE Incident Management Team meeting, I highlighted the intent of PHE working with the support of the DfT and the CAA, to formally set out the public health enhanced monitoring protocol for airlines. We started with an intent to state the protocol for England, noting that direct scheduled flights from the areas within the case definition only arrive at airports in England. However, limiting the application of this protocol could be viewed as unhelpful from a public health perspective at a time when we need to provide clarity to all airlines regardless of their current routes, and to ensure that any future changes in routing albeit unlikely, are covered.

Our intention with your agreement is to publish (with the support of DfT and the CAA) a protocol for UK and to do so by close of play Wednesday 26 February. To that end, please could you note the attached and confirm by no later than cop Tuesday 25 February, that you are content for us to proceed.

Best wishes

[REDACTED]

[REDACTED]

National Infection Service
Public Health England

[REDACTED]

[REDACTED]

www.gov.uk/phe Follow us on Twitter  [@PHE_uk](https://twitter.com/PHE_uk)

Protecting and improving the nation's health

Novel coronavirus (COVID-19) protocol for direct flights from China, Japan, Hong Kong, Macau, Malaysia, Republic of Korea, Taiwan, Thailand and Singapore to airports in England/United Kingdom

Introduction

A coronavirus is a type of virus. As a group, coronaviruses are common across the world. Typical symptoms of coronavirus include fever and a cough that may progress to a severe pneumonia causing shortness of breath and breathing difficulties. Generally, coronavirus can cause more severe symptoms in people with weakened immune systems, older people, and those with long-term conditions like diabetes, cancer and chronic lung disease. Novel coronavirus (COVID-19) is a new strain of coronavirus first identified in Wuhan City, China.

Based on the World Health Organization's declaration that this is a public health emergency of international concern, the UK Chief Medical Officers have raised the risk to the public from low to moderate. This permits the UK government to plan for all eventualities although the risk to individuals remains low. Based on the scientific advice of the Scientific Advisory Group for Emergencies (SAGE) the UK Chief Medical Officers are advising anyone who has travelled to the UK from China, Japan, Hong Kong, Macau, Malaysia, Republic of Korea, Taiwan, Thailand and Singapore in the last 14 days and is experiencing cough or fever or shortness of breath, to stay indoors and call NHS 111, even if symptoms are mild.

In response to this, the UK has implemented enhanced public health monitoring of direct flights to England from the following areas: China, Japan, Hong Kong, Macau, Malaysia, Republic of Korea, Taiwan, Thailand and Singapore (the "identified points"). Passengers will be told how to report any symptoms they develop during the flight, at the time of arrival, or after leaving the airport. These areas have been identified because of the volume of air travel from affected areas, understanding of other travel routes, and the number of reported cases.

Protocol

The associated protocol has been implemented by Public Health England (PHE) with the Department for Transport (DfT) and Civil Aviation Authority (CAA), and airline and airport support.

The protocol has progressively been rolled out since 25 January and is to be applied to any direct flight from the identified points, and specifically applies to **London Heathrow, London Gatwick, Manchester and Birmingham** airports which are the arrival airports for direct scheduled flights.

The following steps are critical to the successful conduct of a public health risk assessment for all arriving passengers and flight crew, further detail is in the attached table which sets out our requirements with the supporting rationale:

- Provision of information leaflets¹ to passengers (in flight) to enable and encourage reporting of illness.
- Broadcasting within the first hour of the flight, of an inflight message encouraging passengers to report any inflight illness.

¹ Available through <https://campaignresources.phe.gov.uk/resources>.

- It is the responsibility of the Captain of an aircraft in transit from an identified point to:
 - advise the destination airport of any ill passenger as soon as possible.
 - send confirmation to the destination airport no later than 60 mins before landing that there are no ill passengers onboard (or provide information of any ill passenger).
- Formal assurance by the Aircraft Captain on the health of passengers prior to disembarkation through the General Aircraft Declaration (GAD) to the public health doctor on duty who will following review of the public health risk, give formal clearance to disembark, or set out alternative actions.
- In the event that a passenger is confirmed by the public health doctor as a suspected coronavirus case, passengers and crew will be required to complete a Passenger Locator Form (PLF)² prior to disembarkation.

These steps are also being set out in a supporting NOTAM action. Airports and PHE, in close liaison with DfT and CAA, will conduct a regular weekly performance review with all affected airlines, to review compliance and agree improvement actions.

² See enclosure.

Novel coronavirus (COVID-19) protocol for direct flights from China, Japan, Hong Kong, Macau, Malaysia, Republic of Korea, Taiwan, Thailand and Singapore to airports in England/United Kingdom – Detailed Actions

Serial	Action	How	Measure of Effectiveness	Rationale
1	Provision of PHE information leaflet to passengers	Via cabin crew	All passengers receive leaflet (language specific to need)	To remind passengers of the novel coronavirus symptoms (and what to do if post arrival they have concerns)
2	Broadcasting of an inflight message encouraging passengers to report any inflight illness	Aircraft Captain	Message broadcast within the first hour of the flight. Timing (GMT) of message to be recorded.	To encourage passengers to self-declare in the event that they have novel coronavirus symptoms, or other illness that may require a medical incident response at the destination airport
3	Destination airport advised of any passenger illness as soon as possible	Aircraft Captain	As soon as possible and no later than 60 mins before landing. In the event of no ill passengers, nil unwell report to be provided no later than 60 mins before arrival. Timing (in GMT) and content of message to be recorded.	To anticipate and adjust health incident response to meet reported situation. To save time and most effectively focus limited resources.
4	Provide General Aircraft Declaration (GAD) to the public health doctor	Aircraft Captain	Completed at point of arrival and in accordance with ICAO agreements and International Health Regulations expectations to report the presence or otherwise of infectious disease	Informs the final stage of the public health risk assessment and the decision to clear the aircraft Captain to disembark passengers
5	Disembarkation clearance from Port Health	Aircraft Captain	Port Health to review and provide disembarkation decision within 10 mins. Aircraft Captain is not to disembark passengers until port health disembarkation clearance is received	Control measure to mitigate risk and to enable final opportunity for medical incident response and/or completion of passenger locator forms (IATA guidance).
6	If symptoms reported	Aircraft Captain;	Direct communications enabled with public health and/or medical professional.	To inform medical diagnosis and public health risk assessment

Serial	Action	How	Measure of Effectiveness	Rationale
	enable communications from public health and/or medical professionals on the ground to the symptomatic patient		Accurate situation report received.	To anticipate and adjust health incident response to meet reported situation. To save time and most effectively focus limited resources.
7	If symptoms reported Isolate passenger if possible	Cabin crew	Passenger(s) isolated, IATA guidance is available to work against	To mitigate risk of further contact with others
8	If symptoms reported Distribute Passenger Locator Forms (PLF) to passengers and crew as directed by public health doctor (minimum requirement will be all passenger two rows forward and two rows behind symptomatic passenger)	Cabin crew	PLF's available for Public Health England upon arrival at the aircraft. [See attached PDF version]	To enable contact tracing should it be required To reassure passengers To expedite disembarkation

Enclosure:

1. Health Assurance and Passenger Locator Form (English and Mandarin versions).



Health Assurance and Passenger Locator Fo
Health Assurance and Passenger Locator Fo

Health Assurance and Public Health Passenger Locator form

I confirm I am currently well and do not have any of the following symptoms- fever, shortness of breath, cough.

I confirm I have received the information leaflet, have read and understood the information contained in it about symptoms and what to do if I develop them.

Signature

Date

Print Name

If you are remaining in England after disembarkation of this flight, please complete the Passenger Locator form on Page 2

If you are joining a connecting flight, please complete the following details:

Flight from.....

To.....

Flight number.....

Date

Time.....

Public Health Passenger Locator Form: To protect your health, public health officers need you to complete this form whenever they suspect a communicable disease onboard a flight. Your information will help public health officers to contact you if you were exposed to a communicable disease. It is important to fill out this form completely and accurately. Your information is intended to be held in accordance with applicable laws and used only for public health purposes.

~Thank you for helping us to protect your health.

One form should be completed by an adult member of each family. Print in capital (UPPERCASE) letters. Leave blank boxes for spaces.

FLIGHT INFORMATION:															1. Airline name										2. Flight number					3. Seat number					4. Date of arrival (yyyy/mm/dd)									
																																			2 0									

PERSONAL INFORMATION:															5. Last (Family) Name															6. First (Given) Name															7. Middle Initial					8. Your sex									
																																																		Male <input type="checkbox"/> Female <input type="checkbox"/>									

PHONE NUMBER(S) where you can be reached if needed. Include country code and city code.

9. Mobile															10. Business																			
11. Home															12. Other																			
13. Email address																																		

PERMANENT ADDRESS:																																			14. Number and street (Separate number and street with blank box)															15. Apartment number									
16. City																																			17. State/Province																								
18. Country																																			19. ZIP/Postal code																								

TEMPORARY ADDRESS: If you are a visitor, write only the first place where you will be staying.

20. Hotel name (if any)															21. Number and street (Separate number and street with blank box)															22. Apartment number																			
23. City																																			24. State/Province														
25. Country																																			26. ZIP/Postal code														

EMERGENCY CONTACT INFORMATION of someone who can reach you during the next 30 days

27. Last (Family) Name															28. First (Given) Name															29. City																			
30. Country																																			31. Email														
32. Mobile phone															33. Other phone																																		

34. TRAVEL COMPANIONS – FAMILY: Only include age if younger than 18 years

	Last (Family) Name															First (Given) Name															Seat number					Age <18				
(1)																																								
(2)																																								
(3)																																								
(4)																																								

35. TRAVEL COMPANIONS – NON-FAMILY: Also include name of group (if any)

	Last (Family) Name															First (Given) Name															Group (tour, team, business, other)									
(1)																																								
(2)																																								

健康声明及乘客信息收集表

本人声明如下：

本人没有发烧，咳嗽，呼吸困难等症状。

本人收到了关于武汉新型冠状病毒的传单，已经阅读并理解里面的内容。如果产生任何症状，本人了解必要的举措。

签名

姓名的汉语拼音
(名在前，姓氏在后)

日期

如果您下飞机后准备在英国/联合王国停留，请填写第二页的乘客

信息收集表 如果您准备从英国转机，请填写以下内容：

出发地

目的地

航班号

日期

时间

乘客信息收集表: 为了保护您的健康, 英国公共卫生局工作人员需要收集您的必要信息。如果您有感染传染病的风险, 这些信息将帮助我们联系到您。请如实填写所有信息, 感谢您的配合。根据相关法律, 我们不会将您的信息用于其他用途。

带小孩的家庭请由成人填写, 每个家庭只需填写一份表格。请尽量填写英文或汉语拼音。

航班信息:	1. 航空公司名称	2. 航班号	3. 座位号	4. 到达日期(年年年/月月/日日)
				2 0

个人信息: 5. 姓	6. 名	8. 性别 (打勾)
		男 <input type="checkbox"/> 女 <input type="checkbox"/>

能联系到您的电话号码, 请写明国家代码

9. 手机号	10. 办公
11. 住宅	12. 其他

13. 电子邮箱

长期住宅地址	14. 街道及小区名称	15. 门牌号

16. 城市	17. 省

18. 国家	19. 邮编

在英国期间的暂时居住地(如果住酒店请填写酒店地址)

20. 酒店名称(如没有, 请留空)	21. 街道名称	22. 门牌号

23. 城市	24. 省

25. 国家	26. 邮编

紧急联系人(未来30天内能够联系到您)

27. 姓	28. 名	29. 城市

30. 国家	31. 电子邮箱地址

32. 手机号	33. 其他联系方式

34. 同行的家庭成员(未成年人请填写年龄)

姓	名	座位号	年龄
(1)			
(2)			
(3)			
(4)			

35. 同行的非家庭成员(团体出行请填写旅游团, 公司或组织名称)

姓	名	团体名称
(1)		
(2)		

From: [REDACTED]
To: [REDACTED]
Cc: [REDACTED]
Subject: RE: OFFICIAL: OFFICIAL RESPONSE BY COP TUIE 25 FEB: Airport Public Health Monitoring - Agreement of formal communication of COVID-19 Protocol to airlines
Date: 25 February 2020 10:58:00
Attachments: [2020025 Draft Coronavirus COVID-19 Airline protocol V0.4CAA commentsV1.docx](#)
[PLF 31 May-2012 pub CAA Comments Mandarin .pdf](#)
[PLF 31 May-2012 pub CAA Comments .pdf](#)
[image006.png](#)

Hi [REDACTED]

Further to below, I have added the additional identifiable points namely - Cambodia, Iran, Laos, Myanmar and Vietnam - highlighted this morning to the draft.

Regards

[REDACTED]

[REDACTED]
*Consumer & Markets Group
UK Civil Aviation Authority
11 Westferry
Canary Wharf
London
E14 4HE*

+ [REDACTED]



Visit us at www.caa.co.uk
Follow us on Twitter: [@UK_CAA](https://twitter.com/UK_CAA)

From: [REDACTED]
Sent: 25 February 2020 09:44
To: [REDACTED]@phe.gov.uk> [REDACTED]@nhs.net; [REDACTED]@hscni.net;
[REDACTED]@wales.nhs.uk
Cc: [REDACTED]@dft.gov.uk>; [REDACTED]@dft.gov.uk>;
[REDACTED]@dft.gov.uk>; [REDACTED]@dft.gov.uk>; [REDACTED]
[REDACTED]@dft.gov.uk>; [REDACTED]@dft.gov.uk>; [REDACTED]
[REDACTED]@dft.gov.uk>; [REDACTED]@caa.co.uk>; [REDACTED]
[REDACTED]@dft.gov.uk>; [REDACTED]@dft.gov.uk>; [REDACTED]
[REDACTED]@dft.gov.uk>; [REDACTED]@phe.gov.uk>; [REDACTED]
[REDACTED]@dft.gov.uk>; [REDACTED]@phe.gov.uk>; [REDACTED]

[redacted]@phe.gov.uk>; [redacted]@dft.gov.uk>; [redacted]
[redacted]@phe.gov.uk>; [redacted]
[redacted]@wales.nhs.uk>; [redacted]
[redacted]@wales.nhs.uk>; [redacted]@nhs.net;
[redacted]@nhs.net; [redacted]@hscni.net>;
[redacted]@wales.nhs.uk; [redacted]@phe.gov.uk>; [redacted]
[redacted]@phe.gov.uk>

Subject: RE: OFFICIAL: OFFICIAL RESPONSE BY COP TUIE 25 FEB: Airport Public Health Monitoring
- Agreement of formal communication of COVID-19 Protocol to airlines

Hi [redacted]

Thank you for this. Our comments on our notice attached plus a minor suggestion on the forms.

If you can let I and [redacted] have the final version we can start to distribute through the CAA channels to industry. We are ready to do that immediately.

Regards

[redacted]

[redacted]
[redacted]
Consumer & Markets Group
UK Civil Aviation Authority
11 Westferry
Canary Wharf
London
E14 4HE

[redacted]



-
Visit us at www.caa.co.uk
Follow us on Twitter: [@UK_CAA](https://twitter.com/UK_CAA)

From: [redacted]@phe.gov.uk>

Sent: 24 February 2020 07:50

To: [redacted]@nhs.net; [redacted]@hscni.net; [redacted]@wales.nhs.uk

Cc: [redacted]@dft.gov.uk>; [redacted]@dft.gov.uk>;

[redacted]@dft.gov.uk>; [redacted]@dft.gov.uk>; [redacted]

[redacted]@dft.gov.uk>; [redacted]@dft.gov.uk>; [redacted]

[REDACTED]@dft.gov.uk>; [REDACTED]@caa.co.uk>; [REDACTED]
[REDACTED]@dft.gov.uk>; [REDACTED]dft.gov.uk>; [REDACTED]
[REDACTED]@dft.gov.uk>; [REDACTED]@phe.gov.uk>; [REDACTED]
[REDACTED]@dft.gov.uk>; [REDACTED]@phe.gov [REDACTED]
[REDACTED]phe.gov.uk>; [REDACTED]@caa.co.uk>; [REDACTED]
[REDACTED]@dft.gov.uk>; [REDACTED]
[REDACTED]@phe.gov.uk>; [REDACTED]
[REDACTED]@wales.nhs.uk>; [REDACTED]
[REDACTED]@wales.nhs.uk>; [REDACTED]@nhs.net>;
[REDACTED]@nhs.net>; [REDACTED]@hscni.net>;
[REDACTED]@wales.nhs.uk>; [REDACTED]@phe.gov.uk>; [REDACTED]
[REDACTED]@phe.gov.uk>

Subject: OFFICIAL: OFFICIAL RESPONSE BY COP TUIE 25 FEB: Airport Public Health Monitoring - Agreement of formal communication of COVID-19 Protocol to airlines

Importance: High

OFFICIAL

OFFICIAL

Dear Colleagues

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Best wishes


[REDACTED]

[REDACTED]

National Infection Service
Public Health England

[REDACTED]

[REDACTED]

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Novel coronavirus (COVID-19) protocol for direct flights from China, Japan, Hong Kong, Macau, Malaysia, Republic of Korea, Taiwan, Thailand and Singapore to airports in England/United Kingdom

Introduction

A coronavirus is a type of virus. As a group, coronaviruses are common across the world. Typical symptoms of coronavirus include fever and a cough that may progress to a severe pneumonia causing shortness of breath and breathing difficulties. Generally, coronavirus can cause more severe symptoms in people with weakened immune systems, older people, and those with long-term conditions like diabetes, cancer and/or chronic lung disease. Novel coronavirus (COVID-19) is a new strain of coronavirus first identified in Wuhan City, China.

Based on the World Health Organization's declaration that this is a public health emergency of international concern, the UK Chief Medical Officers have raised the risk to the public from low to moderate. This permits the UK Government to plan for all eventualities although the risk to individuals remains low. Based on the scientific advice of the Scientific Advisory Group for Emergencies (SAGE), the UK Chief Medical Officers are advising anyone who has travelled to the UK from Japan, Hong Kong, Macau, Malaysia, Republic of Korea, Taiwan, Thailand and Singapore, and Vietnam Cambodia, China Iran, Laos, Myanmar Japan, Hong Kong, Macau, Malaysia, Republic of Korea, Taiwan, Thailand Singapore, and Vietnam in the last 14 days and is experiencing cough or fever or shortness of breath, to stay indoors and call NHS 111, even if symptoms are mild.

** add generic coronavirus statement **

You will be aware of the implementation. In response to this, the UK has implemented enhanced public health monitoring of direct flights to England/United Kingdom from the following areas: Cambodia, China Iran, Laos, Myanmar Japan, Hong Kong, Macau, Malaysia, Republic of Korea, Taiwan, Thailand Singapore, and Vietnam China, Japan, Hong Kong, Macau, Malaysia, Republic of Korea, Taiwan, Thailand and Singapore, China, Thailand, Japan, Republic of Korea, Hong Kong, Taiwan, Singapore, Malaysia and Macau (the "Identified Points"). Passengers will be told how to report any symptoms they develop during the flight, at the time of arrival, or after leaving the airport. These areas have been identified because of the volume of air travel from affected areas, understanding of other travel routes, and the number of reported cases.

Protocol

The associated protocol has been implemented by Public Health England (PHE) with the Department for Transport (DfT) and Civil Aviation Authority (CAA), and airline and airport your support, and that of the Department for Transport (DfT) and Civil Aviation Authority (CAA).

The protocol process has progressively been rolled out since 25 January and is to be applied to any direct flight from the identified points, and specifically, and colleagues at this protocol is currently related applies to London Heathrow, London Gatwick, Manchester and Birmingham airports which are the arrival airports for direct scheduled flights from those areas. This process has progressively been rolled out since 25 January.

and hence it is important to take the opportunity now after the early weeks of operation, to clearly set out the expectations of the DfT. The following steps are critical to the successful conduct of a public health risk assessment for all arriving passengers and flight crew, further

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detail is given in the attached table which sets out our requirements ~~expectations~~ with the supporting rationale:

- Provision of information leaflets¹ to passengers (in flight) to enable and encourage reporting of illness.
- Broadcasting within the first hour of the flight, of an inflight message encouraging passengers to report any inflight illness.
- It is the responsibility of the Commander of an aircraft in transit from an identified point to:
 - o advise the destination airport of any ill passenger as soon as possible.
 - o send confirmation to the destination airport no later than 60 mins before landing that there are no ill passengers onboard (or provide information of any ill passenger).
- ~~Early warning by the captain~~ Commander ~~of any passenger illness as soon as possible from the aircraft in transit with a message (nil unwell or otherwise) provided by the captain~~ Commander, no later than 60 mins before arrival time.
- Formal assurance by the ~~Aircraft captain~~ captain Commander on the health of passengers prior to disembarkation through the General Aircraft Declaration (GAD) to the public health doctor on duty who will following review of the public health risk, give formal clearance to disembark, or set out ~~alternative actions, following review of the public health risk.~~
- In the event that a passenger is confirmed by the public health doctor as a suspected coronavirus case, passengers and crew will be required to complete a Passenger Locator Form (PLF)² prior to disembarkation.

These steps are also being set out in a supporting NOTAM action. ~~The expectation of the DfT is that without exception and until further notice, there will be full compliance with the protocol.~~ Airports and PHE, in close liaison with DfT and CAA, will conduct a regular weekly performance review with all affected airlines, to review compliance and agree improvement actions.

¹ Available through <https://campaignresources.phe.gov.uk/resources>

² See enclosure.

Commented [REDACTED] Expectations or requirements.

Commented [REDACTED] We suggest use "Commander" rather than "captain" as it more accurately represents the chain of command.

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Commented [REDACTED] Forms to be given to whom? Our experience in similar situations where passenger forms are collected at the airport is you have to specify the collection process if you want them returned consistently.

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Novel coronavirus (COVID-19) protocol for direct flights from China, Japan, Hong Kong, Macau, Malaysia, Republic of Korea, Taiwan, Thailand and Singapore to airports in England/United Kingdom
Novel coronavirus (COVID-19) protocol for direct flights to airports in England – Detailed Actions

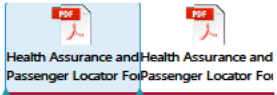
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Serial	Action	How	Measure of Effectiveness	Rationale
1	Provision of PHE information leaflet to passengers	Via cabin crew	All passengers receive leaflet (language specific to need)	To remind passengers of the novel coronavirus symptoms (and what to do if post arrival they have concerns)
2	Broadcasting of an inflight message encouraging passengers to report any inflight illness	Aircraft captain Commander	Message broadcast within the first hour of the flight. Timing (GMT) of message to be recorded.	To encourage passengers to self-declare in the event that they have novel coronavirus symptoms, or other illness that may require a medical incident response at the destination airport
3	Destination airport advised of any passenger illness as soon as possible	Aircraft captain Commander	As soon as possible and no later than 60 mins before arrival/landing. In the event of no unwell ill passengers, nil unwell report to be provided no later than 60 mins before arrival. Timing (in GMT) and content of message to be recorded.	To anticipate and adjust health incident response to meet reported situation. To save time and most effectively focus limited resources.
4	Provide General Aircraft Declaration (GAD) to the public health doctor	Aircraft captain Commander	Completed at point of arrival and in accordance with ICAO agreements and International Health Regulations expectations to report the presence or otherwise of infectious disease	Informs the final stage of the public health risk assessment and the decision to clear the aircraft captain Commander to disembark passengers
5	Disembarkation clearance from Port Health	Aircraft captain Commander	Port Health to review and provide disembarkation decision within 10 mins. Aircraft captain Commander is not to disembark passengers until	Control measure to mitigate risk and to enable final opportunity for medical incident response and/or completion of passenger locator forms (IATA guidance).

Serial	Action	How	Measure of Effectiveness	Rationale
			port health disembarkation clearance is received	
6	If symptoms reported enable communications from public health and/or medical professionals on the ground to the symptomatic patient	Aircraft captain Commander;	Direct communications enabled with public health and/or medical professional. Accurate situation report received.	To inform medical diagnosis and public health risk assessment To anticipate and adjust health incident response to meet reported situation. To save time and most effectively focus limited resources.
7	If symptoms reported Isolate passenger if possible	Cabin crew	Passenger(s) isolated, IATA guidance is available to work against	To mitigate risk of further contact with others
8	If symptoms reported Distribute Passenger Locator Forms (PLF) to passengers and crew as directed by public health doctor (minimum requirement will be all passenger two rows forward and two rows behind symptomatic passenger)	Cabin crew	PLF's available for Public Health England upon arrival at the aircraft. <u>[See attached PDF version]</u>	To enable contact tracing should it be required To reassure passengers To expedite disembarkation

Enclosure:

1. Health Assurance and Passenger Locator Form (English and Mandarin versions).



Commented [REDACTED] The form mentions onward travel in England – should that not be the United Kingdom?

Field Code Changed

Field Code Changed

From: [REDACTED]
To: [REDACTED]
Cc: [REDACTED]
Subject: OFFICIAL: Airport Public Health Monitoring - Draft generic COVID-19 protocols for comment before formal communication
Date: 28 February 2020 06:33:33
Attachments: [image001.png](#)
[20200227 Draft Coronavirus COVID-19 Public Health Information Messaging Protocol V0.2.docx](#)
[20200227 Draft Coronavirus COVID-19 Enhanced Monitoring Protocol V0.8.docx](#)

OFFICIAL

Dear [REDACTED]

Further to the changes in case definition on Tuesday, email and conversations, I have now adjusted our earlier work to develop generic COVID-19 protocols which cover:

1. Enhanced monitoring.
2. Public Health Information Messaging.

These different protocols will be applied dependant on volume of air travel from affected areas, understanding of other travel routes, flight duration, the number of reported cases, transmission characteristics and the public health control measures employed within an affected area or country. The general direction of travel as the outbreak progresses will be to move from the employment of enhanced monitoring, to public health information messaging. As I explained on the Industry Resilience Group (IRG) yesterday, for the immediate future we will continue to apply the enhanced monitoring protocol to Iran and the countries and the areas in the Far East, with the Public Health messaging protocol being applied for Northern Italy. LHR are already starting to describe these as the 'long haul' and 'short haul' protocols. With respect to air taxi, business and private jet operators, we will apply the relevant protocol and would welcome your advice and help on communication to this sector.

Furthermore, I would be grateful for your thoughts on the most appropriate mechanism to keep airlines appraised on changes in areas/countries and the protocol that airlines should follow. I expect there will be further comment at the IRG later today; my colleague [REDACTED] will take this work forward with you, whilst I am absent on annual leave.

Best wishes

[REDACTED]

[REDACTED]
National Infection Service
Public Health England

[REDACTED]

[REDACTED]

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From: [REDACTED] <[REDACTED]@caa.co.uk>
Sent: 25 February 2020 15:56
To: [REDACTED] <[REDACTED]@phe.gov.uk>
Cc: [REDACTED] <[REDACTED]@dft.gov.uk>; [REDACTED] <[REDACTED]@dft.gov.uk>;

[REDACTED]@dft.gov.uk>; [REDACTED]@dft.gov.uk>; [REDACTED]
[REDACTED]@dft.gov.uk>; [REDACTED]@dft.gov.uk>; [REDACTED]
[REDACTED]@dft.gov.uk>; [REDACTED]@caa.co.uk>; [REDACTED]
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[REDACTED]@phe.gov.uk>; [REDACTED]
[REDACTED]@wales.nhs.uk>; [REDACTED]
[REDACTED]@wales.nhs.uk>; [REDACTED]@nhs.net;
[REDACTED]@nhs.net; [REDACTED]@hscni.net>;
[REDACTED]@wales.nhs.uk; [REDACTED]@phe.gov.uk>; [REDACTED]
[REDACTED]@phe.gov.uk>; [REDACTED]@nhs.net; [REDACTED]@hscni.net;
[REDACTED]@wales.nhs.uk

Subject: OFFICIAL RESPONSE BY COP 25 FEB: Airport Public Health Monitoring - Agreement of formal communication of COVID-19 Protocol to airlines [AIR TAXI/PRIVATE AIRCRAFT QUESTION]

Hi [REDACTED]

With apologies for adding to the burden, but we are receiving a number of queries from air taxi/private jet operators and handlers in relation to what rules should apply to them on direct flights from the Identified Points. Such operators won't necessarily be coming to the airports on the current list, for example there is a BBJ (an executive 737) coming into Stansted from China this evening and similar flights to Luton tomorrow. I presume the same principles as in the protocol would apply to them given they are direct flights, and if so does it need to be amended?

Could I also have some clarity on when wish to distribute the Protocol so we can be prepared to do so.

Kind Regards

[REDACTED]

[REDACTED]
[REDACTED]
Consumer & Markets Group
UK Civil Aviation Authority
11 Westferry
Canary Wharf
London
E14 4HE

[REDACTED]



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From: [REDACTED]
Sent: 25 February 2020 11:00
To: [REDACTED]@phe.gov.uk>; [REDACTED]@nhs.net; [REDACTED]@hscni.net;
[REDACTED]@wales.nhs.uk
Cc: [REDACTED]@dft.gov.uk>; [REDACTED]@dft.gov.uk>;
[REDACTED]@dft.gov.uk>; [REDACTED]@dft.gov.uk>; [REDACTED]
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[REDACTED]@wales.nhs.uk; [REDACTED]@phe.gov.uk>; [REDACTED]
[REDACTED]@phe.gov.uk>

Subject: RE: OFFICIAL: OFFICIAL RESPONSE BY COP TUIE 25 FEB: Airport Public Health Monitoring
- Agreement of formal communication of COVID-19 Protocol to airlines

Hi [REDACTED]

Further to below, I have added the additional identifiable points namely - Cambodia, Iran, Laos, Myanmar and Vietnam - highlighted this morning to the draft.

Regards

[REDACTED]

[REDACTED]
[REDACTED]
[REDACTED]
UK Civil Aviation Authority
11 Westferry
Canary Wharf
London
E14 4HE

[REDACTED]



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From: [REDACTED]
Sent: 25 February 2020 09:44
To: [REDACTED] [@phe.gov.uk](#)>; [REDACTED] [@nhs.net](#); [REDACTED] [@hscni.net](#);
[REDACTED] [@wales.nhs.uk](#)
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[REDACTED] [@phe.gov.uk](#)>

Subject: RE: OFFICIAL: OFFICIAL RESPONSE BY COP TUIE 25 FEB: Airport Public Health Monitoring
- Agreement of formal communication of COVID-19 Protocol to airlines

Hi [REDACTED],

Thank you for this. Our comments on our notice attached plus a minor suggestion on the forms.

If you can let I and [REDACTED] have the final version we can start to distribute through the CAA channels to industry. We are ready to do that immediately.

Regards

[REDACTED]

[REDACTED]
[REDACTED]
Consumer & Markets Group
UK Civil Aviation Authority
11 Westferry
Canary Wharf
London
E14 4HE

+ [REDACTED]



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From: [REDACTED] [\[REDACTED\]@phe.gov.uk](mailto:[REDACTED]@phe.gov.uk)
Sent: 24 February 2020 07:50
To: [REDACTED] [\[REDACTED\]@nhs.net](mailto:[REDACTED]@nhs.net); [REDACTED] [\[REDACTED\]@hscni.net](mailto:[REDACTED]@hscni.net); [REDACTED] [\[REDACTED\]@wales.nhs.uk](mailto:[REDACTED]@wales.nhs.uk)
Cc: [REDACTED] [\[REDACTED\]@dft.gov.uk](mailto:[REDACTED]@dft.gov.uk); [REDACTED] [\[REDACTED\]@dft.gov.uk](mailto:[REDACTED]@dft.gov.uk);
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[REDACTED] [\[REDACTED\]@wales.nhs.uk](mailto:[REDACTED]@wales.nhs.uk); [REDACTED] [\[REDACTED\]@phe.gov.uk](mailto:[REDACTED]@phe.gov.uk); [REDACTED]
[REDACTED] [\[REDACTED\]@phe.gov.uk](mailto:[REDACTED]@phe.gov.uk)

Subject: OFFICIAL: OFFICIAL RESPONSE BY COP TUIE 25 FEB: Airport Public Health Monitoring - Agreement of formal communication of COVID-19 Protocol to airlines

Importance: High

OFFICIAL

OFFICIAL

Dear Colleagues

At the Friday PHE Incident Management Team meeting, I highlighted the intent of PHE working with the support of the DfT and the CAA, to formally set out the public health enhanced monitoring protocol for airlines. We started with an intent to state the protocol for England, noting that direct scheduled flights from the areas within the case definition only arrive at airports in England. However, limiting the application of this protocol could be viewed as unhelpful from a public health perspective at a time when we need to provide clarity to all airlines regardless of their current routes, and to ensure that any future changes in routing albeit unlikely, are covered.

Our intention with your agreement is to publish (with the support of DfT and the CAA) a protocol for UK and to do so by close of play Wednesday 26 February. To that end, please could you note the attached and confirm by no later than cop Tuesday 25 February, that you are content for us to proceed.

Best wishes

[REDACTED]
[REDACTED]
National Infection Service
Public Health England

[REDACTED]
[REDACTED]
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Novel coronavirus (COVID-19) - Enhanced monitoring protocol

Introduction

A coronavirus is a type of virus. As a group, coronaviruses are common across the world. Typical symptoms of coronavirus include fever and a cough that may progress to a severe pneumonia causing shortness of breath and breathing difficulties. Generally, coronavirus can cause more severe symptoms in people with weakened immune systems, older people, and those with long-term conditions like diabetes, cancer and chronic lung disease. Novel coronavirus (COVID-19) is a new strain of coronavirus first identified in Wuhan City, China.

Based on the World Health Organization's declaration that this is a public health emergency of international concern, the UK Chief Medical Officers have raised the risk to the public from low to moderate. This permits the UK government to plan for all eventualities although the risk to individuals remains low. Based on the scientific advice of the Scientific Advisory Group for Emergencies (SAGE) the UK Chief Medical Officers will continue to review and as required by the spread of COVID-19, update their advice to travellers to the UK. This may include the requirement to self-isolate for 14 days and to seek support through NHS 111, even if symptoms (cough or fever or shortness of breath), are mild.

One of the measures to contain COVID-19 that has been implemented is to implement enhanced public health monitoring of specific flights and specified direct routes to England. As at 27 February, this approach applies to the following areas: China, Japan, Hong Kong, Iran, Macau, Malaysia, Republic of Korea, Taiwan, Thailand, Singapore Vietnam (the "identified points"). Passengers will be told how to report any symptoms they develop during the flight, at the time of arrival, or after leaving the airport. These areas have been identified because of the volume of air travel from affected areas, understanding of other travel routes, flight duration, the number of reported cases, transmission, and public health control measures at the defined points.

Protocol

The associated protocol has been implemented by Public Health England (PHE) with the Department for Transport (DfT) and Civil Aviation Authority (CAA), and airline and airport support.

The protocol has progressively been rolled out since 25 January and is to be applied to any direct flight from the identified points, and specifically applies to **London Heathrow, London Gatwick, Manchester and Birmingham** airports which are the arrival airports for direct scheduled flights.

The following steps are critical to the successful conduct of a public health risk assessment for all arriving passengers and flight crew, further detail is in the attached table which sets out our requirements with the supporting rationale:

- Provision of information leaflets¹ to passengers (in flight) to enable and encourage reporting of illness.
- Broadcasting within the first hour of the flight, of an inflight message encouraging passengers to report any inflight illness.

¹ Available through <https://campaignresources.phe.gov.uk/resources>.

- It is the responsibility of the Captain of an aircraft in transit from an identified point to:
 - advise the destination airport of any ill passenger as soon as possible.
 - send confirmation to the destination airport no later than 60 mins before landing that there are no ill passengers onboard (or provide information of any ill passenger).
- Formal assurance by the Aircraft Captain on the health of passengers prior to disembarkation through the General Aircraft Declaration (GAD) to the public health doctor on duty who will following review of the public health risk, give formal clearance to disembark, or set out alternative actions.
- In the event that a passenger is confirmed by the public health doctor as a suspected coronavirus case, passengers and crew will be required to complete a Passenger Locator Form (PLF)² prior to disembarkation.

These steps are also being set out in a supporting NOTAM action. Airports and PHE, in close liaison with DfT and CAA, will conduct a regular weekly performance review with all affected airlines, to review compliance and agree improvement actions.

² See enclosure.

Novel coronavirus (COVID-19) - Enhanced monitoring protocol

Serial	Action	How	Measure of Effectiveness	Rationale
1	SMS passengers with PHE COVID-19 message	Airline	Text received by all passengers	To prevent travel by symptomatic passengers
2	Provision of PHE information leaflet to passengers	Via cabin crew	All passengers receive leaflet (language specific to need)	To remind passengers of the novel coronavirus symptoms (and what to do if post arrival they have concerns)
3	Broadcasting of an inflight message ³ encouraging passengers to report any inflight illness	Aircraft Captain	Message broadcast within the first hour of the flight. Timing (GMT) of message to be recorded.	To encourage passengers to self-declare in the event that they have novel coronavirus symptoms, or other illness that may require a medical incident response at the destination airport
4	Destination airport advised of any passenger illness as soon as possible	Aircraft Captain	As soon as possible and no later than 60 mins before landing. In the event of no ill passengers, nil unwell report to be provided no later than 60 mins before arrival. Timing (in GMT) and content of message to be recorded.	To anticipate and adjust health incident response to meet reported situation. To save time and most effectively focus limited resources.
5	Provide General Aircraft Declaration (GAD) to the public health doctor	Aircraft Captain	Completed at point of arrival and in accordance with ICAO agreements and International Health Regulations expectations to report the presence or otherwise of infectious disease	Informs the final stage of the public health risk assessment and the decision to clear the aircraft Captain to disembark passengers
6	Disembarkation clearance from Port Health	Aircraft Captain	Port Health to review and provide disembarkation decision within 10 mins. Aircraft Captain is not to disembark passengers until port health disembarkation clearance is received	Control measure to mitigate risk and to enable final opportunity for medical incident response and/or completion of passenger locator forms (IATA guidance).

³ In accordance with Public Health England guidance.

Serial	Action	How	Measure of Effectiveness	Rationale
7	SMS passengers with PHE COVID-19 message	Airline	Text received by all passengers	To signpost passengers to healthcare in the event that they become symptomatic
8	If symptoms reported enable communications from public health and/or medical professionals on the ground to the symptomatic patient	Aircraft Captain	Direct communications enabled with public health and/or medical professional. Accurate situation report received.	To inform medical diagnosis and public health risk assessment To anticipate and adjust health incident response to meet reported situation. To save time and most effectively focus limited resources.
9	If symptoms reported Isolate passenger if possible	Cabin crew	Passenger(s) isolated, IATA guidance is available to work against	To mitigate risk of further contact with others
10	If symptoms reported Distribute Passenger Locator Forms (PLF) to passengers and crew as directed by public health doctor (minimum requirement will be all passenger two rows forward and two rows behind symptomatic passenger)	Cabin crew	PLF's available for Public Health England upon arrival at the aircraft. [See attached PDF version]	To enable contact tracing should it be required To reassure passengers To expedite disembarkation

Enclosure:

1. Health Assurance and Passenger Locator Form (English version).



Health Assurance and
Passenger Locator Fo

DRAFT

Novel coronavirus (COVID-19) - Public health information messaging protocol

Introduction

A coronavirus is a type of virus. As a group, coronaviruses are common across the world. Typical symptoms of coronavirus include fever and a cough that may progress to a severe pneumonia causing shortness of breath and breathing difficulties. Generally, coronavirus can cause more severe symptoms in people with weakened immune systems, older people, and those with long-term conditions like diabetes, cancer and chronic lung disease. Novel coronavirus (COVID-19) is a new strain of coronavirus first identified in Wuhan City, China.

Based on the World Health Organization's declaration that this is a public health emergency of international concern, the UK Chief Medical Officers have raised the risk to the public from low to moderate. This permits the UK government to plan for all eventualities although the risk to individuals remains low. Based on the scientific advice of the Scientific Advisory Group for Emergencies (SAGE) the UK Chief Medical Officers will continue to review and as required by the spread of COVID-19, update their advice to travelers to the UK. This may include the requirement to self-isolate for 14 days and to seek support through NHS 111, even if symptoms (cough or fever or shortness of breath), are mild.

Dependent on an assessment of the volume of air travel from affected areas, the understanding of other travel routes, flight duration, the number of reported cases, the nature of transmission, and public health control measures, a judgement will be made on the most appropriate protocol to be employed by airlines flying from specified areas (the "identified points").

Protocol

This protocol has been implemented by Public Health England (PHE) with the Department for Transport (DfT) and Civil Aviation Authority (CAA), and is to be applied to any direct flight from the identified points.

The following steps are critical to informing passengers, and the successful conduct of a public health risk assessment for arriving passengers and flight crew, further detail is in the attached table which sets out our requirements with the supporting rationale:

- Provision of information leaflets¹ to passengers (in flight) to enable and encourage reporting of illness.
- Broadcasting of an inflight message encouraging passengers to report any inflight illness.
- It is the responsibility of the Captain of an aircraft in transit from an identified point to advise the destination airport of any ill passenger as soon as possible.
- Provision of a General Aircraft Declaration (GAD) to the nominated airport operations/control centre, in the event that there is an unwell passenger.
- If a passenger is confirmed as a suspected coronavirus case, passengers and crew will be required to complete a Passenger Locator Form (PLF)² prior to disembarkation.

¹ Available through <https://campaignresources.phe.gov.uk/resources> .

² See enclosure.

These steps are also being set out in a supporting NOTAM action. Airports and PHE, in close liaison with DfT and CAA, will conduct a regular weekly performance review with all affected airlines, to review compliance and agree improvement actions.

DRAFT

Novel coronavirus (COVID-19) - Public health information messaging protocol

Serial	Action	How	Measure of Effectiveness	Rationale
1	SMS passengers with PHE COVID-19 message	Airline	Text received by all passengers	To prevent travel by symptomatic passengers
2	Provision of PHE information leaflet to passengers	Via cabin crew	All passengers receive leaflet (language specific to need)	To remind passengers of the novel coronavirus symptoms (and what to do if post arrival they have concerns)
3	Broadcasting of an inflight message ³ encouraging passengers to report any inflight illness	Aircraft Captain	Message broadcast. Timing (GMT) of message to be recorded.	To encourage passengers to self-declare in the event that they have novel coronavirus symptoms, or other illness that may require a medical incident response at the destination airport
4	Destination airport advised of any passenger illness as soon as possible	Aircraft Captain	As soon as possible . Timing (in GMT) and content of message to be recorded.	To anticipate and adjust health incident response to meet reported situation. To save time and most effectively focus limited resources.
5	Provide General Aircraft Declaration (GAD) in the event of an unwell passenger	Aircraft Captain	Completed at point of arrival	Accords with ICAO agreements and International Health Regulations expectations to report the presence or otherwise of infectious disease
6	SMS passengers with PHE COVID-19 message	Airline	Text received by all passengers	To signpost passengers to healthcare if they become symptomatic
7	If symptoms reported enable communications from public health and/or medical professionals on the ground to the symptomatic patient	Aircraft Captain;	Direct communications enabled with public health and/or medical professional. Accurate situation report received.	To inform medical diagnosis and public health risk assessment To anticipate and adjust health incident response to meet reported situation. To save time and most effectively focus limited resources.

³ In accordance with Public Health England guidance.

Serial	Action	How	Measure of Effectiveness	Rationale
8	If symptoms reported Isolate passenger if possible	Cabin crew	Passenger(s) isolated, IATA guidance is available to work against	To mitigate risk of further contact with others
7	If symptoms reported Distribute Passenger Locator Forms (PLF) to passengers and crew	Cabin crew	PLF's made available to Public Health England Health Protection Team [See attached PDF version]	To enable contact tracing should it be required To reassure passengers

Enclosure:

1. Health Assurance and Passenger Locator Form (English version).



Health Assurance and
Passenger Locator Fo

From: [REDACTED]
To: [REDACTED]
Cc: [REDACTED]
Subject: RE: OFFICIAL: Airport Public Health Monitoring - Draft generic COVID-19 protocols for comment before formal communication [CAA Comments]
Date: 28 February 2020 11:44:00
Attachments: [image007.png](#)
(1) 20200227 Draft Coronavirus COVID-19 Enhanced Monitoring Protocol V0.8 CAA Comments.docx
(2) - 20200227 Draft Coronavirus COVID-19 Public Health Information Messaging Protocol V0.2 CAA Comments.docx

Dear [REDACTED]

Thank you for the opportunity to comment. Looking at the two documents together we feel that there would be benefit in differentiating the two further perhaps in terms of more distinct file name and the Opening Title. The contents of the two are understandably very similar - a short explanation as to the purpose/audience of each document might therefore help that differentiation. We will circulate the two documents together and knowing our audience if we are not very transparent lots of questions along the lines "of which is which" will arise.

I would therefore suggest adopting the LHR approach with 1) "Novel coronavirus (COVID-19) - Enhanced monitoring protocol" becoming the "long-haul protocol" and the second "Novel coronavirus (COVID-19) - Public health information messaging protocol" the "short-haul protocol" and stating that in the titles. Then there is no room for doubt. I think adding a web link to the list of identified countries keeps both documents flexible so PHE doesn't have to keep updating (an us recirculating).

We also think both documents need clear version control on each - otherwise a few minor comments on the attached. My safety colleagues strongly urge the use of the term "aircraft commander" as opposed to "aircraft captain" again for clarity.

Trust that helps.

I am out this afternoon, but my colleague [REDACTED] will pick this up in my absence.

Kind regards

[REDACTED]

[REDACTED]
*Consumer & Markets Group
UK Civil Aviation Authority
11 Westferry
Canary Wharf
London
E14 4HE*

[REDACTED]



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From: [REDACTED]
Sent: 28 February 2020 09:54
To: [REDACTED]@phe.gov.uk>; [REDACTED]@phe.gov.uk>
Cc: [REDACTED]@dft.gov.uk>; [REDACTED]@dft.gov.uk>; [REDACTED]
[REDACTED]@caa.co.uk>; [REDACTED]@dft.gov.uk>;
[REDACTED]@phe.gov.uk>; [REDACTED]s@phe.gov.uk>; [REDACTED]
[REDACTED]@phe.gov.uk>; [REDACTED]
[REDACTED]@phe.gov.uk>; [REDACTED]@phe.gov.uk>;
[REDACTED]@phe.gov.uk>; [REDACTED]@phe.gov.uk>; [REDACTED]
[REDACTED]@dft.gov.uk>; [REDACTED]@caa.co.uk>; [REDACTED]
[REDACTED]@caa.co.uk>
Subject: RE: OFFICIAL: Airport Public Health Monitoring - Draft generic COVID-19 protocols for comment before formal communication

Dear [REDACTED]

Welcome I have asked internally here for colleagues input to this by 11.00 today. We would, given it is a Friday, like to start distributing as soon as we have your agreement (our changes are likely to be very minimal) and hope to start that early this afternoon. However, my colleague [REDACTED] cc'd and who leads for us in the IRG, has advised that IRG members were given until 16.30 to make comments on, what I presume, is the same protocol. On that presumption, and assuming you are content with our suggestions, provided we have version control for any changes that might develop from the IRG could we start to distribute. I am keen not to lose time.

Regards

[REDACTED]

[REDACTED]
[REDACTED]
Consumer & Markets Group
UK Civil Aviation Authority
11 Westferry
Canary Wharf
London
E14 4HE

[REDACTED]

-



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From: [REDACTED] [\[REDACTED\]@phe.gov.uk](mailto:[REDACTED]@phe.gov.uk)
Sent: 28 February 2020 09:10
To: [REDACTED] [\[REDACTED\]@caa.co.uk](mailto:[REDACTED]@caa.co.uk)
Cc: [REDACTED] [\[REDACTED\]@dft.gov.uk](mailto:[REDACTED]@dft.gov.uk); [REDACTED] [\[REDACTED\]@dft.gov.uk](mailto:[REDACTED]@dft.gov.uk); [REDACTED]
[REDACTED] [\[REDACTED\]@caa.co.uk](mailto:[REDACTED]@caa.co.uk); [REDACTED] [\[REDACTED\]@dft.gov.uk](mailto:[REDACTED]@dft.gov.uk);
[REDACTED] [\[REDACTED\]@phe.gov.uk](mailto:[REDACTED]@phe.gov.uk); [REDACTED] [\[REDACTED\]@phe.gov.uk](mailto:[REDACTED]@phe.gov.uk); [REDACTED]
[REDACTED] [\[REDACTED\]@phe.gov.uk](mailto:[REDACTED]@phe.gov.uk); [REDACTED]
[REDACTED] [\[REDACTED\]@phe.gov.uk](mailto:[REDACTED]@phe.gov.uk); [REDACTED] [\[REDACTED\]@phe.gov.uk](mailto:[REDACTED]@phe.gov.uk);
[REDACTED] [\[REDACTED\]@phe.gov.uk](mailto:[REDACTED]@phe.gov.uk); [REDACTED] [\[REDACTED\]@phe.gov.uk](mailto:[REDACTED]@phe.gov.uk); [REDACTED]
[REDACTED] [\[REDACTED\]@phe.gov.uk](mailto:[REDACTED]@phe.gov.uk); [REDACTED] [\[REDACTED\]@dft.gov.uk](mailto:[REDACTED]@dft.gov.uk); [REDACTED]
[REDACTED] [\[REDACTED\]@caa.co.uk](mailto:[REDACTED]@caa.co.uk)
Subject: RE: OFFICIAL: Airport Public Health Monitoring - Draft generic COVID-19 protocols for comment before formal communication

OFFICIAL

Dear [REDACTED]

Thank you, this is very comprehensive and most helpful.


Best wishes

[REDACTED]

[REDACTED]
National Infection Service
Public Health England

[REDACTED]

[REDACTED]

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From: [REDACTED] [\[REDACTED\]@caa.co.uk](mailto:[REDACTED]@caa.co.uk)
Sent: 28 February 2020 08:51
To: [REDACTED] [\[REDACTED\]@phe.gov.uk](mailto:[REDACTED]@phe.gov.uk)
Cc: [REDACTED] [\[REDACTED\]@dft.gov.uk](mailto:[REDACTED]@dft.gov.uk); [REDACTED] [\[REDACTED\]@dft.gov.uk](mailto:[REDACTED]@dft.gov.uk); [REDACTED]
[REDACTED] [\[REDACTED\]@caa.co.uk](mailto:[REDACTED]@caa.co.uk); [REDACTED] [\[REDACTED\]@dft.gov.uk](mailto:[REDACTED]@dft.gov.uk);
[REDACTED] [\[REDACTED\]@phe.gov.uk](mailto:[REDACTED]@phe.gov.uk); [REDACTED] [\[REDACTED\]@phe.gov.uk](mailto:[REDACTED]@phe.gov.uk); [REDACTED]
[REDACTED] [\[REDACTED\]@phe.gov.uk](mailto:[REDACTED]@phe.gov.uk); [REDACTED]

[REDACTED]@phe.gov.uk>; [REDACTED]@phe.gov.uk>;
[REDACTED]@phe.gov.uk>; [REDACTED]@phe.gov.uk>; [REDACTED]
[REDACTED]@phe.gov.uk>; [REDACTED]@dft.gov.uk>; [REDACTED]
[REDACTED]@caa.co.uk>

Subject: RE: OFFICIAL: Airport Public Health Monitoring - Draft generic COVID-19 protocols for comment before formal communication

Dear [REDACTED]

Thank you very clear. We will quickly look and come back to yourself and [REDACTED] as quickly as possible.

We have given some thought to distribution, our thinking being that even if the industry message originates from a number of sources provided it is consistent then any overlap is beneficial.

Taking each community in turn. We will share with UK airlines and airports, similarly with relevant EU and all third country airlines/operators. With regard to ad-hoc charter (air taxi) operators, they all need CAA approval, a Foreign Carrier Permit, to enter the UK from non-EU points and all non-EU operators require that approval to enter the UK from any point – such operators will be informed of the need for protocol compliance as part of the ongoing permit grant process. We will also notify the relevant charter brokers who contract aircraft capacity. The more challenging group to address is the business/private jet operators – we will therefore share the information with the Fixed Based Operators (FBO's) who actually handle the aircraft and currently deal with issues such as immigration on behalf of commercial/business/private aircraft operators. We will also share with our contacts in the various associations which include bodies that represent private flyers. Finally, we will share with UK tour operators.

Some of the above will of course supplement distribution through the IRG, but I think overall will provide relatively comprehensive coverage.

Regards

[REDACTED]

[REDACTED]
[REDACTED]
Consumer & Markets Group
UK Civil Aviation Authority
11 Westferry
Canary Wharf
London
E14 4HE

[REDACTED]



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From: [REDACTED]@phe.gov.uk>

Sent: 28 February 2020 06:31

To: [REDACTED]@caa.co.uk>; [REDACTED]@dft.gov.uk>

Cc: [REDACTED]@dft.gov.uk>; [REDACTED]@dft.gov.uk>; [REDACTED]
[REDACTED]@caa.co.uk>; [REDACTED]@dft.gov.uk>;
[REDACTED]@phe.gov.uk>; [REDACTED]@phe.gov.uk>; [REDACTED]
[REDACTED]@phe.gov.uk>; [REDACTED]
[REDACTED]@phe.gov.uk>; [REDACTED]@phe.gov.uk>
[REDACTED]@phe.gov.uk>; [REDACTED]@phe.gov.uk>; [REDACTED]
[REDACTED]@phe.gov.uk>

Subject: OFFICIAL: Airport Public Health Monitoring - Draft generic COVID-19 protocols for comment before formal communication

OFFICIAL

Dear [REDACTED]

Further to the changes in case definition on Tuesday, email and conversations, I have now adjusted our earlier work to develop generic COVID-19 protocols which cover:

1. Enhanced monitoring.
2. Public Health Information Messaging.

These different protocols will be applied dependant on volume of air travel from affected areas, understanding of other travel routes, flight duration, the number of reported cases, transmission characteristics and the public health control measures employed within an affected area or country. The general direction of travel as the outbreak progresses will be to move from the employment of enhanced monitoring, to public health information messaging. As I explained on the Industry Resilience Group (IRG) yesterday, for the immediate future we will continue to apply the enhanced monitoring protocol to Iran and the countries and the areas in the Far East, with the Public Health messaging protocol being applied for Northern Italy. LHR are already starting to describe these as the 'long haul' and 'short haul' protocols. With respect to air taxi, business and private jet operators, we will apply the relevant protocol and would welcome your advice and help on communication to this sector.

Furthermore, I would be grateful for your thoughts on the most appropriate mechanism to keep airlines appraised on changes in areas/countries and the protocol that airlines should follow. I expect there will be further comment at the IRG later today; my colleague [REDACTED] will take this work forward with you, whilst I am absent on annual leave.

Best wishes

[REDACTED]

[REDACTED]

National Infection Service
Public Health England

[REDACTED]

[REDACTED]

From: [REDACTED] >

To: [REDACTED]

[illegible]

Hi [REDACTED]

Kind Regards

114

Consumer & Markets Group
UK Civil Aviation Authority
11 Westferry
Canary Wharf
London

E14 4HE

[REDACTED]



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From: [REDACTED]

Sent: 25 February 2020 11:00

To: [REDACTED]

[REDACTED]

Cc: [REDACTED]

[REDACTED]

Subject: RE: OFFICIAL: OFFICIAL RESPONSE BY COP TUIE 25 FEB: Airport Public Health Monitoring
- Agreement of formal communication of COVID-19 Protocol to airlines

H [REDACTED]

Further to below, I have added the additional identifiable points namely - Cambodia, Iran, Laos, Myanmar and Vietnam - highlighted this morning to the draft.

Regards

[REDACTED]

[REDACTED]

*Consumer & Markets Group
UK Civil Aviation Authority*

11 Westferry
Canary Wharf
London
E14 4HE

[REDACTED]



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From: [REDACTED]
Sent: 25 February 2020 09:44
To: [REDACTED]
[REDACTED]
Cc: [REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
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[REDACTED]
[REDACTED]
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[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
Subject: RE: OFFICIAL: OFFICIAL RESPONSE BY COP TUIE 25 FEB: Airport Public Health Monitoring
- Agreement of formal communication of COVID-19 Protocol to airlines

Hi [REDACTED]

Thank you for this. Our comments on our notice attached plus a minor suggestion on the forms.

If you can let I and [REDACTED] have the final version we can start to distribute through the CAA channels to industry. We are ready to do that immediately.

Regards

[REDACTED]

 ATOL: PACK PEACE OF MIND
Visit www.packpeaceofmind.co.uk to find out how

From: [REDACTED]

To: [REDACTED]

Cc: [REDACTED]

Importance: High

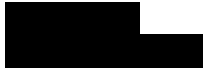
OFFICIAL

At the Friday PHE Incident Management Team meeting, I highlighted the intent of PHE working with the support of the DfT and the CAA, to formally set out the public health enhanced monitoring protocol for airlines. We started with an intent to state the protocol for England, noting that direct scheduled flights from the areas within the case definition only arrive at airports in England.

However, limiting the application of this protocol could be viewed as unhelpful from a public health perspective at a time when we need to provide clarity to all airlines regardless of their current routes, and to ensure that any future changes in routing albeit unlikely, are covered.


Our intention with your agreement is to publish (with the support of DfT and the CAA) a protocol for UK and to do so by close of play Wednesday 26 February. To that end, please could you note the attached and confirm by no later than cop Tuesday 25 February, that you are content for us to proceed.

Best wishes



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Public Health England



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message or any part of it. This footnote also confirms that this EMail has been swept for computer viruses by Symantec.Cloud, but please re-sweep any attachments before opening or saving. <http://www.gov.uk/PHE>

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From: [REDACTED]
Cc: [REDACTED]
Subject: RE: OFFICIAL: Airport Public Health Monitoring - Draft generic COVID-19 protocols for comment before formal communication [CAA Comments]
Date: 28 February 2020 11:56:01
Attachments: [image001.png](#)

OFFICIAL

Thank you [REDACTED]

Will action.

Best wishes


[REDACTED]

[REDACTED]

National Infection Service
Public Health England

[REDACTED]

[REDACTED]

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From: [REDACTED]
Sent: 28 February 2020 11:44
To: [REDACTED]
Cc: [REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
Subject: RE: OFFICIAL: Airport Public Health Monitoring - Draft generic COVID-19 protocols for comment before formal communication [CAA Comments]

Dear [REDACTED]

Thank you for the opportunity to comment. Looking at the two documents together we feel that there would be benefit in differentiating the two further perhaps in terms of more distinct file name and the Opening Title. The contents of the two are understandably very similar - a short explanation as to the purpose/audience of each document might therefore help that differentiation. We will circulate the two documents together and knowing our audience if we are not very transparent lots of questions

along the lines “of which is which” will arise.

I would therefore suggest adopting the LHR approach with 1) “Novel coronavirus (COVID-19) - Enhanced monitoring protocol” becoming the “long-haul protocol” and the second “Novel coronavirus (COVID-19) - Public health information messaging protocol” the “short-haul protocol” and stating that in the titles. Then there is no room for doubt. I think adding a web link to the list of identified countries keeps both documents flexible so PHE doesn’t have to keep updating (an us recirculating).

We also think both documents need clear version control on each - otherwise a few minor comments on the attached. My safety colleagues strongly urge the use of the term “aircraft commander” as opposed to “aircraft captain” again for clarity.

Trust that helps.

I am out this afternoon, but my colleague [REDACTED] will pick this up in my absence.

Kind regards

[REDACTED]

[REDACTED]

*Consumer & Markets Group
UK Civil Aviation Authority
11 Westferry
Canary Wharf
London
E14 4HE*

[REDACTED]



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From: [REDACTED]

Sent: 28 February 2020 09:54

To: [REDACTED]

Cc: [REDACTED]

[REDACTED]

[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]

Subject: RE: OFFICIAL: Airport Public Health Monitoring - Draft generic COVID-19 protocols for comment before formal communication

Dear [REDACTED]

Welcome I have asked internally here for colleagues input to this by 11.00 today. We would, given it is a Friday, like to start distributing as soon as we have your agreement (our changes are likely to be very minimal) and hope to start that early this afternoon. However, my colleague [REDACTED], cc'd and who leads for us in the IRG, has advised that IRG members were given until 16.30 to make comments on, what I presume, is the same protocol. On that presumption, and assuming you are content with our suggestions, provided we have version control for any changes that might develop from the IRG could we start to distribute. I am keen not to lose time.

Regards

[REDACTED]

[REDACTED]
[REDACTED]
Consumer & Markets Group
UK Civil Aviation Authority
11 Westferry
Canary Wharf
London
E14 4HE

+ [REDACTED]



-
Visit us at www.caa.co.uk
Follow us on Twitter: [@UK_CAA](https://twitter.com/UK_CAA)

From: [REDACTED] <[\[REDACTED\]@phe.gov.uk](mailto:[REDACTED]@phe.gov.uk)>

Sent: 28 February 2020 09:10

To: [REDACTED] <[\[REDACTED\]@caa.co.uk](mailto:[REDACTED]@caa.co.uk)>

Cc: [REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]

[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]

Subject: RE: OFFICIAL: Airport Public Health Monitoring - Draft generic COVID-19 protocols for comment before formal communication

OFFICIAL

Dear [REDACTED]

Thank you, this is very comprehensive and most helpful.


Best wishes

[REDACTED]

[REDACTED]
National Infection Service
Public Health England

[REDACTED]

[REDACTED]

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Protecting and improving the nation's health

From: [REDACTED]

Sent: 28 February 2020 08:51

To: [REDACTED]

Cc: [REDACTED]

[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]

Subject: RE: OFFICIAL: Airport Public Health Monitoring - Draft generic COVID-19 protocols for comment before formal communication

Dear [REDACTED]

Thank you very clear. We will quickly look and come back to yourself and [REDACTED] as quickly as possible.

We have given some thought to distribution, our thinking being that even if the industry message originates from a number of sources provided it is consistent then any overlap is beneficial.

Taking each community in turn. We will share with UK airlines and airports, similarly with relevant EU and all third country airlines/operators. With regard to ad-hoc charter (air taxi) operators, they all need CAA approval, a Foreign Carrier Permit, to enter the UK from non-EU points and all non-EU operators require that approval to enter the UK from any point – such operators will be informed of the need for protocol compliance as part of the ongoing permit grant process. We will also notify the relevant charter brokers who contract aircraft capacity. The more challenging group to address is the business/private jet operators – we will therefore share the information with the Fixed Based Operators (FBO's) who actually handle the aircraft and currently deal with issues such as immigration on behalf of commercial/business/private aircraft operators. We will also share with our contacts in the various associations which include bodies that represent private flyers. Finally, we will share with UK tour operators.

Some of the above will of course supplement distribution through the IRG, but I think overall will provide relatively comprehensive coverage.

Regards

[REDACTED]

[REDACTED]

*Consumer & Markets Group
UK Civil Aviation Authority
11 Westferry
Canary Wharf
London
E14 4HE*

[REDACTED]



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From: [REDACTED]

Sent: 28 February 2020 06:31

To: [REDACTED]

Cc: [REDACTED]

[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]

Subject: OFFICIAL: Airport Public Health Monitoring - Draft generic COVID-19 protocols for

comment before formal communication

OFFICIAL

Dear [REDACTED]

Further to the changes in case definition on Tuesday, email and conversations, I have now adjusted our earlier work to develop generic COVID-19 protocols which cover:

1. Enhanced monitoring.
2. Public Health Information Messaging.

These different protocols will be applied dependant on volume of air travel from affected areas, understanding of other travel routes, flight duration, the number of reported cases, transmission characteristics and the public health control measures employed within an affected area or country. The general direction of travel as the outbreak progresses will be to move from the employment of enhanced monitoring, to public health information messaging. As I explained on the Industry Resilience Group (IRG) yesterday, for the immediate future we will continue to apply the enhanced monitoring protocol to Iran and the countries and the areas in the Far East, with the Public Health messaging protocol being applied for Northern Italy. LHR are already starting to describe these as the 'long haul' and 'short haul' protocols. With respect to air taxi, business and private jet operators, we will apply the relevant protocol and would welcome your advice and help on communication to this sector.

Furthermore, I would be grateful for your thoughts on the most appropriate mechanism to keep airlines apprised on changes in areas/countries and the protocol that airlines should follow. I expect there will be further comment at the IRG later today; my colleague [REDACTED] will take this work forward with you, whilst I am absent on annual leave.

Best wishes

[REDACTED]

[REDACTED]

National Infection Service
Public Health England

[REDACTED]

[REDACTED]

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From: [REDACTED]

Sent: 25 February 2020 15:56

To: [REDACTED]

Cc: [REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]

Subject: OFFICIAL RESPONSE BY COP 25 FEB: Airport Public Health Monitoring - Agreement of formal communication of COVID-19 Protocol to airlines [AIR TAXI/PRIVATE AIRCRAFT QUESTION]

Hi [REDACTED]

With apologies for adding to the burden, but we are receiving a number of queries from air taxi/private jet operators and handlers in relation to what rules should apply to them on direct flights from the Identified Points. Such operators won't necessarily be coming to the airports on the current list, for example there is a BBJ (an executive 737) coming into Stansted from China this evening and similar flights to Luton tomorrow. I presume the same principles as in the protocol would apply to them given they are direct flights, and if so does it need to be amended?

Could I also have some clarity on when wish to distribute the Protocol so we can be prepared to do so.

Kind Regards

[REDACTED]

[REDACTED]
[REDACTED]
Consumer & Markets Group
UK Civil Aviation Authority
11 Westferry
Canary Wharf
London
E14 4HE

+ [REDACTED]



-
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From: [REDACTED]

Sent: 25 February 2020 09:44

To: [REDACTED]

Cc: [REDACTED]

Subject: RE: OFFICIAL: OFFICIAL RESPONSE BY COP TUIE 25 FEB: Airport Public Health Monitoring
- Agreement of formal communication of COVID-19 Protocol to airlines

Hi [REDACTED]

Thank you for this. Our comments on our notice attached plus a minor suggestion on the forms.

If you can let I and [REDACTED] have the final version we can start to distribute through the CAA channels to industry. We are ready to do that immediately.

Regards

[REDACTED]
Consumer & Markets Group
UK Civil Aviation Authority
11 Westferry
Canary Wharf
London
E14 4HE



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From: [REDACTED]
To: [REDACTED]
Cc: [REDACTED]
Subject: IRG meeting Friday 28 Feb 2020
Date: 28 February 2020 15:06:46
Attachments: [Group B countries N Italy process chart.docx](#)

Dear all

I would be grateful for the following and attached draft process chart for the flights from N Italy to be circulated to IRG members in advance of this afternoon's meeting.

This afternoon, we would like cover the following agenda points:

- Agreement for the protocol for flights from N Italy to be introduced by **Wednesday 4 March**.
- Your thoughts on how to develop the approach to provide text messages for passengers.

Further to our discussion yesterday and [REDACTED] draft protocols circulated yesterday and subject to discussion, in order to clearly delineate the different protocols outlined by [REDACTED] we label them as Group A and Group B:

- **Group A countries** (enhanced PH monitoring currently in place): Wuhan, China, Cambodia, Hong Kong, Japan, Laos, Macau, Malaysia, Myanmar, Singapore, Taiwan, Thailand, Vietnam, Iran, Republic of Korea (Daegu/Chenogdo)
- **Group B countries** (PH Information): currently N Italy

Regards

[REDACTED]
[REDACTED]
[REDACTED]
Public Health England
[REDACTED]
[REDACTED]
[REDACTED]

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**Group B countries
Public Health Information Protocol
(Northern Italy)**

SMS/Txt message to pax with PHE COVID-19 advice (yet to be agreed and implemented)

Flight embarks N Italy: FRL, BLQ, PMF, TRS, VCE, TSF, BZO, VRN, VBS, BGY, LIN, MXP, TRN, CUF, GOA

In Flight procedures

COVID-19 Announcement:
by Captain

COVID-19 Leaflet/information
available (hard copy/digital) if possible

Cabin crew observe
pax

Passenger unwell?

YES

Early warning to LHR HCU

GAD declaring unwell pax sent to
LHR HCU

A/C lands

Local health pathways initiated
as per agreed SOPs

Disembark

Passenger Locator
Form if required

NO

A/C lands

Disembark

Posters/digital displays in airports. Leaflets available
SMS / TXT Public Health messages signpost to NHS (work in progress)

NHS - If symptomatic in UK

'Good Morning/Afternoon

You will be aware of the outbreak of a
new virus – COVID-19.

To assist UK Public Health Authorities,
please can you also make yourself
known to your cabin crew if you are
experiencing any of the following:

- Cough
- Fever
- Shortness of breath

If you develop these symptoms within
14 days of landing in the UK, call NHS
111 in England, or NHS direct in Wales,
or NHS 24 in Scotland, or Out of Hours
GP service in Northern Ireland.'

MESSAGE ENDS

If you develop these symptoms within 14
days of landing in the UK:

- Cough
- Fever
- Shortness of breath

call NHS 111 in England, or NHS direct in
Wales, or NHS 24 in Scotland, or Out of
Hours GP service in Northern Ireland

From: [REDACTED]
To: [REDACTED]
Cc: [REDACTED]
Subject: Re: OFFICIAL: Airport Public Health Monitoring - Draft generic COVID-19 protocols for comment before formal communication [CAA Comments]
Date: 28 February 2020 17:15:40
Attachments: [image005.png](#)

[REDACTED]

Thanks. Our intention was to send under a CAA cover email with the generic PHE information email address you provided previously. Happy to use another address if you wish.

Regards

[REDACTED]

Get [Outlook for Android](#)

From: [REDACTED]
Sent: Friday, February 28, 2020 4:48:46 PM
To: [REDACTED]
Cc: [REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
Subject: RE: OFFICIAL: Airport Public Health Monitoring - Draft generic COVID-19 protocols for comment before formal communication [CAA Comments]

[REDACTED],

Thanks for this – happy with the content. Primary concern would be making absolutely clear who the protocols apply to (i.e. a banner headline). In addition, can we provide generic PHE contact details? Is there is a risk CAA otherwise become overwhelmed with questions if not?

Copying in TSOC and DfT Comms to be aware.

[REDACTED] – to be aware. This is a derivation of the letter of that you and comms colleagues were sighted on last week. CAA plan to send this to airlines this evening.

All the best,

[REDACTED], Department for
Transport

From: [REDACTED]
Sent: 28 February 2020 11:44

To: [REDACTED]
Cc: [REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]

Subject: RE: OFFICIAL: Airport Public Health Monitoring - Draft generic COVID-19 protocols for comment before formal communication [CAA Comments]

Dear [REDACTED]

Thank you for the opportunity to comment. Looking at the two documents together we feel that there would be benefit in differentiating the two further perhaps in terms of more distinct file name and the Opening Title. The contents of the two are understandably very similar - a short explanation as to the purpose/audience of each document might therefore help that differentiation. We will circulate the two documents together and knowing our audience if we are not very transparent lots of questions along the lines "of which is which" will arise.

I would therefore suggest adopting the LHR approach with 1) "Novel coronavirus (COVID-19) - Enhanced monitoring protocol" becoming the "long-haul protocol" and the second "Novel coronavirus (COVID-19) - Public health information messaging protocol" the "short-haul protocol" and stating that in the titles. Then there is no room for doubt. I think adding a web link to the list of identified countries keeps both documents flexible so PHE doesn't have to keep updating (an us recirculating).

We also think both documents need clear version control on each - otherwise a few minor comments on the attached. My safety colleagues strongly urge the use of the term "aircraft commander" as opposed to "aircraft captain" again for clarity.

Trust that helps.

I am out this afternoon, but my colleague [REDACTED] will pick this up in my absence.

Kind regards

[REDACTED]

[REDACTED]

*Consumer & Markets Group
UK Civil Aviation Authority
11 Westferry
Canary Wharf
London
E14 4HE*

[REDACTED]



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From: [REDACTED]

Sent: 28 February 2020 09:54

To: [REDACTED]

Cc: [REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]

Subject: RE: OFFICIAL: Airport Public Health Monitoring - Draft generic COVID-19 protocols for comment before formal communication

Dear [REDACTED]

Welcome I have asked internally here for colleagues input to this by 11.00 today. We would, given it is a Friday, like to start distributing as soon as we have your agreement (our changes are likely to be very minimal) and hope to start that early this afternoon. However, my colleague [REDACTED], cc'd and who leads for us in the IRG, has advised that IRG members were given until 16.30 to make comments on, what I presume, is the same protocol. On that presumption, and assuming you are content with our suggestions, provided we have version control for any changes that might develop from the IRG could we start to distribute. I am keen not to lose time.

Regards

[REDACTED]

[REDACTED]
[REDACTED]
Consumer & Markets Group
UK Civil Aviation Authority
11 Westferry
Canary Wharf
London
E14 4HE

[REDACTED]



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From [REDACTED]

Sent: 28 February 2020 09:10

To: [REDACTED]
Cc: [REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED] >

Subject: RE: OFFICIAL: Airport Public Health Monitoring - Draft generic COVID-19 protocols for comment before formal communication

OFFICIAL

Dear [REDACTED]

Thank you, this is very comprehensive and most helpful.

Best wishes

[REDACTED]

[REDACTED]
[REDACTED]

National Infection Service
Public Health England

[REDACTED]

[REDACTED]

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From: [REDACTED]

Sent: 28 February 2020 08:51

To: [REDACTED]

Cc: [REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]

Subject: RE: OFFICIAL: Airport Public Health Monitoring - Draft generic COVID-19 protocols for comment before formal communication

Dear [REDACTED]

Thank you very clear. We will quickly look and come back to yourself and [REDACTED] as quickly as possible.

We have given some thought to distribution, our thinking being that even if the industry message originates from a number of sources provided it is consistent then any overlap is beneficial.

Taking each community in turn. We will share with UK airlines and airports, similarly with relevant EU and all third country airlines/operators. With regard to ad-hoc charter (air taxi) operators, they all need CAA approval, a Foreign Carrier Permit, to enter the UK from non-EU points and all non-EU

operators require that approval to enter the UK from any point – such operators will be informed of the need for protocol compliance as part of the ongoing permit grant process. We will also notify the relevant charter brokers who contract aircraft capacity. The more challenging group to address is the business/private jet operators – we will therefore share the information with the Fixed Based Operators (FBO's) who actually handle the aircraft and currently deal with issues such as immigration on behalf of commercial/business/private aircraft operators. We will also share with our contacts in the various associations which include bodies that represent private flyers. Finally, we will share with UK tour operators.

Some of the above will of course supplement distribution through the IRG, but I think overall will provide relatively comprehensive coverage.

Regards

[REDACTED]

[REDACTED]

Consumer & Markets Group
UK Civil Aviation Authority
11 Westferry
Canary Wharf
London
E14 4HE

[REDACTED]



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From: [REDACTED]

Sent: 28 February 2020 06:31

To: [REDACTED]

Cc: [REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

Subject: OFFICIAL: Airport Public Health Monitoring - Draft generic COVID-19 protocols for comment before formal communication

OFFICIAL

Dear [REDACTED]

Further to the changes in case definition on Tuesday, email and conversations, I have now adjusted our earlier work to develop generic COVID-19 protocols which cover:

1. Enhanced monitoring.
2. Public Health Information Messaging.

Furthermore, I would be grateful for your thoughts on the most appropriate mechanism to keep airlines appraised on changes in areas/countries and the protocol that airlines should follow. I expect there will be further comment at the IRG later today; my colleague [REDACTED] will take this work forward with you, whilst I am absent on annual leave.

██████████

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From: [REDACTED]

To: [REDACTED]

Cc: [REDACTED]

[REDACTED]

Hi [REDACTED]

With apologies for adding to the burden, but we are receiving a number of queries from air taxi/private jet operators and handlers in relation to what rules should apply to them on direct flights from the Identified Points. Such operators won't necessarily be coming to the airports on the current list, for example there is a BBJ (an executive 737) coming into Stansted from China this evening and similar flights to Luton tomorrow. I presume the same principles as in the protocol would apply to them given they are direct flights, and if so does it need to be amended?

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Hi [REDACTED]

██████████



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From: [REDACTED]

Sent: 24 February 2020 07:50

To: [REDACTED]

Cc: [REDACTED]

Importance: High

OFFICIAL**OFFICIAL**

Dear Colleagues

At the Friday PHE Incident Management Team meeting, I highlighted the intent of PHE working with the support of the DfT and the CAA, to formally set out the public health enhanced monitoring protocol for airlines. We started with an intent to state the protocol for England, noting that direct scheduled flights from the areas within the case definition only arrive at airports in England. However, limiting the application of this protocol could be viewed as unhelpful from a public health perspective at a time when we need to provide clarity to all airlines regardless of their current routes, and to ensure that any future changes in routing albeit unlikely, are covered.

Our intention with your agreement is to publish (with the support of DfT and the CAA) a protocol for UK and to do so by close of play Wednesday 26 February. To that end, please could you note the attached and confirm by no later than cop Tuesday 25 February, that you are content for us to proceed.

Best wishes

[REDACTED]
[REDACTED]
National Infection Service
Public Health England

[REDACTED]
[REDACTED]
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From: [REDACTED]
To: [REDACTED]
Cc: [REDACTED]
Subject: OFFICIAL: RE: Official Urgent - CoVid19 Air Taxi Operators 2 March (Today) Iran to London
Date: 02 March 2020 08:54:39

OFFICIAL

Hi [REDACTED],

If they have been to Iran they would need to self-isolate for 14 days on arrival in the UK even if asymptomatic given it is a category 1 country. Please can you advise them of this? We can provide advice on self-isolation if needed.

[REDACTED]
[REDACTED]
Public Health England
[REDACTED]
[REDACTED]

From: [REDACTED]
Sent: 02 March 2020 08:50
To: [REDACTED]
[REDACTED]
Cc: [REDACTED]
[REDACTED]
Subject: Official Urgent - CoVid19 Air Taxi Operators 2 March (Today) Iran to London

Dear All,

This morning's CoVid19 question. We have received a series of Foreign Carrier Permit enquiries over the weekend for air taxi flights from Iran to the UK. The majority of those were refused or fell away as they were outside the processing window leaving us with only one active application, but for a flight for 11 am today. That flight is for three Qatari businessmen ([REDACTED]
[REDACTED]) travelling from the city of Ahwaz in Iran to Stansted (with Luton as the alternate). The passengers have apparently spent several days in various parts of Iran - the crew will be flying in today, so are not a concern.

Whilst in hand we have of course yet to issue any specific CoVid19 advice to air taxi/corporate operators and we do need to resolve this reasonably quickly. So the question is given that passengers on flights with Iran Air have been asked to self-isolate on entry to the UK, are we treating all flights from Iran similarly or in advance of distribution can we provide a tidied up copy of the PHE Enhanced monitoring protocol? I suspect if the passengers were told they would have to self-isolate that they would not travel, or more likely that they would return to Qatar and enter the UK from there if they still wish to come here.

An urgent response on this appreciated.

Regards

[REDACTED]

[REDACTED]

Consumer & Markets Group
UK Civil Aviation Authority
11 Westferry
Canary Wharf
London
E14 4HE

[REDACTED]



-

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From: [REDACTED]
To: [REDACTED]
Cc: [REDACTED]
Subject: RE: OFFICIAL: Airport Public Health Monitoring - Draft generic COVID-19 protocols for comment before formal communication [CAA Comments]
Date: 02 March 2020 11:52:32
Attachments: [image003.png](#)
[N Italy process chart V1.3.pdf](#)

Hi [REDACTED]

We circulated the protocol (V1.3 attached) just now to the IRG

Regards

[REDACTED]

[REDACTED]
Public Health England
[REDACTED]
[REDACTED]

From: [REDACTED] >

Sent: 02 March 2020 11:38

To: [REDACTED]
[REDACTED]

Cc: [REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]

Subject: RE: OFFICIAL: Airport Public Health Monitoring - Draft generic COVID-19 protocols for comment before formal communication [CAA Comments]

Thanks [REDACTED] – makes sense. Was this dispatched?

All the best,

[REDACTED]

[REDACTED], Department for
Transport

[REDACTED]

From: [REDACTED]

Sent: 28 February 2020 17:16

To: [REDACTED]
[REDACTED]

Cc: [REDACTED]

[REDACTED]

Subject: Re: OFFICIAL: Airport Public Health Monitoring - Draft generic COVID-19 protocols for comment before formal communication [CAA Comments]

[REDACTED]

Thanks. Our intention was to send under a CAA cover email with the generic PHE information email address you provided previously. Happy to use another address if you wish.

Regards

[REDACTED]

Get [Outlook for Android](#)

From: [REDACTED]
Sent: Friday, February 28, 2020 4:48:46 PM

To: [REDACTED]
[REDACTED]

Cc: [REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]

Subject: RE: OFFICIAL: Airport Public Health Monitoring - Draft generic COVID-19 protocols for comment before formal communication [CAA Comments]

[REDACTED]

Thanks for this – happy with the content. Primary concern would be making absolutely clear who the protocols apply to (i.e. a banner headline). In addition, can we provide generic PHE contact details? Is there is a risk CAA otherwise become overwhelmed with questions if not?

Copying in TSOC and DfT Comms to be aware.

[REDACTED] – to be aware. This is a derivation of the letter of that you and comms colleagues were sighted on last week. CAA plan to send this to airlines this evening.

All the best,

[REDACTED]

[REDACTED], Department for
Transport

[REDACTED]

From: [REDACTED]

Sent: 28 February 2020 11:44

To: [REDACTED]

Cc: [REDACTED]

[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]

Subject: RE: OFFICIAL: Airport Public Health Monitoring - Draft generic COVID-19 protocols for comment before formal communication [CAA Comments]

Dear [REDACTED]

Thank you for the opportunity to comment. Looking at the two documents together we feel that there would be benefit in differentiating the two further perhaps in terms of more distinct file name and the Opening Title. The contents of the two are understandably very similar - a short explanation as to the purpose/audience of each document might therefore help that differentiation. We will circulate the two documents together and knowing our audience if we are not very transparent lots of questions along the lines "of which is which" will arise.

I would therefore suggest adopting the LHR approach with 1) "Novel coronavirus (COVID-19) - Enhanced monitoring protocol" becoming the "long-haul protocol" and the second "Novel coronavirus (COVID-19) - Public health information messaging protocol" the "short-haul protocol" and stating that in the titles. Then there is no room for doubt. I think adding a web link to the list of identified countries keeps both documents flexible so PHE doesn't have to keep updating (an us recirculating).

We also think both documents need clear version control on each - otherwise a few minor comments on the attached. My safety colleagues strongly urge the use of the term "aircraft commander" as opposed to "aircraft captain" again for clarity.

Trust that helps.

I am out this afternoon, but my colleague [REDACTED] will pick this up in my absence.

Kind regards

[REDACTED]

[REDACTED]

*Consumer & Markets Group
UK Civil Aviation Authority
11 Westferry
Canary Wharf
London
E14 4HE*

[REDACTED]



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Follow us on Twitter: [@UK_CAA](https://twitter.com/UK_CAA)

From: [REDACTED]

Sent: 28 February 2020 09:54

To: [REDACTED]

Cc: [REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

Subject: RE: OFFICIAL: Airport Public Health Monitoring - Draft generic COVID-19 protocols for comment before formal communication

Dear [REDACTED]

Welcome I have asked internally here for colleagues input to this by 11.00 today. We would, given it is a Friday, like to start distributing as soon as we have your agreement (our changes are likely to be very minimal) and hope to start that early this afternoon. However, my colleague [REDACTED] cc'd and who leads for us in the IRG, has advised that IRG members were given until 16.30 to make comments on, what I presume, is the same protocol. On that presumption, and assuming you are content with our suggestions, provided we have version control for any changes that might develop from the IRG could we start to distribute. I am keen not to lose time.

Regards

[REDACTED]

[REDACTED]

*Consumer & Markets Group
UK Civil Aviation Authority
11 Westferry
Canary Wharf
London
E14 4HE*

[REDACTED]



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From: [REDACTED]

Sent: 28 February 2020 09:10

To: [REDACTED]

Cc: [REDACTED]

[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]

Subject: RE: OFFICIAL: Airport Public Health Monitoring - Draft generic COVID-19 protocols for comment before formal communication

OFFICIAL

Dear [REDACTED]

Thank you, this is very comprehensive and most helpful.

Best wishes

[REDACTED]

[REDACTED]

National Infection Service
Public Health England

[REDACTED]

[REDACTED]

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From: [REDACTED]

Sent: 28 February 2020 08:51

To: [REDACTED]

Cc: [REDACTED]

[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]

Subject: RE: OFFICIAL: Airport Public Health Monitoring - Draft generic COVID-19 protocols for comment before formal communication

Dear [REDACTED]

Thank you very clear. We will quickly look and come back to yourself and [REDACTED] as quickly as possible.

We have given some thought to distribution, our thinking being that even if the industry message originates from a number of sources provided it is consistent then any overlap is beneficial.

Taking each community in turn. We will share with UK airlines and airports, similarly with relevant EU and all third country airlines/operators. With regard to ad-hoc charter (air taxi) operators, they all need CAA approval, a Foreign Carrier Permit, to enter the UK from non-EU points and all non-EU operators require that approval to enter the UK from any point – such operators will be informed of

the need for protocol compliance as part of the ongoing permit grant process. We will also notify the relevant charter brokers who contract aircraft capacity. The more challenging group to address is the business/private jet operators – we will therefore share the information with the Fixed Based Operators (FBO's) who actually handle the aircraft and currently deal with issues such as immigration on behalf of commercial/business/private aircraft operators. We will also share with our contacts in the various associations which include bodies that represent private flyers. Finally, we will share with UK tour operators.

Some of the above will of course supplement distribution through the IRG, but I think overall will provide relatively comprehensive coverage.

Regards

[REDACTED]

[REDACTED]

Consumer & Markets Group
UK Civil Aviation Authority
11 Westferry
Canary Wharf
London
E14 4HE

[REDACTED]



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From: [REDACTED]

Sent: 28 February 2020 06:31

To: [REDACTED]

Cc: [REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

Subject: OFFICIAL: Airport Public Health Monitoring - Draft generic COVID-19 protocols for comment before formal communication

OFFICIAL

Dear [REDACTED]

Further to the changes in case definition on Tuesday, email and conversations, I have now adjusted our earlier work to develop generic COVID-19 protocols which cover:

1. Enhanced monitoring.
2. Public Health Information Messaging.

These different protocols will be applied dependant on volume of air travel from affected areas, understanding of other travel routes, flight duration, the number of reported cases, transmission characteristics and the public health

Furthermore, I would be grateful for your thoughts on the most appropriate mechanism to keep airlines appraised on changes in areas/countries and the protocol that airlines should follow. I expect there will be further comment at the IRG later today; my colleague Will Jones will take this work forward with you, whilst I am absent on annual leave.

[illegible]

Hi [REDACTED]

Could I also have some clarity on when wish to distribute the Protocol so we can be prepared to do so.

██████████

+ [REDACTED]

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From: [REDACTED]

Sent: 25 February 2020 11:00

To: [REDACTED]

Cc: [REDACTED]

Subject: RE: OFFICIAL: OFFICIAL RESPONSE BY COP TUIE 25 FEB: Airport Public Health Monitoring - Agreement of formal communication of COVID-19 Protocol to airlines

H [REDACTED]

Further to below, I have added the additional identifiable points namely - Cambodia, Iran, Laos, Myanmar and Vietnam - highlighted this morning to the draft.

Regards

114

██████████



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Follow us on Twitter: [@UK_CAA](#)

From: [REDACTED]

Sent: 25 February 2020 09:44

Subject: RE: OFFICIAL: OFFICIAL RESPONSE BY COP TUIE 25 FEB: Airport Public Health Monitoring - Agreement of formal communication of COVID-19 Protocol to airlines

Hi [REDACTED]

Thank you for this. Our comments on our notice attached plus a minor suggestion on the forms.

If you can let I and [REDACTED] have the final version we can start to distribute through the CAA channels to industry. We are ready to do that immediately.

Regards

114

[REDACTED]

Consumer & Markets Group
UK Civil Aviation Authority
11 Westferry
Canary Wharf
London





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DRAFT

Public Health Information Protocol (Northern Italy)

SMS/Txt message to pax with PHE COVID-19 advice (Airlines to Txt / email if possible)

Flight embarks N Italy: FRL, BLQ, PMF, TRS, VCE, TSF, BZO, VRN, VBS, BGY, LIN, MXP, TRN, CUF, GOA

In Flight procedures

COVID-19 Announcement:
by Aircraft Commander

COVID-19 Leaflet if possible (hard
copy/digital to be made available)

If you develop these symptoms within 14
days of landing in the UK:

- Cough
- Fever
- Shortness of breath

call NHS 111 in England, or NHS direct in
Wales, or NHS 24 in Scotland, or Out of
Hours GP service in Northern Ireland

Cabin crew observe
pax

Passenger unwell?

YES

Early warning to designated
contact as per SOPs

GAD declaring unwell pax sent to
LHR HCU

A/C lands

Local health pathways initiated
as per agreed SOPs

Disembark

Posters/digital displays in airports. Leaflets available in airport
SMS / TXT Public Health messages signpost to NHS (Airports/Airlines if possible)

NHS - If symptomatic in UK

'Good Morning/Afternoon

You will be aware of the outbreak of a
new virus – COVID-19.

To assist UK Public Health Authorities,
please can you also make yourself
known to your cabin crew if you are
experiencing any of the following:

- Cough
- Fever
- Shortness of breath

If you develop these symptoms within
14 days of landing in the UK, call NHS
111 in England, or NHS direct in Wales,
or NHS 24 in Scotland, or Out of Hours
GP service in Northern Ireland.'

MESSAGE ENDS

NO

A/C lands

Disembark

From: [REDACTED]
To: [REDACTED]
Cc: [REDACTED]
Subject: RE: OFFICIAL: Airport Public Health Monitoring - Draft generic COVID-19 protocols for comment before formal communication [CAA Comments]
Date: 02 March 2020 13:03:00
Attachments: [image003.png](#)

[REDACTED]

No. we still need the final agreed protocols and then we can distribute (and would like to do so as soon as possible).

[REDACTED]

I see that the protocol (V1.3 attached) is still headed "draft". I assume because it is still for the IRG to comment.

Regards

[REDACTED]

*Consumer & Markets Group
UK Civil Aviation Authority
11 Westferry
Canary Wharf
London
E14 4HE*



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From: [REDACTED] >
Sent: 02 March 2020 11:52
To: [REDACTED]
Cc: [REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
Subject: RE: OFFICIAL: Airport Public Health Monitoring - Draft generic COVID-19 protocols for comment before formal communication [CAA Comments]

[REDACTED]
[REDACTED]
Subject: Re: OFFICIAL: Airport Public Health Monitoring - Draft generic COVID-19 protocols for comment before formal communication [CAA Comments]

[REDACTED]
Thanks. Our intention was to send under a CAA cover email with the generic PHE information email address you provided previously. Happy to use another address if you wish.

Regards
[REDACTED]

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From: [REDACTED]
Sent: Friday, February 28, 2020 4:48:46 PM

To: [REDACTED]
[REDACTED]
Cc: [REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]

Subject: RE: OFFICIAL: Airport Public Health Monitoring - Draft generic COVID-19 protocols for comment before formal communication [CAA Comments]

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Copying in TSOC and DfT Comms to be aware.

[REDACTED] – to be aware. This is a derivation of the letter of that you and comms colleagues were sighted on last week. CAA plan to send this to airlines this evening.

All the best,
[REDACTED]

[REDACTED], Department for
Transport
[REDACTED]

From: [REDACTED] [@caa.co.uk](mailto:[REDACTED]@caa.co.uk)

Sent: 28 February 2020 11:44

To: [REDACTED]
Cc: [REDACTED]
[REDACTED]

[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]

Subject: RE: OFFICIAL: Airport Public Health Monitoring - Draft generic COVID-19 protocols for comment before formal communication [CAA Comments]

Dear [REDACTED]

Thank you for the opportunity to comment. Looking at the two documents together we feel that there would be benefit in differentiating the two further perhaps in terms of more distinct file name and the Opening Title. The contents of the two are understandably very similar - a short explanation as to the purpose/audience of each document might therefore help that differentiation. We will circulate the two documents together and knowing our audience if we are not very transparent lots of questions along the lines "of which is which" will arise.

I would therefore suggest adopting the LHR approach with 1) "Novel coronavirus (COVID-19) - Enhanced monitoring protocol" becoming the "long-haul protocol" and the second "Novel coronavirus (COVID-19) - Public health information messaging protocol" the "short-haul protocol" and stating that in the titles. Then there is no room for doubt. I think adding a web link to the list of identified countries keeps both documents flexible so PHE doesn't have to keep updating (an us recirculating).

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Trust that helps.

I am out this afternoon, but my colleague [REDACTED] will pick this up in my absence.

Kind regards

[REDACTED]

[REDACTED]
[REDACTED]
Consumer & Markets Group
UK Civil Aviation Authority
11 Westferry
Canary Wharf
London
E14 4HE

[REDACTED]



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From: [REDACTED]

Sent: 28 February 2020 09:54

To: [REDACTED]

Cc: [REDACTED]

[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]

Subject: RE: OFFICIAL: Airport Public Health Monitoring - Draft generic COVID-19 protocols for comment before formal communication

Dear [REDACTED]

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Regards

[REDACTED]

[REDACTED]
[REDACTED]
Consumer & Markets Group
UK Civil Aviation Authority
11 Westferry
Canary Wharf
London
E14 4HE

[REDACTED]



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From: [REDACTED] >

Sent: 28 February 2020 09:10

To: [REDACTED]

Cc: [REDACTED]

[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]

[REDACTED]
[REDACTED]
Subject: RE: OFFICIAL: Airport Public Health Monitoring - Draft generic COVID-19 protocols for comment before formal communication

OFFICIAL

Dear [REDACTED]

Thank you, this is very comprehensive and most helpful.

Best wishes

[REDACTED]

[REDACTED]
[REDACTED]
National Infection Service
Public Health England

[REDACTED]

[REDACTED]

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From: [REDACTED]

Sent: 28 February 2020 08:51

To: [REDACTED]

Cc: [REDACTED]

[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]

Subject: RE: OFFICIAL: Airport Public Health Monitoring - Draft generic COVID-19 protocols for comment before formal communication

Dear [REDACTED]

Thank you very clear. We will quickly look and come back to yourself and [REDACTED] as quickly as possible.

We have given some thought to distribution, our thinking being that even if the industry message originates from a number of sources provided it is consistent then any overlap is beneficial.

Taking each community in turn. We will share with UK airlines and airports, similarly with relevant EU and all third country airlines/operators. With regard to ad-hoc charter (air taxi) operators, they all need CAA approval, a Foreign Carrier Permit, to enter the UK from non-EU points and all non-EU operators require that approval to enter the UK from any point – such operators will be informed of the need for protocol compliance as part of the ongoing permit grant process. We will also notify the relevant charter brokers who contract aircraft capacity. The more challenging group to address is the business/private jet operators – we will therefore share the information with the Fixed Based Operators (FBO's) who actually handle the aircraft and currently deal with issues such as immigration on behalf of commercial/business/private aircraft operators. We will also share with our contacts in the various associations which include bodies that represent private flyers. Finally, we will share with UK tour operators.

Some of the above will of course supplement distribution through the IRG, but I think overall will provide relatively comprehensive coverage.

Regards

[REDACTED]

[REDACTED]

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UK Civil Aviation Authority
11 Westferry
Canary Wharf
London
E14 4HE

[REDACTED]



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From: [REDACTED] >

Sent: 28 February 2020 06:31

To: [REDACTED]

Cc: [REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

Subject: OFFICIAL: Airport Public Health Monitoring - Draft generic COVID-19 protocols for comment before formal communication

OFFICIAL

Dear [REDACTED]

Further to the changes in case definition on Tuesday, email and conversations, I have now adjusted our earlier work to develop generic COVID-19 protocols which cover:

1. Enhanced monitoring.
2. Public Health Information Messaging.

These different protocols will be applied dependant on volume of air travel from affected areas, understanding of other travel routes, flight duration, the number of reported cases, transmission characteristics and the public health control measures employed within an affected area or country. The general direction of travel as the outbreak progresses will be to move from the employment of enhanced monitoring, to public health information messaging. As I explained on the Industry Resilience Group (IRG) yesterday, for the immediate future we will continue to apply the enhanced monitoring protocol to Iran and the countries and the areas in the Far East, with the Public Health messaging protocol being applied for Northern Italy. LHR are already starting to describe these as the 'long haul' and 'short haul' protocols. With respect to air taxi, business and private jet operators, we will apply the relevant protocol and would welcome your advice and help on communication to this sector.

Furthermore, I would be grateful for your thoughts on the most appropriate mechanism to keep airlines apprised

Best wishes

www.gov.uk/phe Follow us on Twitter  @PHE uk



From: [REDACTED]

To: [REDACTED]

Cc: [REDACTED]

Hi [REDACTED]

Could I also have some clarity on when wish to distribute the Protocol so we can be prepared to do so.

Consumer & Markets Group



114

Consumer & Markets Group
UK Civil Aviation Authority
11 Westferry
Canary Wharf
London
E14 4HE



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From: [REDACTED]

Sent: 25 February 2020 09:44

To: [REDACTED]

Cc: [REDACTED]

Subject: RE: OFFICIAL: OFFICIAL RESPONSE BY COP TUIE 25 FEB: Airport Public Health Monitoring - Agreement of formal communication of COVID-19 Protocol to airlines

Hi [REDACTED]

Thank you for this. Our comments on our notice attached plus a minor suggestion on the forms.

If you can let I and [REDACTED] have the final version we can start to distribute through the CAA channels to industry. We are ready to do that immediately.

Regards

114

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UK Civil Aviation Authority
11 Westferry
Canary Wharf
London
E14 4HE



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From: [REDACTED]

Sent: 24 February 2020 07:50

To: [REDACTED]

Cc: [REDACTED]

[REDACTED]

Subject: OFFICIAL: OFFICIAL RESPONSE BY COP TUIE 25 FEB: Airport Public Health Monitoring - Agreement of formal communication of COVID-19 Protocol to airlines

Importance: High

OFFICIAL

OFFICIAL

Dear Colleagues

At the Friday PHE Incident Management Team meeting, I highlighted the intent of PHE working with the support of the DfT and the CAA, to formally set out the public health enhanced monitoring protocol for airlines. We started with an intent to state the protocol for England, noting that direct scheduled flights from the areas within the case definition only arrive at airports in England. However, limiting the application of this protocol could be viewed as unhelpful from a public health perspective at a time when we need to provide clarity to all airlines regardless of their current routes, and to ensure that any future changes in routing albeit unlikely, are covered.

Our intention with your agreement is to publish (with the support of DfT and the CAA) a protocol for UK and to do so by close of play Wednesday 26 February. To that end, please could you note the attached and confirm by no later than cop Tuesday 25 February, that you are content for us to proceed.

Best wishes

[REDACTED]

[REDACTED]

National Infection Service
Public Health England

[REDACTED]

[REDACTED]

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From: [REDACTED]
To: [REDACTED]
Cc: [REDACTED]
Subject: RE: OFFICIAL: Airport Public Health Monitoring - Draft generic COVID-19 protocols for comment before formal communication [CAA Comments]
Date: 02 March 2020 13:03:00
Attachments: [image003.png](#)

[REDACTED]

No. we still need the final agreed protocols and then we can distribute (and would like to do so as soon as possible).

[REDACTED]

I see that the protocol (V1.3 attached) is still headed "draft". I assume because it is still for the IRG to comment.

Regards

[REDACTED]

[REDACTED]
*Consumer & Markets Group
UK Civil Aviation Authority
11 Westferry
Canary Wharf
London
E14 4HE*

[REDACTED]



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From: [REDACTED]
Sent: 02 March 2020 11:52
To: [REDACTED]
Cc: [REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
Subject: RE: OFFICIAL: Airport Public Health Monitoring - Draft generic COVID-19 protocols for comment before formal communication [CAA Comments]

[REDACTED]
[REDACTED]
Subject: Re: OFFICIAL: Airport Public Health Monitoring - Draft generic COVID-19 protocols for comment before formal communication [CAA Comments]

[REDACTED]
Thanks. Our intention was to send under a CAA cover email with the generic PHE information email address you provided previously. Happy to use another address if you wish.

Regards
[REDACTED]

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From: [REDACTED]
Sent: Friday, February 28, 2020 4:48:46 PM

To: [REDACTED]
[REDACTED]
Cc: [REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]

Subject: RE: OFFICIAL: Airport Public Health Monitoring - Draft generic COVID-19 protocols for comment before formal communication [CAA Comments]

[REDACTED],

Thanks for this – happy with the content. Primary concern would be making absolutely clear who the protocols apply to (i.e. a banner headline). In addition, can we provide generic PHE contact details? Is there is a risk CAA otherwise become overwhelmed with questions if not?

Copying in TSOC and DfT Comms to be aware.

[REDACTED] – to be aware. This is a derivation of the letter of that you and comms colleagues were sighted on last week. CAA plan to send this to airlines this evening.

All the best,
[REDACTED]

[REDACTED] Department for
Transport
[REDACTED]

From: [REDACTED]
Sent: 28 February 2020 11:44
To: [REDACTED]
Cc: [REDACTED]
[REDACTED]

[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]

Subject: RE: OFFICIAL: Airport Public Health Monitoring - Draft generic COVID-19 protocols for comment before formal communication [CAA Comments]

Dea [REDACTED]

Thank you for the opportunity to comment. Looking at the two documents together we feel that there would be benefit in differentiating the two further perhaps in terms of more distinct file name and the Opening Title. The contents of the two are understandably very similar - a short explanation as to the purpose/audience of each document might therefore help that differentiation. We will circulate the two documents together and knowing our audience if we are not very transparent lots of questions along the lines "of which is which" will arise.

I would therefore suggest adopting the LHR approach with 1) "Novel coronavirus (COVID-19) - Enhanced monitoring protocol" becoming the "long-haul protocol" and the second "Novel coronavirus (COVID-19) - Public health information messaging protocol" the "short-haul protocol" and stating that in the titles. Then there is no room for doubt. I think adding a web link to the list of identified countries keeps both documents flexible so PHE doesn't have to keep updating (an us recirculating).

We also think both documents need clear version control on each - otherwise a few minor comments on the attached. My safety colleagues strongly urge the use of the term "aircraft commander" as opposed to "aircraft captain" again for clarity.

Trust that helps.

I am out this afternoon, but my colleague [REDACTED] will pick this up in my absence.

Kind regards

[REDACTED]

[REDACTED]
[REDACTED]
Consumer & Markets Group
UK Civil Aviation Authority
11 Westferry
Canary Wharf
London
E14 4HE

[REDACTED]



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From: [REDACTED]

Sent: 28 February 2020 09:54

To: [REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

Subject: RE: OFFICIAL: Airport Public Health Monitoring - Draft generic COVID-19 protocols for comment before formal communication

Dear [REDACTED]

Welcome I have asked internally here for colleagues input to this by 11.00 today. We would, given it is a Friday, like to start distributing as soon as we have your agreement (our changes are likely to be very minimal) and hope to start that early this afternoon. However, my colleague [REDACTED], cc'd and who leads for us in the IRG, has advised that IRG members were given until 16.30 to make comments on, what I presume, is the same protocol. On that presumption, and assuming you are content with our suggestions, provided we have version control for any changes that might develop from the IRG could we start to distribute. I am keen not to lose time.

Regards

[REDACTED]

[REDACTED]

*Consumer & Markets Group
UK Civil Aviation Authority
11 Westferry
Canary Wharf
London
E14 4HE*

[REDACTED]



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From: [REDACTED] >

Sent: 28 February 2020 09:10

To: [REDACTED]

Cc: [REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]
[REDACTED]
Subject: RE: OFFICIAL: Airport Public Health Monitoring - Draft generic COVID-19 protocols for comment before formal communication

OFFICIAL

Dear [REDACTED]

Thank you, this is very comprehensive and most helpful.

Best wishes

[REDACTED]

[REDACTED]
National Infection Service
Public Health England

[REDACTED]

[REDACTED]

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From: [REDACTED]

Sent: 28 February 2020 08:51

To: [REDACTED]

Cc: [REDACTED]

[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]

Subject: RE: OFFICIAL: Airport Public Health Monitoring - Draft generic COVID-19 protocols for comment before formal communication

Dear [REDACTED]

Thank you very clear. We will quickly look and come back to yourself and [REDACTED] as quickly as possible.

We have given some thought to distribution, our thinking being that even if the industry message originates from a number of sources provided it is consistent then any overlap is beneficial.

Taking each community in turn. We will share with UK airlines and airports, similarly with relevant EU and all third country airlines/operators. With regard to ad-hoc charter (air taxi) operators, they all need CAA approval, a Foreign Carrier Permit, to enter the UK from non-EU points and all non-EU operators require that approval to enter the UK from any point – such operators will be informed of the need for protocol compliance as part of the ongoing permit grant process. We will also notify the relevant charter brokers who contract aircraft capacity. The more challenging group to address is the business/private jet operators – we will therefore share the information with the Fixed Based Operators (FBO's) who actually handle the aircraft and currently deal with issues such as immigration on behalf of commercial/business/private aircraft operators. We will also share with our contacts in the various associations which include bodies that represent private flyers. Finally, we will share with UK tour operators.

Some of the above will of course supplement distribution through the IRG, but I think overall will provide relatively comprehensive coverage.

Regards

[REDACTED]

[REDACTED]

Consumer & Markets Group
UK Civil Aviation Authority
11 Westferry
Canary Wharf
London
E14 4HE

[REDACTED]



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From: [REDACTED]

Sent: 28 February 2020 06:31

To: [REDACTED]

Cc: [REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

Subject: OFFICIAL: Airport Public Health Monitoring - Draft generic COVID-19 protocols for comment before formal communication

OFFICIAL

Dear [REDACTED]

Further to the changes in case definition on Tuesday, email and conversations, I have now adjusted our earlier work to develop generic COVID-19 protocols which cover:

1. Enhanced monitoring.
2. Public Health Information Messaging.

These different protocols will be applied dependant on volume of air travel from affected areas, understanding of other travel routes, flight duration, the number of reported cases, transmission characteristics and the public health control measures employed within an affected area or country. The general direction of travel as the outbreak progresses will be to move from the employment of enhanced monitoring, to public health information messaging. As I explained on the Industry Resilience Group (IRG) yesterday, for the immediate future we will continue to apply the enhanced monitoring protocol to Iran and the countries and the areas in the Far East, with the Public Health messaging protocol being applied for Northern Italy. LHR are already starting to describe these as the 'long haul' and 'short haul' protocols. With respect to air taxi, business and private jet operators, we will apply the relevant protocol and would welcome your advice and help on communication to this sector.

Furthermore, I would be grateful for your thoughts on the most appropriate mechanism to keep airlines apprised

Best wishes

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From: [REDACTED]

Sent: 25 February 2020 15:56

To: [REDACTED]

Cc: [REDACTED]

Subject: OFFICIAL RESPONSE BY COP 25 FEB: Airport Public Health Monitoring - Agreement of formal communication of COVID-19 Protocol to airlines [AIR TAXI/PRIVATE AIRCRAFT QUESTION]

Hi [REDACTED]

With apologies for adding to the burden, but we are receiving a number of queries from air taxi/private jet operators and handlers in relation to what rules should apply to them on direct flights from the Identified Points. Such operators won't necessarily be coming to the airports on the current list, for example there is a BBJ (an executive 737) coming into Stansted from China this evening and similar flights to Luton tomorrow. I presume the same principles as in the protocol would apply to them given they are direct flights, and if so does it need to be amended?

Could I also have some clarity on when wish to distribute the Protocol so we can be prepared to do so.

Kind Regards

Consumer & Markets Group



H 

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Canary Wharf
London
E14 4HE



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of formal communication of COVID-19 Protocol to airlines

Thank you for this. Our comments on our notice attached plus a minor suggestion on the forms.

If you can let I and [REDACTED] have the final version we can start to distribute through the CAA channels to industry. We are ready to do that immediately.

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11 Westferry
Canary Wharf
London
E14 4HE



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From: [REDACTED]

Sent: 24 February 2020 07:50

To: [REDACTED]

Cc: [REDACTED]

[REDACTED]

Subject: OFFICIAL: OFFICIAL RESPONSE BY COP TUIE 25 FEB: Airport Public Health Monitoring - Agreement of formal communication of COVID-19 Protocol to airlines

Importance: High

OFFICIAL

OFFICIAL

Dear Colleagues

At the Friday PHE Incident Management Team meeting, I highlighted the intent of PHE working with the support of the DfT and the CAA, to formally set out the public health enhanced monitoring protocol for airlines. We started with an intent to state the protocol for England, noting that direct scheduled flights from the areas within the case definition only arrive at airports in England. However, limiting the application of this protocol could be viewed as unhelpful from a public health perspective at a time when we need to provide clarity to all airlines regardless of their current routes, and to ensure that any future changes in routing albeit unlikely, are covered.

Our intention with your agreement is to publish (with the support of DfT and the CAA) a protocol for UK and to do so by close of play Wednesday 26 February. To that end, please could you note the attached and confirm by no later than cop Tuesday 25 February, that you are content for us to proceed.

Best wishes


[REDACTED]

[REDACTED]

National Infection Service
Public Health England

[REDACTED]

[REDACTED]

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From: [REDACTED]
To: [REDACTED]
Cc: [REDACTED]
Subject: RE: OFFICIAL: RE: Information Sharing with the Industry CAA Comments
Date: 03 March 2020 12:39:18
Attachments: [image004.png](#)
[20200302 Group A countries Iran process chart draft V0.3.pdf](#)
[N Italy process chart V1.5.pdf](#)
[20200302 Draft Coronavirus COVID-19 Enhanced Monitoring Protocol Group A countries V0.9 PHE Comments.docx](#)
[20200302 Draft Coronavirus COVID-19 Public Health Information Messaging Protocol Group B countries V0.3 PHE Comments.docx](#)
[20200302 Group A - Category 2 Territories process chart.pdf](#)

Dear all

Attached for discussion and agreement this afternoon please find the revised protocols (draft - amended in light of comments received) for:

- Enhanced monitoring - Group A countries
- Public Information – Group B countries

And the accompanying process charts for:

- Group A – Far East
- Group A Iran and
- Group B N Italy flights.

Grateful for review and comments

Regards

[REDACTED]

[REDACTED]

Public Health England

[REDACTED]

From: [REDACTED]
Sent: 02 March 2020 16:43
To: [REDACTED]
Cc: [REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
Subject: RE: OFFICIAL: RE: Information Sharing with the Industry CAA Comments

Hi [REDACTED]

Welcome. That seems a very good way forward.

The number of flights from Iran may drop as two of the seven aircraft they operate to the UK have been restricted from coming here for the present on safety grounds with effect from today.

Regards

[REDACTED]

[REDACTED]

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UK Civil Aviation Authority
11 Westferry
Canary Wharf
London
E14 4HE

[REDACTED]



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From: [REDACTED]

Sent: 02 March 2020 16:11

To: [REDACTED]

Cc: [REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

Subject: RE: OFFICIAL: RE: Information Sharing with the Industry CAA Comments

OFFICIAL

Thanks [REDACTED]

On timing I agree that it would be beneficial to put the first bulletin out with the protocols. We will have comments with [REDACTED] on the bulletin and the revised protocols following your and industry comment with you shortly and should go out early tomorrow. As you say we can tweak as the situation necessitates.

On naming in consultation with industry colleagues we have stuck with group A and group B. I understand there is a difference of opinion on what is short or long haul.

On category 1 designated countries process it is a good challenge and one we have been discussing. Currently only Iran is entirely Cat 1, with the others being specific towns/areas of Cat 2 countries. There are 3 flights a week from Iran all going into LHR and we have a third process agreed with them. My view is we should reference this different process in the documents but it is better to keep it to two protocols currently to avoid confusion and provide the third if/when other countries are moved into Cat1. I would welcome views.

[REDACTED]

[REDACTED]

Public Health England

Wellington House, 133-155 Waterloo Road, London SE1 8UG
[REDACTED]

From: [REDACTED]

Sent: 02 March 2020 15:03

To: [REDACTED]

Cc: [REDACTED]

[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]

Subject: RE: OFFICIAL: RE: Information Sharing with the Industry CAA Comments

Hi [REDACTED]

Sorry for the delay.

A few suggestions in blue below. I also attach some comments on the bulletin. In that regard I wonder if distribution of the bulletin today should wait until the rest of the material is ready.

In terms of the two protocols we need to be consistent about naming them so I am not bothered if it is "Category 1, Country 1", "Country A" or "Long-haul" (all of which have been used in various correspondence and guidance) used for the enhanced protocol (and of course the same policy for other protocol). I think we may need a specific guidance note (or a paragraph in the enhanced protocol) that covers Iran – given that all those passengers are all expected to self-isolate on arrival in the UK even if asymptomatic the latest draft I have doesn't say that. N.B. whilst I don't think so it may be all category 1 countries require self-isolation?

I think the emphasis must be on getting them out even if they are not perfect. We can always update them and will no doubt have to do so anyway – it more important to get them out as we have had these for some 10 days plus now. CAA are under a lot of industry pressure in this regard and tying up resources - there is also reputational and consumer confidence risks for us all that we need to manage here. I was therefore hoping we might distribute tomorrow (Tuesday)? To achieve that could someone in PHE [REDACTED] take the pen to finalise and I/CAA will take an action to distribute the agreed protocols. Would having approved protocols ready to distribute by 15.00 tomorrow be achievable?

Regards

[REDACTED]

[REDACTED]
[REDACTED]
Consumer & Markets Group
UK Civil Aviation Authority
11 Westferry
Canary Wharf
London
E14 4HE

[REDACTED]



From: [REDACTED]

Sent: 01 March 2020 13:32

To: [REDACTED]

[REDACTED]

[REDACTED]

Cc: [REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

Subject: RE: OFFICIAL: RE: Information Sharing with the Industry

Hi all,

Thanks for the comments on the information sharing with industry and it will be great to get this in place this week, starting tomorrow. Few more questions / asks from me to get the ball rolling tomorrow:

Bulletin

- DfT will hold the pen on updating this and distribution on a weekly basis. We will send to PHE and CAA every Monday morning for review, before distribution COP every Monday. Additional bulletins will be sent out by exception when there are key changes to communicate.
- Please could PHE review the attached Bulletin 1 by 11:00 tomorrow, ahead of distribution COP tomorrow.
- Distribution List:
 - Attached is the IRG list (contacts on the IRG calls in colour) plus other contacts that I had to hand. Contacts not in colour at currently not on the distribution list.
 - All, please review the contact list and inform me if the bulletin should be going to other contacts and please pass those contacts on by 12:00 tomorrow.
 - CAA - setting aside the GDPR issues I am afraid our systems are not set up to distribute through sharing contact lists in this way. They are very distinct audiences, as I explained in my email to [REDACTED] last week, and we have different processes to reach out to each. If we receive an agreed Bulletin then we are happy to act as the focal point for distribution.

Covid-19 Industry Update Call

- DfT will chair this meeting as requested and we will put in placeholders for the next 6 weeks with the attached agenda. This is a continuation of the rhythm of calls already set. Other calls by exception can be instigated as necessary.
- David, you mention a CAA gold to help steer the group – would CAA like an agenda item on this call? Or are you more considering CAA gold attends calls and can pitch in when needed?
- Distribution List:
 - Again, I can use the attached list.
 - All, please let me know who else needs to be invited.

How does this call differ from the IRG calls which already take place? I think I share your concern at additional work and would suggest that the IRG remains the conduit to industry (to which of course the CAA is already tied).

PHE Guidance Q&A or a Covid-19 Airport sub-group

- Does this group think more PHE Guidance Q&A calls would be of benefit to the industry? If not, I am happy to drop, I don't want to make additional work for everyone and time in meetings.
- Heathrow has suggested that an airport sub-group is formed to ensure that all airports are applying the guidance consistently and share best practises across airports. I think we should either have a PHE Guidance Q&A or a Covid-19 Airport Sub-Group, not both. An agenda for a Covid-19 Airport Sub-group would look something like this:
 - PHE update on guidance
 - Operational Update
 - Top 5 airports share what they have done and how operationalised the guidance
 - Comms update
 - Top 5 airports share what they are communicating outwardly to passengers including on social media channels
- Attendees to Covid-19 sub-group: All airports plus NATS, Swissport and PHE
- Chair of Covid-19 airport sub-group: Airport Operator Association? **Suggestions welcome of an appropriate chair**
- Heathrow showed a Guidance for Airport Workers document that they are commenting on for PHE – PHE, any chance you can share a draft version of this for our awareness. Apologies if you have shared before and I have missed it.

I think the IRG already covers this area – I think there is a downside in separate airports and airlines etc. More efficient to keep it as one in terms of resourcing and ensuring message consistency.

Apologies for the long email and welcome your thoughts.

Thanks all,

[Redacted]

[Redacted] Department for Transport

From: [Redacted]

Sent: 28 February 2020 16:17

To: [Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

Subject: Re: OFFICIAL: RE: Information Sharing with the Industry

[Redacted]

In answer to your question we can support with contact details.

Regards

[Redacted]

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From: [REDACTED]
Sent: Friday, February 28, 2020 4:09:09 PM

To: [REDACTED]
[REDACTED]
Cc: [REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]

Subject: RE: OFFICIAL: RE: Information Sharing with the Industry

Copying in DfT TSOC.

Best,

[REDACTED]

[REDACTED], Department for
Transport
[REDACTED]

From: [REDACTED]
Sent: 28 February 2020 15:33

To: [REDACTED]
[REDACTED]
Cc: [REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]

Subject: RE: OFFICIAL: RE: Information Sharing with the Industry

Hi all,

[REDACTED] as we discussed yesterday, strongly support this approach.

Regarding airlines, I think we should open the call to all operators to the UK. That will prevent the need for us communicating separately to these operators. CAA – can you support with providing these contacts when required?

In addition to CAA, we can make high-level representations to BA and IAG on this task. Would also support the attendance of the trade associations, but they may be limited in the support they can provide.

All the best,

[REDACTED]

[REDACTED] eam, Department for
Transport

[REDACTED]

From: [REDACTED]

Sent: 28 February 2020 15:27

To: [REDACTED]

Cc: [REDACTED]

Mail [REDACTED]

Subject: Re: OFFICIAL: RE: Information Sharing with the Industry

Dear [REDACTED]

That seems sensible. We can help with BA and associations such as the AOA. I think it would be helpful if CAA can be part of steering the group. I would suggest someone from our Gold command structure. I will revert with details of who in due course if I may.

Regards

[REDACTED]

Get [Outlook for Android](#)

From: [REDACTED]

Sent: Friday, February 28, 2020 2:53:58 PM

To: [REDACTED]

Cc: [REDACTED]

Subject: OFFICIAL: RE: Information Sharing with the Industry

OFFICIAL

Dear [REDACTED]

Thanks for the email. This seems a sensible way ahead if it has the support of the industry, and fills a gap that is not occupied by any other grouping?

We think that DfT should own the bulletin which should be co-branded which we will contribute to, and that DfT should chair the weekly meetings albeit our items will feature significantly in the agenda.

In addition, it would be useful if we can move more easily from request to action and hence I wonder if the representative bodies (AOA and Airlines UK) should be drawn into the organisation and/or attendance. On this latter note, whilst I am hopeful that Heathrow Airport Limited will help 'deliver' support from BA for our public health information text messaging initiative which will act as a catalyst for others, we would welcome DfT leadership and coordination of this initiative to help turn this idea into rapid action.

Best wishes

[REDACTED]

[REDACTED]

National Infection Service

[REDACTED]

[REDACTED]

www.gov.uk/phe Follow us on Twitter  [@PHE_uk](https://twitter.com/PHE_uk)

Protecting and improving the nation's health

From: [REDACTED]

Sent: 28 February 2020 08:48

To: [REDACTED]

[REDACTED]

Cc: [REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

Subject: RE: OFFICIAL: Airport Public Health Monitoring - Draft generic COVID-19 protocols for comment before formal communication

Morning [REDACTED]

Thanks for the attached, I'll let others comment on that.

On your final point on most appropriate mechanism to reach the industry, I have been thinking about how we can go about information sharing in a more structured way. This is my proposal, however open to challenge and best way to manage this:

Battle Rhythm/Products:

- Every Monday – issue PHE/DfT Bulletin
 - This document will be embedded in an email to all airlines ([REDACTED] should this include foreign carriers?) and all UK airports.
 - This bulletin will signpost the industry to the key PHE/FCO .gov. links, sign post to protocols and key contact details.
 - This bulletin should remain short but put all the key information sources in one place for the industry to navigate through. I aim for this document to not be too labour intensive and a reminder week on week to industry the latest information/guidance.
 - **I don't mind who holds the pen on writing this but will require input from PHE to make sure content is correct.**
 - Please see attached a first suggested format. I appreciate this looks like a SitRep, therefore open to other suggestions of how to display this information.
 - Also **open to comment on the naming of this document, content and if other information needs to be included.**
- Every Thursday 16:30 – 17:00 – Covid-19 Industry Update
 - Similar to what we have done so far, however we take this away from being an IRG call, making it an official Government Covid-19 call.
 - The aim of this call is to provide another situation update, remind of protocols/anything that needs to be cascade. Then questions as the format so far.
 - Please see attached agenda for this meeting, which will stay the same unless there is a significant change.
 - **Question around who chairs this call**, as majority of the agenda will be an

update from PHE, so may sit best with PHE. Although DfT are happy to chair if requested.

- Every other Monday – 14:00 – 15:00 – Industry Guidance Q&A
 - As has happened once already, but make this a regular Q&A guidance session for industry with [REDACTED] (subject to [REDACTED] approval).

Audience

- One large distribution list that involves UK airports and airlines. Even if some airports have no action at the moment, we should bring them along the journey so they understand what is happening elsewhere.

Mechanism

- Above is very Government focussed, with a joint PHE/DfT lead.
- I am **open to challenge if there are actually better avenues and leads** – I have heard about the Airport Operators Association, Airlines UK, CAA, NATS. If there is a more appropriate lead to communicate to the industry then I would welcome advice from others.

Potentially more questions than answers there on best way forward but hopefully a starting point.

Grateful for comment, alongside [REDACTED] request for how to communicate the protocol documents to industry.

Best regards,

[REDACTED]

[REDACTED], Department for Transport

From: [REDACTED]

Sent: 28 February 2020 06:31

To: [REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]

Subject: OFFICIAL: Airport Public Health Monitoring - Draft generic COVID-19 protocols for comment before formal communication

OFFICIAL

Dear [REDACTED]

Further to the changes in case definition on Tuesday, email and conversations, I have now adjusted our earlier work to develop generic COVID-19 protocols which cover:

1. Enhanced monitoring.
2. Public Health Information Messaging.

These different protocols will be applied dependant on volume of air travel from affected areas, understanding of other travel routes, flight duration, the number of reported cases, transmission characteristics and the public health

Furthermore, I would be grateful for your thoughts on the most appropriate mechanism to keep airlines appraised on changes in areas/countries and the protocol that airlines should follow. I expect there will be further comment at the IRG later today; my colleague [REDACTED] will take this work forward with you, whilst I am absent on annual leave.

[illegible]

Hi [REDACTED]

Could I also have some clarity on when wish to distribute the Protocol so we can be prepared to do so.

██████████

Visit us at www.caa.co.uk
Follow us on Twitter: [@UK_CAA](https://twitter.com/UK_CAA)

From: [REDACTED]

Sent: 25 February 2020 11:00

To: [REDACTED]

[illegible]

Subject: RE: OFFICIAL: OFFICIAL RESPONSE BY COP TUIE 25 FEB: Airport Public Health Monitoring - Agreement of formal communication of COVID-19 Protocol to airlines

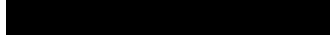
Hi [REDACTED]

Further to below, I have added the additional identifiable points namely - Cambodia, Iran, Laos, Myanmar and Vietnam - highlighted this morning to the draft.

Regards

114

██████████



Follow us on Twitter: [@UK_CAA](https://twitter.com/UK_CAA)

From: [REDACTED]

Sent: 25 February 2020 09:44

Subject: RE: OFFICIAL: OFFICIAL RESPONSE BY COP TUIE 25 FEB: Airport Public Health Monitoring - Agreement of formal communication of COVID-19 Protocol to airlines

Hi [REDACTED]

Thank you for this. Our comments on our notice attached plus a minor suggestion on the forms.

If you can let I and [REDACTED] have the final version we can start to distribute through the CAA channels to industry. We are ready to do that immediately.

Regards

114

██████████





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SMS/Txt message to pax with PHE COVID-19 advice (Airlines to Txt / email if possible)

Flight embarks N Italy: FRL, BLQ, PMF, TRS, VCE, TSF, BZO, VRN, VBS, BGY, LIN, MXP, TRN, CUF, GOA

In Flight procedures

COVID-19 Announcement: by Aircraft Commander if possible

If you develop these symptoms within 14 days of landing in the UK:

- Cough
- Fever
- Shortness of breath

call NHS 111 in England, or NHS direct in Wales, or NHS 24 in Scotland, or Out of Hours GP service in Northern Ireland

COVID-19 Leaflet if possible (hard copy/digital to be made available)

Cabin crew observe pax

Pax unwell?

YES

Flight landing at English airport

Early warning to designated contact as per local SOPs

GAD declaring unwell pax sent to LHR HCU via local processes

Flight landing in Devolved Authority (DA)

Early warning and GAD to designated contact as per DA SOPs

A/C lands

Local health pathways initiated as per agreed SOPs

Disembark

'Good Morning/Afternoon

You will be aware of the outbreak of a new virus – COVID-19.

To assist UK Public Health Authorities, please can you also make yourself known to your cabin crew if you are experiencing any of the following:

- Cough
- Fever
- Shortness of breath

If you develop these symptoms within 14 days of landing in the UK, call NHS 111 in England, or NHS direct in Wales, or NHS 24 in Scotland, or Out of Hours GP service in Northern Ireland.'

MESSAGE ENDS

NO

A/C lands

Passenger Locator Form if required

Disembark

Posters/digital displays in airports. Leaflets available in airport
SMS / TXT Public Health messages signpost to NHS (Airports/Airlines if possible)



SMS/Txt message to pax with PHE COVID-19 advice (Airlines to Txt/email if possible)

Flight embarks Iran: IKA

Passenger Locator Form distributed onboard for completion by all pax (including crew)

In Flight procedures

If you develop these symptoms within 14 days of landing in the UK:

- Cough
- Fever
- Shortness of breath

call NHS 111 in England, or NHS direct in Wales, or NHS 24 in Scotland, or Out of Hours GP service in Northern Ireland

COVID-19 Announcement:
by aircraft commander

COVID-19 Leaflet/information
available (hard copy/digital)

Cabin crew observe
pax

GAD declaration sent
to LHR HCU

Passenger Locator Forms collected
and quality checked by crew

Passenger unwell?

YES

Early warning to LHR HCU

A/C lands and is met
by health team

Local health pathways initiated
for ill pax as per agreed SOPs

All pax advised to
self-isolate

Disembark

'Good Morning/Afternoon

You will be aware of the outbreak of a
new virus – COVID-19.

To assist UK Public Health Authorities,
please can you also make yourself
known to your cabin crew if you are
experiencing any of the following:

- Cough
- Fever
- Shortness of breath

If you develop these symptoms within
14 days of landing in the UK, call NHS
111 in England, or NHS direct in Wales,
or NHS 24 in Scotland, or Out of Hours
GP service in Northern Ireland.'

MESSAGE ENDS

NO

A/C lands and is met
by health team

Disembark

All pax advised to
self-isolate

Posters/digital displays in airports. Leaflets available
SMS / TXT Public Health messages signpost to NHS (If possible)

NHS - If symptomatic in UK



SMS/Txt message to pax with PHE COVID-19 advice (Airlines to Txt / email if possible)

Flight embarks: PEK, CAN, CTU, PVG, SZX, TSN, CSX, TAO, HKG, HND, KIX, NRT, KUL, LGK,
ICN, SIN, TPE, UTP, HKT, BKK, HAN, SGN

In Flight procedures

If you develop these symptoms within 14 days of landing in the UK:

- Cough
- Fever
- Shortness of breath

call NHS 111 in England, or NHS direct in Wales, or NHS 24 in Scotland, or Out of Hours GP service in Northern Ireland

If unwell pax/crew member identified- isolated on plane – report on GAD

COVID-19 Announcement: by aircraft commander

COVID-19 Leaflet (hard copy/digital to be made available)

Cabin crew observe pax

Early notice to LHR HCU (nil or otherwise)

GAD Submitted

Passenger unwell?

'Good Morning/Afternoon

You will be aware of the outbreak of a new virus – COVID-19.

To assist UK Public Health Authorities, please can you also make yourself known to your cabin crew if you are experiencing any of the following:

- Cough
- Fever
- Shortness of breath

If you develop these symptoms within 14 days of landing in the UK, call NHS 111 in England, or NHS direct in Wales, or NHS 24 in Scotland, or Out of Hours GP service in Northern Ireland.'

MESSAGE ENDS

YES

A/C lands

Local health pathways initiated as per agreed SOPs

Disembark – Following instruction from medical team

Passenger Locator Form as required

NO

A/C lands

Disembark

Posters/digital displays in airports. Leaflets available at airports
SMS / TXT Public Health messages signpost to NHS – if possible

Group A countries

Novel coronavirus (COVID-19) Enhanced monitoring protocol

Introduction

A coronavirus is a type of virus. As a group, coronaviruses are common across the world. Typical symptoms of coronavirus include fever and a cough that may progress to a severe pneumonia causing shortness of breath and breathing difficulties. Generally, coronavirus can cause more severe symptoms in people with weakened immune systems, older people, and those with long-term conditions like diabetes, cancer and chronic lung disease. Novel coronavirus (COVID-19) is a new strain of coronavirus first identified in Wuhan City, China.

Based on the World Health Organization's declaration that this is a public health emergency of international concern, the UK Chief Medical Officers have raised the risk to the public from low to moderate. This permits the UK government to plan for all eventualities although the risk to individuals remains low. Based on the scientific advice of the Scientific Advisory Group for Emergencies (SAGE) the UK Chief Medical Officers will continue to review and as required by the spread of COVID-19, update their advice to travelers to the UK. This may include the requirement to self-isolate for 14 days and to seek support through NHS 111, even if symptoms (cough or fever or shortness of breath), are mild.

One of the measures to contain COVID-19 that has been implemented is to ~~implement~~ introduce enhanced public health monitoring of specific flights and specified direct routes to England. As at 27 February, this approach applies to the following areas: China, Japan, Hong Kong, Iran¹, Macau, Malaysia, Republic of Korea, Taiwan, Thailand, Singapore Vietnam (the "identified points") subject to changes in the case definition, details here. Passengers will be told how to report any symptoms they develop during the flight, at the time of arrival, or after leaving the airport. These areas have been identified because of the volume of air travel from affected areas, understanding of other travel routes, flight duration, the number of reported cases, transmission, and public health control measures at the defined points.

Commented [1]: To keep this flexible would it pay to list these identified points and then provide a PHE website link so that the list can be easily updated.

Commented [2]: Link added

Protocol

The associated protocol has been implemented by Public Health England (PHE) with the Department for Transport (DfT) and Civil Aviation Authority (CAA), and airline and airport support.

The protocol has ~~been~~ progressively ~~been~~ rolled out since 25 January and is to be applied to any direct flight from the identified points, and specifically applies to London Heathrow, London Gatwick, Manchester and Birmingham airports which are the arrival airports for direct scheduled flights from these areas.

The following steps are critical to the successful conduct of a public health risk assessment for all arriving passengers and flight crew, further detail is in the attached table which sets out our requirements with the supporting rationale:

- Provision of information leaflets² to passengers (in flight) to enable and encourage reporting of illness.

¹ Iran flights (3 per week direct from Tehran into LHR) subject to separate process agreed and implemented with Iran Air and LHR

² Available through <https://campaignresources.phe.gov.uk/resources>

- Broadcasting within the first hour of the flight, of an inflight message encouraging passengers to report any inflight illness.
- It is the responsibility of the Commander of an aircraft in transit from an identified point to:
 - advise the destination airport of any ill passenger as soon as possible.
 - send confirmation to the destination airport no later than 60 mins before landing that there are no ill passengers onboard (or provide information of any ill passenger).
- Formal assurance by the Aircraft Commander on the health of passengers prior to disembarkation through the General Aircraft Declaration (GAD) to the public health doctor on duty who will, following review of the public health risk, give formal clearance to disembark, or set out alternative actions.
- In the event that a passenger is confirmed by the public health doctor as a suspected coronavirus case, passengers and crew will be required to complete a Passenger Locator Form (PLF)³ prior to disembarkation.

These steps are also being set out in a supporting NOTAM action. Airports and PHE, in close liaison with DfT and CAA, will conduct a regular weekly performance review with all affected airlines, to review compliance and agree improvement actions.

Commented [REDACTED]: Where can this be found? Is it at <https://campaignresources.phe.gov.uk/resources>

Commented [REDACTED]: There is no single GAD, there are differing examples from different airlines, so we would not want to dictate. Happy to provide an example if helpful.

³ See enclosure.

Novel coronavirus (COVID-19) - Enhanced monitoring protocol

Serial	Action	How	Measure of Effectiveness	Rationale
	<u>Prior to embarkation</u>			
1	SMS/ Email passengers with PHE COVID-19 message - <u>if possible</u> .	Airline Airport . <u>PHE to provide text.</u>	Text Message received by all passengers <u>who have registered their mobile/email address with the airline</u> .	To prevent travel by symptomatic passengers
	<u>Inflight</u>			
2	Provision of PHE information leaflet to passengers	Via cabin crew	All passengers receive leaflet (language specific to need)	To remind passengers of the novel coronavirus COVID19 symptoms (and what to do if post arrival <u>if</u> they have concerns)
3	Broadcasting of an inflight message ⁴ encouraging passengers to report any inflight illness	Aircraft Commander	Message broadcast within the first hour of the flight. Timing (GMT) of message to be recorded.	To encourage passengers to self-declare in the event that they have novel coronavirus COVID19 symptoms, or other illness that may require a medical incident response at the destination airport
4	Destination airport advised of any passenger illness as soon as possible	Aircraft Commander	As soon as possible and no later than 60 mins before landing. In the event of no ill passengers, nil unwell report to be provided no later than 60 mins before arrival. Timing (in GMT) and content of message to be recorded.	To anticipate and adjust health incident response to meet reported situation. To save time and most effectively focus limited resources.
5	Provide General Aircraft Declaration (GAD) to the public health doctor	Aircraft Commander	Completed at point of arrival and in accordance with <u>International Civil Aviation Organisation (ICAO)</u> agreements and International Health Regulations expectations to report the presence or otherwise of infectious disease	Inform the final stage of the public health risk assessment and the decision to clear the aircraft Commander to disembark passengers

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⁴ In accordance with Public Health England guidance.

Serial	Action	How	Measure of Effectiveness	Rationale
6	Disembarkation clearance from Port Health	Aircraft Commander	Port Health to review and provide disembarkation decision within 10 mins. Aircraft Commander is not to disembark passengers until port health disembarkation clearance is received	Control measure to mitigate risk and to enable final opportunity for medical incident response and/or completion of passenger locator forms (IATA guidance).
7	SMS / <u>Email</u> passengers with PHE COVID-19 message <u>if possible</u>	Airline/ <u>Airport</u> , <u>PHE to provide text</u>	<u>Text Message</u> received by all passengers <u>who have registered their mobile/email with the airline</u>	To signpost passengers to healthcare in the event that they become symptomatic
8	If symptoms reported enable communications from public health and/or medical professionals on the ground to the symptomatic patient	Aircraft Commander	Direct communications enabled with public health and/or medical professional. Accurate situation report received.	To inform medical diagnosis and public health risk assessment To anticipate and adjust health incident response to meet reported situation. To save time and most effectively focus limited resources.
9	If symptoms reported Isolate passenger if possible	Cabin crew	Passenger(s) isolated, <u>International Air Transport Association (-IATA)</u> guidance is available to work against	To mitigate risk of further contact with others
10	If symptoms reported Distribute Passenger Locator Forms (PLF) to passengers and crew as directed by public health doctor (minimum requirement will be all passengers <u>two rows forward and two rows behind symptomatic passenger</u>)	Cabin crew	PLF's available for Public Health England upon arrival at the aircraft. [See attached PDF version]	To enable contact tracing should it be required To reassure passengers To expedite disembarkation

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Serial	Action	How	Measure of Effectiveness	Rationale

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Enclosure:

1. Health Assurance and Passenger Locator Form (English version).



Health Assurance and
Passenger Locator Fo

Group B countries

Novel coronavirus (COVID-19) Public health information messaging protocol

Introduction

A coronavirus is a type of virus. As a group, coronaviruses are common across the world. Typical symptoms of coronavirus include fever and a cough that may progress to a severe pneumonia causing shortness of breath and breathing difficulties. Generally, coronavirus can cause more severe symptoms in people with weakened immune systems, older people, and those with long-term conditions like diabetes, cancer and chronic lung disease. Novel coronavirus (COVID-19) is a new strain of coronavirus first identified in Wuhan City, China.

Based on the World Health Organization's declaration that this is a public health emergency of international concern, the UK Chief Medical Officers have raised the risk to the public from low to moderate. This permits the UK government to plan for all eventualities although the risk to individuals remains low. Based on the scientific advice of the Scientific Advisory Group for Emergencies (SAGE) the UK Chief Medical Officers will continue to review and as required by the spread of COVID-19, update their advice to travelers to the UK. This may include the requirement to self-isolate for 14 days and to seek support through NHS 111, even if symptoms (cough or fever or shortness of breath), are mild.

Dependent on an assessment of the volume of air travel from affected areas, the understanding of other travel routes, flight duration, the number of reported cases, the nature of transmission, and public health control measures, a judgement will be made on the most appropriate protocol to be employed by airlines flying from specified areas (the "identified points") [further details of those areas here](#).

Protocol

This protocol has been implemented by Public Health England (PHE) with the Department for Transport (DfT) and Civil Aviation Authority (CAA), and is to be applied to any direct flight from the identified points.

The following steps are critical to informing passengers, and the successful conduct of a public health risk assessment for arriving passengers and flight crew, further detail is in the attached table which sets out our requirements with the supporting rationale:

- Provision of information leaflets¹ to passengers (in flight) to enable and encourage reporting of illness [if possible](#).
- Broadcasting of an inflight message encouraging passengers to report any inflight illness [if possible](#).
- It is the responsibility of the Commander of an aircraft in transit from an identified point to advise the destination airport of any ill passenger as soon as possible.

Provision of a General Aircraft Declaration (GAD) to [LHR HCU via local processes](#)

- ~~the nominated airport operations/control centre~~, in the event that there is an unwell passenger.

Commented [redacted]: The question that will be raised is where these areas/identified areas are. I appreciate the desire to be flexible so do you do this as a website link to PHE?

Commented [redacted]: Link inserted

Commented [redacted]: Where can this be found? Is it at <https://campaignresources.phe.gov.uk/resources>

Commented [redacted]: There are different GAD used by different airlines. Happy to provide an example for airlines if required.

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¹ Available through <https://campaignresources.phe.gov.uk/resources>.

- If a passenger is confirmed as a suspected coronavirus case, passengers and crew will be required to complete a Passenger Locator Form (PLF)² prior to disembarkation.

These steps are also being set out in a supporting NOTAM action. Airports and PHE, in close liaison with DfT and CAA, will conduct a regular weekly performance review with all affected airlines, to review compliance and agree improvement actions.

DRAFT

² See enclosure.

Novel coronavirus (COVID-19) - Public health information messaging protocol

Serial	Action	How	Measure of Effectiveness	Rationale
	<u>Prior to embarkation</u>			
1	SMS/ <u>Email</u> passengers with PHE COVID-19 message <u>if possible</u>	<u>Airline/Airport. PHE provides the text</u>	Text Message received by all passengers <u>who have registered their mobile/email address with the airline</u>	To prevent travel by symptomatic passengers
	<u>Inflight</u>			
2	Provision of PHE information leaflet to passengers	Via cabin crew	All passengers receive leaflet (language specific to need)	To remind passengers of the novel coronavirus COVID19 symptoms (and what to do if post arrival they have concerns)
3	Broadcasting of an inflight message ³ encouraging passengers to report any inflight illness	Aircraft Commander	Message broadcast. Timing (GMT) of message to be recorded.	To encourage passengers to self-declare in the event that they have novel coronavirus COVID19 symptoms, or other illness that may require a medical incident response at the destination airport
4	Destination airport advised of any passenger illness as soon as possible <u>as per local SOPs</u>	Aircraft Commander	As soon as possible. Timing (in GMT) and content of message to be recorded.	To anticipate and adjust health incident response to meet reported situation. To save time and most effectively focus limited resources.
5	Provide General Aircraft Declaration (GAD) in the event of an unwell passenger <u>through local processes to LHR HCU</u>	Aircraft Commander	Completed at point of arrival	Accords with <u>International Civil Aviation Organisation (ICAO)</u> agreements and International Health Regulations expectations to report the presence or otherwise of infectious disease
6	SMS/ <u>Email</u> passengers with PHE COVID-19 message <u>if possible</u>	<u>Airline/Airport. PHE provides the text</u>	<u>Message received by all passengers who have registered their mobile/email with the airline</u> Text received by all passengers	To signpost passengers to healthcare if they become symptomatic

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³ In accordance with Public Health England guidance.

Serial	Action	How	Measure of Effectiveness	Rationale
7	If symptoms reported enable communications from public health and/or medical professionals on the ground to the symptomatic patient	Aircraft Commander;	Direct communications enabled with public health and/or medical professional. Accurate situation report received.	To inform medical diagnosis and public health risk assessment To anticipate and adjust health incident response to meet reported situation. To save time and most effectively focus limited resources.
8	If symptoms reported Isolate passenger if possible	Cabin crew	Passenger(s) isolated, International Air Transport Association (IATA) guidance is available to work against	To mitigate risk of further contact with others
7	If symptoms reported Distribute Passenger Locator Forms (PLF) to passengers and crew	Cabin crew	PLF's made available to Public Health England Health Protection Team- [See attached PDF version]	To enable contact tracing should it be required To reassure passengers

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Enclosure:

1. Health Assurance and Passenger Locator Form (English version).



Health Assurance and
Passenger Locator Form

From: [REDACTED]
To: [REDACTED]
Cc: [REDACTED]
Subject: RE: OFFICIAL: RE: Information Sharing with the Industry CAA Comments
Date: 03 March 2020 12:42:00
Attachments: [COVID19 PREVENTIVE MEASURE.pdf](#)
[image004.png](#)

[REDACTED]

Thank you. So you are aware airlines are starting to draw up their own passenger instructions. I attach an example.

Regards

[REDACTED]

*Consumer & Markets Group
UK Civil Aviation Authority
11 Westferry
Canary Wharf
London
E14 4HE*

+ [REDACTED]



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From: [REDACTED]
Sent: 03 March 2020 12:38
To: [REDACTED]
Cc: [REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
Subject: RE: OFFICIAL: RE: Information Sharing with the Industry CAA Comments

Dear all

Attached for discussion and agreement this afternoon please find the revised protocols (draft - amended in light of comments received) for:

- Enhanced monitoring - Group A countries
- Public Information – Group B countries

And the accompanying process charts for:

- Group A – Far East
- Group A Iran and
- Group B N Italy flights.

Grateful for review and comments

Regards

[REDACTED]

[REDACTED]

Public Health England

[REDACTED]

From: [REDACTED]

Sent: 02 March 2020 16:43

To: [REDACTED]

Cc: [REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

Subject: RE: OFFICIAL: RE: Information Sharing with the Industry CAA Comments

H [REDACTED]

Welcome. That seems a very good way forward.

The number of flights from Iran may drop as two of the seven aircraft they operate to the UK have been restricted from coming here for the present on safety grounds with effect from today.

Regards

[REDACTED]

[REDACTED]

*Consumer & Markets Group
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London
E14 4HE*

[REDACTED]



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From: [REDACTED]

Sent: 02 March 2020 16:11

To: [REDACTED]

Cc: [REDACTED]

[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]

Subject: RE: OFFICIAL: RE: Information Sharing with the Industry CAA Comments

OFFICIAL

Thanks [REDACTED]

On timing I agree that it would be beneficial to put the first bulletin out with the protocols. We will have comments with [REDACTED] on the bulletin and the revised protocols following your and industry comment with you shortly and should go out early tomorrow. As you say we can tweak as the situation necessitates.

On naming in consultation with industry colleagues we have stuck with group A and group B. I understand there is a difference of opinion on what is short or long haul.

On category 1 designated countries process it is a good challenge and one we have been discussing. Currently only Iran is entirely Cat 1, with the others being specific towns/areas of Cat 2 countries. There are 3 flights a week from Iran all going into LHR and we have a third process agreed with them. My view is we should reference this different process in the documents but it is better to keep it to two protocols currently to avoid confusion and provide the third if/when other countries are moved into Cat1. I would welcome views.

[REDACTED]
[REDACTED]
Public Health England
Wellington House, 133-155 Waterloo Road, London SE1 8UG
[REDACTED]

From: [REDACTED]

Sent: 02 March 2020 15:03

To: [REDACTED]

Cc: [REDACTED]

[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]

Subject: RE: OFFICIAL: RE: Information Sharing with the Industry CAA Comments

H [REDACTED]

Sorry for the delay.

A few suggestions in blue below. I also attach some comments on the bulletin. In that regard I wonder if distribution of the bulletin today should wait until the rest of the material is ready.

In terms of the two protocols we need to be consistent about naming them so I am not bothered if it is "Category 1, Country 1", "Country A" or "Long-haul" (all of which have been used in various correspondence and guidance) used for the enhanced protocol (and of course the same policy for other protocol). I think we may need a specific guidance note (or a paragraph in the enhanced protocol) that covers Iran – given that all those passengers are all expected to self-isolate on arrival in the UK even if asymptomatic the latest draft I have doesn't say that. N.B. whilst I don't think so it may be all category 1 countries require self-isolation?

I think the emphasis must be on getting them out even if they are not perfect. We can always update them and will no doubt have to do so anyway – it more important to get them out as we have had these for some 10 days plus now. CAA are under a lot of industry pressure in this regard and tying up resources - there is also reputational and consumer confidence risks for us all that we need to manage here. I was therefore hoping we might distribute tomorrow (Tuesday)? To achieve that could someone in PHE () take the pen to finalise and I/CAA will take an action to distribute the agreed protocols. Would having approved protocols ready to distribute by 15.00 tomorrow be achievable?

Regards

[Redacted]

[Redacted]

Consumer & Markets Group
UK Civil Aviation Authority
11 Westferry
Canary Wharf
London
E14 4HE

[Redacted]



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From: [Redacted]

Sent: 01 March 2020 13:32

To: [Redacted]

[Redacted]

[Redacted] >

Cc: [Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

Subject: RE: OFFICIAL: RE: Information Sharing with the Industry

Hi all,

Thanks for the comments on the information sharing with industry and it will be great to get this in place this week, starting tomorrow. Few more questions / asks from me to get the ball rolling tomorrow:

Bulletin

- DfT will hold the pen on updating this and distribution on a weekly basis. We will send to PHE and CAA every Monday morning for review, before distribution COP every Monday. Additional bulletins will be sent out by exception when there are key changes to communicate.
- Please could PHE review the attached Bulletin 1 by 11:00 tomorrow, ahead of distribution COP tomorrow.
- Distribution List:
 - Attached is the IRG list (contacts on the IRG calls in colour) plus other contacts that I had to hand. Contacts not in colour are currently not on the distribution list.
 - All, please review the contact list and inform me if the bulletin should be going to other contacts and please pass those contacts on by 12:00 tomorrow.
 - CAA - setting aside the GDPR issues I am afraid our systems are not set up to distribute through sharing contact lists in this way. They are very distinct audiences, as I explained in my email to [REDACTED] last week, and we have different processes to reach out to each. If we receive an agreed Bulletin then we are happy to act as the focal point for distribution.

Covid-19 Industry Update Call

- DfT will chair this meeting as requested and we will put in placeholders for the next 6 weeks with the attached agenda. This is a continuation of the rhythm of calls already set. Other calls by exception can be instigated as necessary.
- [REDACTED] you mention a CAA gold to help steer the group – would CAA like an agenda item on this call? Or are you more considering CAA gold attends calls and can pitch in when needed?
- Distribution List:
 - Again, I can use the attached list.
 - All, please let me know who else needs to be invited.

How does this call differ from the IRG calls which already take place? I think I share your concern at additional work and would suggest that the IRG remains the conduit to industry (to which of course the CAA is already tied).

PHE Guidance Q&A or a Covid-19 Airport sub-group

- Does this group think more PHE Guidance Q&A calls would be of benefit to the industry? If not, I am happy to drop, I don't want to make additional work for everyone and time in meetings.
- Heathrow has suggested that an airport sub-group is formed to ensure that all airports are applying the guidance consistently and share best practises across airports. I think we should either have a PHE Guidance Q&A or a Covid-19 Airport Sub-Group, not both. An agenda for a Covid-19 Airport Sub-group would look something like this:
 - PHE update on guidance
 - Operational Update
 - Top 5 airports share what they have done and how operationalised the guidance
 - Comms update
 - Top 5 airports share what they are communicating outwardly to passengers including on social media channels
- Attendees to Covid-19 sub-group: All airports plus NATS, Swissport and PHE
- Chair of Covid-19 airport sub-group: Airport Operator Association? Suggestions welcome of an appropriate chair
- Heathrow showed a Guidance for Airport Workers document that they are commenting on for

PHE – PHE, any chance you can share a draft version of this for our awareness. Apologies if you have shared before and I have missed it.

I think the IRG already covers this area – I think there is a downside in separate airports and airlines etc. More efficient to keep it as one in terms of resourcing and ensuring message consistency.

Apologies for the long email and welcome your thoughts.

Thanks all,

[REDACTED]

[REDACTED], Department for Transport

From: [REDACTED]

Sent: 28 February 2020 16:17

To: [REDACTED]

[REDACTED]

Cc: [REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

Subject: Re: OFFICIAL: RE: Information Sharing with the Industry

[REDACTED]

In answer to your question we can support with contact details.

Regards

[REDACTED]

Get [Outlook for Android](#)

From: [REDACTED]

Sent: Friday, February 28, 2020 4:09:09 PM

To: [REDACTED]

[REDACTED] >

Cc: [REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED] >

Subject: RE: OFFICIAL: RE: Information Sharing with the Industry

Copying in DfT TSOC.

Best,

[REDACTED], Department for
Transport

From: [REDACTED]

[REDACTED] 2020 15:33

To: [REDACTED]

Cc: [REDACTED]

Subject: RE: OFFICIAL: RE: Information Sharing with the Industry

Hi all,

[REDACTED] as we discussed yesterday, strongly support this approach.

Regarding airlines, I think we should open the call to all operators to the UK. That will prevent the need for us communicating separately to these operators. CAA – can you support with providing these contacts when required?

In addition to CAA, we can make high-level representations to BA and IAG on this task. Would also support the attendance of the trade associations, but they may be limited in the support they can provide.

All the best,

[REDACTED], Department for
Transport

From: [REDACTED]

Sent: 28 February 2020 15:27

To: [REDACTED]

Cc: [REDACTED]

Subject: Re: OFFICIAL: RE: Information Sharing with the Industry

Dear [REDACTED]

That seems sensible. We can help with BA and associations such as the AOA. I think it would be helpful if CAA can be part of steering the group. I would suggest someone from our Gold command structure. I will revert with details of who in due course if I may.

Regards

[REDACTED]

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From: [REDACTED]

Sent: Friday, February 28, 2020 2:53:58 PM

To: [REDACTED]

Cc: [REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

Subject: OFFICIAL: RE: Information Sharing with the Industry

OFFICIAL

Dear [REDACTED]

Thanks for the email. This seems a sensible way ahead if it has the support of the industry, and fills a gap that is not occupied by any other grouping?

We think that DfT should own the bulletin which should be co-branded which we will contribute to, and that DfT should chair the weekly meetings albeit our items will feature significantly in the agenda.

In addition, it would be useful if we can move more easily from request to action and hence I wonder if the representative bodies (AOA and Airlines UK) should be drawn into the organisation and/or attendance. On this latter note, whilst I am hopeful that Heathrow Airport Limited will help 'deliver' support from BA for our public health information text messaging initiative which will act as a catalyst for others, we would welcome DfT leadership and coordination of this initiative to help turn this idea into rapid action.

Best wishes

[REDACTED]

[REDACTED]r

National Infection Service
Public Health England

[REDACTED]

[REDACTED]

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From: [REDACTED]

Sent: 28 February 2020 08:48

To: [REDACTED]

[REDACTED]

Cc: [REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]
Subject: RE: OFFICIAL: Airport Public Health Monitoring - Draft generic COVID-19 protocols for comment before formal communication

Morning [REDACTED]

Thanks for the attached, I'll let others comment on that.

On your final point on most appropriate mechanism to reach the industry, I have been thinking about how we can go about information sharing in a more structured way. This is my proposal, however open to challenge and best way to manage this:

Battle Rhythm/Products:

- Every Monday – issue PHE/DfT Bulletin
 - This document will be embedded in an email to all airlines [REDACTED] should this include foreign carriers?) and all UK airports.
 - This bulletin will signpost the industry to the key PHE/FCO .gov. links, sign post to protocols and key contact details.
 - This bulletin should remain short but put all the key information sources in one place for the industry to navigate through. I aim for this document to not be too labour intensive and a reminder week on week to industry the latest information/guidance.
 - **I don't mind who holds the pen on writing this but will require input from PHE to make sure content is correct.**
 - Please see attached a first suggested format. I appreciate this looks like a SitRep, therefore open to other suggestions of how to display this information.
 - Also **open to comment on the naming of this document, content and if other information needs to be included.**
- Every Thursday 16:30 – 17:00 – Covid-19 Industry Update
 - Similar to what we have done so far, however we take this away from being an IRG call, making it an official Government Covid-19 call.
 - The aim of this call is to provide another situation update, remind of protocols/anything that needs to be cascade. Then questions as the format so far.
 - Please see attached agenda for this meeting, which will stay the same unless there is a significant change.
 - **Question around who chairs this call**, as majority of the agenda will be an update from PHE, so may sit best with PHE. Although DfT are happy to chair if requested.
- Every other Monday – 14:00 – 15:00 – Industry Guidance Q&A
 - As has happened once already, but make this a regular Q&A guidance session for industry with [REDACTED] (subject to [REDACTED] approval).

Audience

- One large distribution list that involves UK airports and airlines. Even if some airports have no action at the moment, we should bring them along the journey so they understand what is happening elsewhere.

Mechanism

- Above is very Government focussed, with a joint PHE/DfT lead.
- I am **open to challenge if there are actually better avenues and leads** – I have heard about the Airport Operators Association, Airlines UK, CAA, NATS. If there is a more appropriate lead to communicate to the industry then I would welcome advice from

others.

Potentially more questions than answers there on best way forward but hopefully a starting point.

Grateful for comment, alongside [REDACTED] request for how to communicate the protocol documents to industry.

Best regards,

[REDACTED]

[REDACTED], Department for Transport

From: [REDACTED]

Sent: 28 February 2020 06:31

To: [REDACTED]

Cc: [REDACTED]

[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]

Subject: OFFICIAL: Airport Public Health Monitoring - Draft generic COVID-19 protocols for comment before formal communication

OFFICIAL

Dear [REDACTED]

Further to the changes in case definition on Tuesday, email and conversations, I have now adjusted our earlier work to develop generic COVID-19 protocols which cover:

1. Enhanced monitoring.
2. Public Health Information Messaging.

These different protocols will be applied dependant on volume of air travel from affected areas, understanding of other travel routes, flight duration, the number of reported cases, transmission characteristics and the public health control measures employed within an affected area or country. The general direction of travel as the outbreak progresses will be to move from the employment of enhanced monitoring, to public health information messaging. As I explained on the Industry Resilience Group (IRG) yesterday, for the immediate future we will continue to apply the enhanced monitoring protocol to Iran and the countries and the areas in the Far East, with the Public Health messaging protocol being applied for Northern Italy. LHR are already starting to describe these as the 'long haul' and 'short haul' protocols. With respect to air taxi, business and private jet operators, we will apply the relevant protocol and would welcome your advice and help on communication to this sector.

Furthermore, I would be grateful for your thoughts on the most appropriate mechanism to keep airlines appraised on changes in areas/countries and the protocol that airlines should follow. I expect there will be further comment at the IRG later today; my colleague [REDACTED] will take this work forward with you, whilst I am absent on annual leave.

Best wishes

[REDACTED]

[REDACTED]

National Infection Service
Public Health England

From: [REDACTED]

To: [REDACTED]

Cc: [REDACTED]

Category	Value (approximate)
1	75
2	100
3	95
4	100
5	78
6	82
7	95
8	72
9	98
10	85
11	98
12	75

Hi [REDACTED]

Kind Regards

114

+ [REDACTED]



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Sent: 25 February 2020 09:44

To: [REDACTED]

Cc: [REDACTED]

Subject: RE: OFFICIAL: OFFICIAL RESPONSE BY COP TUIE 25 FEB: Airport Public Health Monitoring - Agreement of formal communication of COVID-19 Protocol to airlines

H [REDACTED]

Thank you for this. Our comments on our notice attached plus a minor suggestion on the forms.

If you can let I and [REDACTED] have the final version we can start to distribute through the CAA channels to industry. We are ready to do that immediately.

Regards

[REDACTED]

[REDACTED]
Consumer & Markets Group
UK Civil Aviation Authority
11 Westferry
Canary Wharf
London
E14 4HE

[REDACTED]



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From: [REDACTED] >

Sent: 24 February 2020 07:50

To: [REDACTED]

Cc: [REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

Subject: OFFICIAL: OFFICIAL RESPONSE BY COP TUIE 25 FEB: Airport Public Health Monitoring - Agreement of formal communication of COVID-19 Protocol to airlines
Importance: High

OFFICIAL

OFFICIAL

Dear Colleagues

At the Friday PHE Incident Management Team meeting, I highlighted the intent of PHE working with the support of the DfT and the CAA, to formally set out the public health enhanced monitoring protocol for airlines. We started with an intent to state the protocol for England, noting that direct scheduled flights from the areas within the case definition only arrive at airports in England. However, limiting the application of this protocol could be viewed as unhelpful from a public health perspective at a time when we need to provide clarity to all airlines regardless of their current routes, and to ensure that any future changes in routing albeit unlikely, are covered.

Our intention with your agreement is to publish (with the support of DfT and the CAA) a protocol for UK and to do so by close of play Wednesday 26 February. To that end, please could you note the attached and confirm by no later than cop Tuesday 25 February, that you are content for us to proceed.

Best wishes

[REDACTED]

[REDACTED]
National Infection Service
Public Health England

[REDACTED]

[REDACTED]

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Subject: COVID-19 Preventive Measures

With reference to COVID-19 outbreak Neos has decided to implement the following preventive measures:

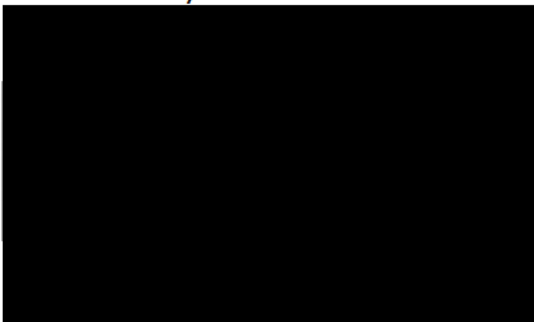
- During check-in interview to each passenger to verify state of health and identify individuals who may have fever, severe cough, cold and generic diseases. In case of positive answer, the involved passenger will not be accepted on board.
- During flight relevant form (attached) is distributed to passengers to collect information. Should a passenger reply positively or feel sick during flight the involved passenger will not disembark. Crew will promptly inform OCC/GOS via ACARS
- Neos Ground Department liaise with the crew and is in charge to keep you constantly informed of any identified case before landing or upon arrival.

The Neos form is intended as additional request of information which does not replace the sanitary cards requested by each country where applicable.

We submit present list of enhanced controls for the purpose to inform your local authorities of the countermeasures put in place by Neos.

In case the local authority will require additional information and/or preventive measure we are willing to evaluate it.

Sincerely



From: [REDACTED]
To: [REDACTED]
Cc: [REDACTED]
Subject: RE: OFFICIAL: RE: Information Sharing with the Industry CAA Comments 2
Date: 03 March 2020 13:49:00
Attachments: [image002.png](#)
[20200302 Draft Coronavirus COVID-19 Enhanced Monitoring Protocol Group A countries V0.9 PHE Comments + CAA comments.docx](#)
[20200302 Draft Coronavirus COVID-19 Public Health Information Messaging Protocol Group B countries V0.3 PHE Comments + CAA Comments.docx](#)

[REDACTED]

Thanks a few suggestions on the two protocols (attached). No comments on the process charts. Looking at the titles on reflection I wonder if we should just use the same title for each but just differentiate by Country A or B.

Regards

[REDACTED]

[REDACTED]

*Consumer & Markets Group
UK Civil Aviation Authority
11 Westferry
Canary Wharf
London
E14 4HE*

+ [REDACTED]



-
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From: [REDACTED]
Sent: 03 March 2020 12:38
To: [REDACTED]
Cc: [REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
Subject: RE: OFFICIAL: RE: Information Sharing with the Industry CAA Comments

Dear all

Attached for discussion and agreement this afternoon please find the revised protocols (draft - amended in light of comments received) for:

- Enhanced monitoring - Group A countries
- Public Information – Group B countries

And the accompanying process charts for:

- Group A – Far East
- Group A Iran and
- Group B N Italy flights.

Grateful for review and comments

Regards

[Redacted]
[Redacted]
[Redacted]

Public Health England

Email: AirportPublicHealth.Monitoring@phe.gov.uk

[Redacted]
[Redacted]

From: [Redacted]

Sent: 02 March 2020 16:43

To: [Redacted]

Cc: [Redacted]

[Redacted]
[Redacted]
[Redacted]
[Redacted]
[Redacted]
[Redacted]
[Redacted]
[Redacted]
[Redacted]
[Redacted]

Subject: RE: OFFICIAL: RE: Information Sharing with the Industry CAA Comments

Hi [Redacted]

Welcome. That seems a very good way forward.

The number of flights from Iran may drop as two of the seven aircraft they operate to the UK have been restricted from coming here for the present on safety grounds with effect from today.

Regards

[Redacted]

[Redacted]
[Redacted]

*Consumer & Markets Group
UK Civil Aviation Authority
11 Westferry
Canary Wharf
London
E14 4HE*

[Redacted]



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From: [REDACTED]

Sent: 02 March 2020 16:11

To: [REDACTED]

Cc: [REDACTED]

[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]

Subject: RE: OFFICIAL: RE: Information Sharing with the Industry CAA Comments

OFFICIAL

Thanks [REDACTED],

On timing I agree that it would be beneficial to put the first bulletin out with the protocols. We will have comments with [REDACTED] on the bulletin and the revised protocols following your and industry comment with you shortly and should go out early tomorrow. As you say we can tweak as the situation necessitates.

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On category 1 designated countries process it is a good challenge and one we have been discussing. Currently only Iran is entirely Cat 1, with the others being specific towns/areas of Cat 2 countries. There are 3 flights a week from Iran all going into LHR and we have a third process agreed with them. My view is we should reference this different process in the documents but it is better to keep it to two protocols currently to avoid confusion and provide the third if/when other countries are moved into Cat1. I would welcome views.

[REDACTED]
[REDACTED]

Public Health England

Wellington House, 133-155 Waterloo Road, London SE1 8UG

[REDACTED]

From: [REDACTED]

Sent: 02 March 2020 15:03

To: [REDACTED]

Cc: [REDACTED]

[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]

Subject: RE: OFFICIAL: RE: Information Sharing with the Industry CAA Comments

H [REDACTED]

Sorry for the delay.

A few suggestions in blue below. I also attach some comments on the bulletin. In that regard I wonder if distribution of the bulletin today should wait until the rest of the material is ready.

In terms of the two protocols we need to be consistent about naming them so I am not bothered if it is "Category 1, Country 1", "Country A" or "Long-haul" (all of which have been used in various correspondence and guidance) used for the enhanced protocol (and of course the same policy for other protocol). I think we may need a specific guidance note (or a paragraph in the enhanced protocol) that covers Iran – given that all those passengers are all expected to self-isolate on arrival in the UK even if asymptomatic the latest draft I have doesn't say that. N.B. whilst I don't think so it may be all category 1 countries require self-isolation?

I think the emphasis must be on getting them out even if they are not perfect. We can always update them and will no doubt have to do so anyway – it more important to get them out as we have had these for some 10 days plus now. CAA are under a lot of industry pressure in this regard and tying up resources - there is also reputational and consumer confidence risks for us all that we need to manage here. I was therefore hoping we might distribute tomorrow (Tuesday)? To achieve that could someone in PHE [REDACTED] take the pen to finalise and I/CAA will take an action to distribute the agreed protocols. Would having approved protocols ready to distribute by 15.00 tomorrow be achievable?

Regards

[REDACTED]

[REDACTED]
[REDACTED]
Consumer & Markets Group
UK Civil Aviation Authority
11 Westferry
Canary Wharf
London
E14 4HE

[REDACTED]



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From: [REDACTED]

Sent: 01 March 2020 13:32

To [REDACTED]

[REDACTED]

[REDACTED]

Cc: [REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

Subject: RE: OFFICIAL: RE: Information Sharing with the Industry

Hi all,

Thanks for the comments on the information sharing with industry and it will be great to get this in place this week, starting tomorrow. Few more questions / asks from me to get the ball rolling tomorrow:

Bulletin

- DfT will hold the pen on updating this and distribution on a weekly basis. We will send to PHE and CAA every Monday morning for review, before distribution COP every Monday. Additional bulletins will be sent out by exception when there are key changes to communicate.
- Please could PHE review the attached Bulletin 1 by 11:00 tomorrow, ahead of distribution COP tomorrow.
- Distribution List:
 - Attached is the IRG list (contacts on the IRG calls in colour) plus other contacts that I had to hand. Contacts not in colour are currently not on the distribution list.
 - All, please review the contact list and inform me if the bulletin should be going to other contacts and please pass those contacts on by 12:00 tomorrow.
 - CAA - setting aside the GDPR issues I am afraid our systems are not set up to distribute through sharing contact lists in this way. They are very distinct audiences, as I explained in my email to [REDACTED] last week, and we have different processes to reach out to each. If we receive an agreed Bulletin then we are happy to act as the focal point for distribution.

Covid-19 Industry Update Call

- DfT will chair this meeting as requested and we will put in placeholders for the next 6 weeks with the attached agenda. This is a continuation of the rhythm of calls already set. Other calls by exception can be instigated as necessary.
- [REDACTED], you mention a CAA gold to help steer the group – would CAA like an agenda item on this call? Or are you more considering CAA gold attends calls and can pitch in when needed?
- Distribution List:
 - Again, I can use the attached list.
 - All, please let me know who else needs to be invited.

How does this call differ from the IRG calls which already take place? I think I share your concern at additional work and would suggest that the IRG remains the conduit to industry (to which of course the CAA is already tied).

PHE Guidance Q&A or a Covid-19 Airport sub-group

- Does this group think more PHE Guidance Q&A calls would be of benefit to the industry? If not, I am happy to drop, I don't want to make additional work for everyone and time in meetings.
- Heathrow has suggested that an airport sub-group is formed to ensure that all airports are applying the guidance consistently and share best practises across airports. I think we should either have a PHE Guidance Q&A or a Covid-19 Airport Sub-Group, not both. An agenda for a Covid-19 Airport Sub-group would look something like this:
 - PHE update on guidance
 - Operational Update
 - Top 5 airports share what they have done and how operationalised the guidance
 - Comms update
 - Top 5 airports share what they are communicating outwardly to passengers including on social media channels
- Attendees to Covid-19 sub-group: All airports plus NATS, Swissport and PHE
- Chair of Covid-19 airport sub-group: Airport Operator Association? Suggestions welcome of

an appropriate chair

- Heathrow showed a Guidance for Airport Workers document that they are commenting on for PHE – PHE, any chance you can share a draft version of this for our awareness. Apologies if you have shared before and I have missed it.

I think the IRG already covers this area – I think there is a downside in separate airports and airlines etc. More efficient to keep it as one in terms of resourcing and ensuring message consistency.

Apologies for the long email and welcome your thoughts.

Thanks all,

[REDACTED]

[REDACTED], Department for Transport

From: [REDACTED]

Sent: 28 February 2020 16:17

To: [REDACTED]

[REDACTED]

Cc: [REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

Subject: Re: OFFICIAL: RE: Information Sharing with the Industry

[REDACTED]

In answer to your question we can support with contact details.

Regards

[REDACTED]

Get [Outlook for Android](#)

From: [REDACTED]

Sent: Friday, February 28, 2020 4:09:09 PM

To: [REDACTED]

[REDACTED]

Cc: [REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED] >

Subject: RE: OFFICIAL: RE: Information Sharing with the Industry

Copying in DfT TSOC.

Best,

[REDACTED]

[REDACTED], Department for
Transport

[REDACTED]

From: [REDACTED]

Sent: 28 February 2020 15:33

To: [REDACTED]
[REDACTED]

Cc: [REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

Subject: RE: OFFICIAL: RE: Information Sharing with the Industry

Hi all,

[REDACTED] as we discussed yesterday, strongly support this approach.

Regarding airlines, I think we should open the call to all operators to the UK. That will prevent the need for us communicating separately to these operators. CAA – can you support with providing these contacts when required?

In addition to CAA, we can make high-level representations to BA and IAG on this task. Would also support the attendance of the trade associations, but they may be limited in the support they can provide.

All the best,

[REDACTED]

[REDACTED] Department for
Transport

[REDACTED]

From: [REDACTED]

Sent: 28 February 2020 15:27

To: [REDACTED]

Cc: [REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

Subject: Re: OFFICIAL: RE: Information Sharing with the Industry

Dear [REDACTED]

That seems sensible. We can help with BA and associations such as the AOA. I think it would be

helpful if CAA can be part of steering the group. I would suggest someone from our Gold command structure. I will revert with details of who in due course if I may.

Regards

[REDACTED]

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From: [REDACTED]

Sent: Friday, February 28, 2020 2:53:58 PM

To: [REDACTED]

Cc: [REDACTED]

[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]

Subject: OFFICIAL: RE: Information Sharing with the Industry

OFFICIAL

Dear [REDACTED]

Thanks for the email. This seems a sensible way ahead if it has the support of the industry, and fills a gap that is not occupied by any other grouping?

We think that DfT should own the bulletin which should be co-branded which we will contribute to, and that DfT should chair the weekly meetings albeit our items will feature significantly in the agenda.

In addition, it would be useful if we can move more easily from request to action and hence I wonder if the representative bodies (AOA and Airlines UK) should be drawn into the organisation and/or attendance. On this latter note, whilst I am hopeful that Heathrow Airport Limited will help 'deliver' support from BA for our public health information text messaging initiative which will act as a catalyst for others, we would welcome DfT leadership and coordination of this initiative to help turn this idea into rapid action.

Best wishes

[REDACTED]

[REDACTED]

National Infection Service
Public Health England

[REDACTED]

[REDACTED]

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From: [REDACTED]

Sent: 28 February 2020 08:48

To: [REDACTED]

[REDACTED]

Cc: [REDACTED]

[REDACTED]
[REDACTED]

< [REDACTED]
[REDACTED]
[REDACTED]
Subject: RE: OFFICIAL: Airport Public Health Monitoring - Draft generic COVID-19 protocols for comment before formal communication

Morning [REDACTED]

Thanks for the attached, I'll let others comment on that.

On your final point on most appropriate mechanism to reach the industry, I have been thinking about how we can go about information sharing in a more structured way. This is my proposal, however open to challenge and best way to manage this:

Battle Rhythm/Products:

- Every Monday – issue PHE/DfT Bulletin
 - This document will be embedded in an email to all airlines [REDACTED], should this include foreign carriers?) and all UK airports.
 - This bulletin will signpost the industry to the key PHE/FCO .gov. links, sign post to protocols and key contact details.
 - This bulletin should remain short but put all the key information sources in one place for the industry to navigate through. I aim for this document to not be too labour intensive and a reminder week on week to industry the latest information/guidance.
 - **I don't mind who holds the pen on writing this but will require input from PHE to make sure content is correct.**
 - Please see attached a first suggested format. I appreciate this looks like a SitRep, therefore open to other suggestions of how to display this information.
 - Also **open to comment on the naming of this document, content and if other information needs to be included.**
- Every Thursday 16:30 – 17:00 – Covid-19 Industry Update
 - Similar to what we have done so far, however we take this away from being an IRG call, making it an official Government Covid-19 call.
 - The aim of this call is to provide another situation update, remind of protocols/anything that needs to be cascade. Then questions as the format so far.
 - Please see attached agenda for this meeting, which will stay the same unless there is a significant change.
 - **Question around who chairs this call**, as majority of the agenda will be an update from PHE, so may sit best with PHE. Although DfT are happy to chair if requested.
- Every other Monday – 14:00 – 15:00 – Industry Guidance Q&A
 - As has happened once already, but make this a regular Q&A guidance session for industry with [REDACTED] (subject to [REDACTED] approval).

Audience

- One large distribution list that involves UK airports and airlines. Even if some airports have no action at the moment, we should bring them along the journey so they understand what is happening elsewhere.

Mechanism

- Above is very Government focussed, with a joint PHE/DfT lead.
- I am **open to challenge if there are actually better avenues and leads** – I have heard

about the Airport Operators Association, Airlines UK, CAA, NATS. If there is a more appropriate lead to communicate to the industry then I would welcome advice from others.

Potentially more questions than answers there on best way forward but hopefully a starting point.

Grateful for comment, alongside [REDACTED] request for how to communicate the protocol documents to industry.

Best regards,

[REDACTED]

[REDACTED] Department for Transport

From [REDACTED]

Sent: 28 February 2020 06:31

To: [REDACTED]

Cc: [REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]

Subject: OFFICIAL: Airport Public Health Monitoring - Draft generic COVID-19 protocols for comment before formal communication

OFFICIAL

Dear [REDACTED]

Further to the changes in case definition on Tuesday, email and conversations, I have now adjusted our earlier work to develop generic COVID-19 protocols which cover:

1. Enhanced monitoring.
2. Public Health Information Messaging.

These different protocols will be applied dependant on volume of air travel from affected areas, understanding of other travel routes, flight duration, the number of reported cases, transmission characteristics and the public health control measures employed within an affected area or country. The general direction of travel as the outbreak progresses will be to move from the employment of enhanced monitoring, to public health information messaging. As I explained on the Industry Resilience Group (IRG) yesterday, for the immediate future we will continue to apply the enhanced monitoring protocol to Iran and the countries and the areas in the Far East, with the Public Health messaging protocol being applied for Northern Italy. LHR are already starting to describe these as the 'long haul' and 'short haul' protocols. With respect to air taxi, business and private jet operators, we will apply the relevant protocol and would welcome your advice and help on communication to this sector.

Furthermore, I would be grateful for your thoughts on the most appropriate mechanism to keep airlines appraised on changes in areas/countries and the protocol that airlines should follow. I expect there will be further comment at the IRG later today; my colleague [REDACTED] will take this work forward with you, whilst I am absent on annual leave.

Best wishes

[REDACTED]

[REDACTED]

National Infection Service
Public Health England

[REDACTED]

[REDACTED]

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From: [REDACTED]

Sent: 25 February 2020 15:56

To: [REDACTED]

Cc: [REDACTED]

[REDACTED]

Subject: OFFICIAL RESPONSE BY COP 25 FEB: Airport Public Health Monitoring - Agreement of formal communication of COVID-19 Protocol to airlines [AIR TAXI/PRIVATE AIRCRAFT QUESTION]

Hi [REDACTED]

With apologies for adding to the burden, but we are receiving a number of queries from air taxi/private jet operators and handlers in relation to what rules should apply to them on direct flights from the Identified Points. Such operators won't necessarily be coming to the airports on the current list, for example there is a BBJ (an executive 737) coming into Stansted from China this evening and similar flights to Luton tomorrow. I presume the same principles as in the protocol would apply to them given they are direct flights, and if so does it need to be amended?

Could I also have some clarity on when wish to distribute the Protocol so we can be prepared to do so.

Kind Regards

[REDACTED]

[REDACTED]

Consumer & Markets Group
UK Civil Aviation Authority
11 Westferry
Canary Wharf
London
E14 4HE

[REDACTED]



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From: [REDACTED]

Sent: 25 February 2020 11:00

To: [REDACTED]

[REDACTED]

Cc: [REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

Subject: RE: OFFICIAL: OFFICIAL RESPONSE BY COP TUIE 25 FEB: Airport Public Health Monitoring - Agreement of formal communication of COVID-19 Protocol to airlines

Hi [REDACTED]

Further to below, I have added the additional identifiable points namely - Cambodia, Iran, Laos, Myanmar and Vietnam - highlighted this morning to the draft.

Regards

[REDACTED]

[REDACTED]

*Consumer & Markets Group
UK Civil Aviation Authority
11 Westferry
Canary Wharf
London
E14 4HE*

[REDACTED]



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[REDACTED]

Subject: OFFICIAL: OFFICIAL RESPONSE BY COP TUIE 25 FEB: Airport Public Health Monitoring - Agreement of formal communication of COVID-19 Protocol to airlines

Importance: High

OFFICIAL

OFFICIAL

Dear Colleagues

At the Friday PHE Incident Management Team meeting, I highlighted the intent of PHE working with the support of the DfT and the CAA, to formally set out the public health enhanced monitoring protocol for airlines. We started with an intent to state the protocol for England, noting that direct scheduled flights from the areas within the case definition only arrive at airports in England. However, limiting the application of this protocol could be viewed as unhelpful from a public health perspective at a time when we need to provide clarity to all airlines regardless of their current routes, and to ensure that any future changes in routing albeit unlikely, are covered.

Our intention with your agreement is to publish (with the support of DfT and the CAA) a protocol for UK and to do so by close of play Wednesday 26 February. To that end, please could you note the attached and confirm by no later than cop Tuesday 25 February, that you are content for us to proceed.

Best wishes


[REDACTED]

[REDACTED]

National Infection Service
Public Health England

[REDACTED]

[REDACTED]

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THIS PROTOCOL APPLIES TO GROUP A COUNTRIES ONLY

Novel coronavirus (COVID-19) Enhanced monitoring protocol

Introduction

A coronavirus is a type of virus. As a group, coronaviruses are common across the world. Typical symptoms of coronavirus include fever and a cough that may progress to a severe pneumonia causing shortness of breath and breathing difficulties. Generally, coronavirus can cause more severe symptoms in people with weakened immune systems, older people, and those with long-term conditions like diabetes, cancer and chronic lung disease. Novel coronavirus (COVID-19) is a new strain of coronavirus first identified in Wuhan City, China.

Based on the World Health Organization's declaration that this is a public health emergency of international concern, the UK Chief Medical Officers have raised the risk to the public from low to moderate. This permits the UK government to plan for all eventualities although the risk to individuals remains low. Based on the scientific advice of the Scientific Advisory Group for Emergencies (SAGE) the UK Chief Medical Officers will continue to review and as required by the spread of COVID-19, update their advice to travelers to the UK. This may include the requirement to self-isolate for 14 days and to seek support through NHS 111, even if symptoms (cough or fever or shortness of breath), are mild.

One of the measures to contain COVID-19 that has been implemented is to ~~implement~~ introduce enhanced public health monitoring of specific flights and specified direct routes to England. As at 27 February, this approach applies to the following areas: China, Japan, Hong Kong, Iran¹, Macau, Malaysia, Republic of Korea, Taiwan, Thailand, Singapore Vietnam (the "identified points") subject to changes in the case identified Points definition, the latest details can be found here. Passengers will be told how to report any symptoms they develop during the flight, at the time of arrival, or after leaving the airport. These areas have been identified because of the volume of air travel from affected areas, understanding of other travel routes, flight duration, the number of reported cases, transmission, and public health control measures at the defined points.

Commented []: To keep this flexible would it pay to list these identified points and then provide a PHE website link so that the list can be easily updated.

Commented [] Link added

Protocol

The associated protocol has been implemented by Public Health England (PHE) with the Department for Transport (DfT) and Civil Aviation Authority (CAA), and airline and airport support.

The protocol has ~~been~~ progressively ~~been~~ rolled out since 25 January and is to be applied to any direct flight from the identified points, and specifically applies to London Heathrow, London Gatwick, Manchester and Birmingham airports which are the arrival airports for direct scheduled flights from these areas.

The following steps are critical to the successful conduct of a public health risk assessment for all arriving passengers and flight crew, further detail is in the attached table which sets out our requirements with the supporting rationale:

¹ Iran flights (3 per week direct from Tehran into LHR) subject to separate process agreed and implemented with Iran Air and LHR

3 MARCH 2020 Version 1.

- Provision of information leaflets² to passengers (in flight) to enable and encourage reporting of illness.
- Broadcasting within the first hour of the flight, of an inflight message encouraging passengers to report any inflight illness.
- It is the responsibility of the Commander of an aircraft in transit from an identified point to:
 - advise the destination airport of any ill passenger as soon as possible.
 - send confirmation to the destination airport no later than 60 mins before landing that there are no ill passengers onboard (or provide information of any ill passenger).
- Formal assurance by the Aircraft Commander on the health of passengers prior to disembarkation through the General Aircraft Declaration (GAD) to the public health doctor on duty who will, following review of the public health risk, give formal clearance to disembark, or set out alternative actions. Airlines may use their own GAD or a generic form can be found here.
- In the event that a passenger is confirmed by the public health doctor as a suspected coronavirus case, passengers and crew will be required to complete a Passenger Locator Form (PLF)³ prior to disembarkation.

These steps are also being set out in a supporting NOTAM action. Airports and PHE, in close liaison with DfT and CAA, will conduct a regular weekly performance review with all affected airlines, to review compliance and agree improvement actions.

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Commented [K]: Where can this be found? Is it at <https://campaignresources.phe.gov.uk/resources>

Commented [K]: There is no single GAD, there are differing examples from different airlines, so we would not want to dictate. Happy to provide an example if helpful.

Commented [K]: Sourced from the web is it acceptable?
<https://www.gov.uk/government/publications/import-and-export-general-declaration-outwardinward-c155>

² Available through <https://campaignresources.phe.gov.uk/resources>.

³ See enclosure.

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Novel coronavirus (COVID-19) - Enhanced monitoring protocol

Serial	Action	How	Measure of Effectiveness	Rationale
	<u>Prior to embarkation</u>			
1	SMS/ <u>Email</u> passengers with PHE COVID-19 message - <u>if possible</u> .	Airline/ <u>Airport</u> <u>PHE to provide text.</u>	<u>Text Message</u> received by all passengers <u>who have registered their mobile/email address with the airline</u> .	To prevent travel by symptomatic passengers
	<u>Inflight</u>			
2	Provision of PHE information leaflet to passengers	Via cabin crew	All passengers receive leaflet (language specific to need)	To remind passengers of the <u>novel coronavirus COVID19</u> symptoms (and what to do <u>if</u> post arrival <u>if</u> they have concerns)
3	Broadcasting of an inflight message ⁴ encouraging passengers to report any inflight illness	Aircraft Commander	Message broadcast within the first hour of the flight. Timing (GMT) of message to be recorded.	To encourage passengers to self-declare in the event that they have <u>novel coronavirus COVID19</u> symptoms, or other illness that may require a medical incident response at the destination airport
4	Destination airport advised of any passenger illness as soon as possible	Aircraft Commander	As soon as possible and no later than 60 mins before landing. In the event of no ill passengers, nil unwell report to be provided no later than 60 mins before arrival. Timing (in GMT) and content of message to be recorded.	To anticipate and adjust health incident response to meet reported situation. To save time and most effectively focus limited resources.
5	Provide General Aircraft Declaration (GAD) to the public health doctor	Aircraft Commander	Completed at point of arrival and in accordance with <u>International Civil Aviation Organisation (ICAO)</u> agreements and International Health Regulations expectations to report the presence or otherwise of infectious disease	Inform the final stage of the public health risk assessment and the decision to clear the aircraft Commander to disembark passengers

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⁴ In accordance with Public Health England guidance.

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Serial	Action	How	Measure of Effectiveness	Rationale
6	Disembarkation clearance from Port Health	Aircraft Commander	Port Health to review and provide disembarkation decision within 10 mins. Aircraft Commander is not to disembark passengers until port health disembarkation clearance is received	Control measure to mitigate risk and to enable final opportunity for medical incident response and/or completion of passenger locator forms (IATA guidance).
7	SMS / <u>Email</u> passengers with PHE COVID-19 message <u>if possible</u>	Airline/ <u>Airport</u> , <u>PHE to provide text</u>	<u>Text Message</u> received by all passengers <u>who have registered their mobile/email with the airline</u>	To signpost passengers to healthcare in the event that they become symptomatic
8	If symptoms reported enable communications from public health and/or medical professionals on the ground to the symptomatic patient	Aircraft Commander	Direct communications enabled with public health and/or medical professional. Accurate situation report received.	To inform medical diagnosis and public health risk assessment To anticipate and adjust health incident response to meet reported situation. To save time and most effectively focus limited resources.
9	If symptoms reported Isolate passenger if possible	Cabin crew	Passenger(s) isolated, <u>International Air Transport Association (-IATA)</u> guidance is available to work against	To mitigate risk of further contact with others
10	If symptoms reported Distribute Passenger Locator Forms (PLF) to passengers and crew as directed by public health doctor (minimum requirement will be all passengers <u>two rows forward and two rows behind symptomatic passenger</u>)	Cabin crew	PLF's available for Public Health England upon arrival at the aircraft. [See attached PDF version]	To enable contact tracing should it be required To reassure passengers To expedite disembarkation

3 MARCH 2020 Version 1,

Serial	Action	How	Measure of Effectiveness	Rationale

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Enclosure:

1. Health Assurance and Passenger Locator Form (English version).



Health Assurance and
Passenger Locator For

THIS PROTOCOL APPLIES TO GROUP B COUNTRIES ONLY

Novel coronavirus (COVID-19) Public health information messaging protocol

Introduction

A coronavirus is a type of virus. As a group, coronaviruses are common across the world. Typical symptoms of coronavirus include fever and a cough that may progress to a severe pneumonia causing shortness of breath and breathing difficulties. Generally, coronavirus can cause more severe symptoms in people with weakened immune systems, older people, and those with long-term conditions like diabetes, cancer and chronic lung disease. Novel coronavirus (COVID-19) is a new strain of coronavirus first identified in Wuhan City, China.

Based on the World Health Organization's declaration that this is a public health emergency of international concern, the UK Chief Medical Officers have raised the risk to the public from low to moderate. This permits the UK government to plan for all eventualities although the risk to individuals remains low. Based on the scientific advice of the Scientific Advisory Group for Emergencies (SAGE) the UK Chief Medical Officers will continue to review and as required by the spread of COVID-19, update their advice to travelers to the UK. This may include the requirement to self-isolate for 14 days and to seek support through NHS 111, even if symptoms (cough or fever or shortness of breath), are mild.

Dependent on an assessment of the volume of air travel from affected areas, the understanding of other travel routes, flight duration, the number of reported cases, the nature of transmission, and public health control measures, a judgement will be made on the most appropriate protocol to be employed by airlines flying from specified areas (the "identified points") [further details of those areas here](#).

Protocol

This protocol has been implemented by Public Health England (PHE) with the Department for Transport (DfT) and Civil Aviation Authority (CAA), and is to be applied to any direct flight from the identified points.

The following steps are critical to informing passengers, and the successful conduct of a public health risk assessment for arriving passengers and flight crew, further detail is in the attached table which sets out our requirements with the supporting rationale:

- Provision of information leaflets¹ to passengers (in flight) to enable and encourage reporting of illness [if possible](#).
- Broadcasting of an inflight message encouraging passengers to report any inflight illness [if possible](#).
- It is the responsibility of the Commander of an aircraft in transit from an identified point to advise the destination airport of any ill passenger as soon as possible.

Provision of a General Aircraft Declaration (GAD) to [LHR HCU via local processes](#)

- ~~the nominated airport operations/control centre~~, in the event that there is an unwell passenger. [Airlines may use their own GAD or a generic form can be found here](#).

¹ Available through <https://campaignresources.phe.gov.uk/resources>.

Commented [REDACTED]: The question that will be raised is where these areas/identified areas are. I appreciate the desire to be flexible so do you do this as a website link to PHE?

Commented [REDACTED]: Link inserted

Commented [REDACTED]: Where can this be found? Is it at <https://campaignresources.phe.gov.uk/resources>

Commented [REDACTED]: There are different GAD used by different airlines. Happy to provide an example for airlines if required.

Commented [REDACTED]: Sourced from the web is it acceptable? <https://www.gov.uk/government/publications/import-and-export-general-declaration-outwardinward-c155>

Commented [REDACTED]: Is this always going to be LHR do other airports not have the equivalent?

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3 MARCH 2020 Version 1

- If a passenger is confirmed as a suspected coronavirus case, passengers and crew will be required to complete a Passenger Locator Form (PLF)² prior to disembarkation.

These steps are also being set out in a supporting NOTAM action. Airports and PHE, in close liaison with DfT and CAA, will conduct a regular weekly performance review with all affected airlines, to review compliance and agree improvement actions.

If you have any queries in relation to the above please contact [\[who??\]](#)

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² See enclosure.

Novel coronavirus (COVID-19) - Public health information messaging protocol

Serial	Action	How	Measure of Effectiveness	Rationale
	<u>Prior to embarkation</u>			
1	SMS/ <u>Email</u> passengers with PHE COVID-19 message <u>if possible</u>	<u>Airline/Airport. PHE provides the text</u>	Text Message received by all passengers <u>who have registered their mobile/email address with the airline</u>	To prevent travel by symptomatic passengers
	<u>Inflight</u>			
2	Provision of PHE information leaflet to passengers	Via cabin crew	All passengers receive leaflet (language specific to need)	To remind passengers of the novel coronavirus COVID19 symptoms (and what to do if post arrival they have concerns)
3	Broadcasting of an inflight message ³ encouraging passengers to report any inflight illness	Aircraft Commander	Message broadcast. Timing (GMT) of message to be recorded.	To encourage passengers to self-declare in the event that they have novel coronavirus COVID19 symptoms, or other illness that may require a medical incident response at the destination airport
4	Destination airport advised of any passenger illness as soon as possible <u>as per local SOPs</u>	Aircraft Commander	As soon as possible. Timing (in GMT) and content of message to be recorded.	To anticipate and adjust health incident response to meet reported situation. To save time and most effectively focus limited resources.
5	Provide General Aircraft Declaration (GAD) in the event of an unwell passenger <u>through local processes to LHR HCU</u>	Aircraft Commander	Completed at point of arrival	Accords with <u>International Civil Aviation Organisation (ICAO)</u> agreements and International Health Regulations expectations to report the presence or otherwise of infectious disease
6	SMS/ <u>Email</u> passengers with PHE COVID-19 message <u>if possible</u>	<u>Airline/Airport. PHE provides the text</u>	<u>Message received by all passengers who have registered their mobile/email with the airline</u> Text received by all passengers	To signpost passengers to healthcare if they become symptomatic

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³ In accordance with Public Health England guidance.

Serial	Action	How	Measure of Effectiveness	Rationale
7	If symptoms reported enable communications from public health and/or medical professionals on the ground to the symptomatic patient	Aircraft Commander;	Direct communications enabled with public health and/or medical professional. Accurate situation report received.	To inform medical diagnosis and public health risk assessment To anticipate and adjust health incident response to meet reported situation. To save time and most effectively focus limited resources.
8	If symptoms reported Isolate passenger if possible	Cabin crew	Passenger(s) isolated, International Air Transport Association (IATA) guidance is available to work against	To mitigate risk of further contact with others
7	If symptoms reported Distribute Passenger Locator Forms (PLF) to passengers and crew	Cabin crew	PLF's made available to Public Health England Health Protection Team- [See attached PDF version]	To enable contact tracing should it be required To reassure passengers

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Enclosure:

1. Health Assurance and Passenger Locator Form (English version).



Health Assurance and
Passenger Locator Form

From: [REDACTED]
To: [REDACTED]
Cc: [REDACTED]
Subject: Process Charts: Group A and Group B countries
Date: 04 March 2020 10:29:20
Attachments: [20200302 Group A - Category 2 Territories process chart V0.4 GAD by exception.pdf](#)
[N Italy process chart V1.7.pdf](#)

Dear [REDACTED]

Attached for distribution, please find the process charts for Group A and Group B countries
Could you please ensure the following points are made clear in your distribution message:

- This is a developing situation which may change rapidly and the charts and processes will require updating
- Implementation is from time of distribution which may take until weekend before they are in place and embedded
- To confirm as discussed, if there is a symptomatic passenger or suspected case, there is a need for PH risk assessment prior to disembarkation as per the COVID19 NOTAM issued by airports, and the Public Health (Aircraft) Regulations 1979

Many thanks for your assistance and help in developing and issuing these

Regards

[REDACTED]
[REDACTED]
[REDACTED]
Public Health England
[REDACTED]
[REDACTED]
[REDACTED]

The information contained in the EMail and any attachments is confidential and intended solely and for the attention and use of the named addressee(s). It may not be disclosed to any other person without the express authority of Public Health England, or the intended recipient, or both. If you are not the intended recipient, you must not disclose, copy, distribute or retain this message or any part of it. This footnote also confirms that this EMail has been swept for computer viruses by Symantec.Cloud, but please re-sweep any attachments before opening or saving. <http://www.gov.uk/PHE>



SMS/Txt message to pax with PHE COVID-19 advice (Airlines to Txt / email as available)

Flight embarks: PEK, CAN, CTU, PVG, SZX, TSN, CSX, TAO, HKG, HND, KIX, NRT, KUL, LGK, ICN, SIN, TPE, UTP, HKT, BKK, HAN, SGN

In Flight procedures

If you develop these symptoms within 14 days of landing in the UK:

- Cough
- Fever
- Shortness of breath

call NHS 111 in England, or NHS direct in Wales, or NHS 24 in Scotland, or Out of Hours GP service in Northern Ireland

COVID-19 Announcement: by aircraft commander

COVID-19 Leaflet (hard copy/digital provided by PHE)

Cabin crew observe pax *

Passenger unwell?

YES

Early phone call to designated airport **

A/C lands

GAD Submitted to PHE Health Control Unit at LHR ***

Local health pathways initiated as per agreed SOPs ****

Disembark – Following instruction from medical team *****

Passenger Locator Form as per SOPs *****

NO

A/C lands

Disembark

'Good Morning/Afternoon

You will be aware of the outbreak of a new virus – COVID-19.

To assist UK Public Health Authorities, please can you also make yourself known to your cabin crew if you are experiencing any of the following:

- Cough
- Fever
- Shortness of breath

If you develop these symptoms within 14 days of landing in the UK, call NHS 111 in England, or NHS direct in Wales, or NHS 24 in Scotland, or Out of Hours GP service in Northern Ireland.'

MESSAGE ENDS

Posters/digital displays in airports. Leaflets available at airports
SMS / TXT Public Health messages signpost to NHS as available



General

The latest information on advice for returning travellers can be found here
<https://www.gov.uk/guidance/coronavirus-covid-19-information-for-the-public>

Actions for airports

Airports will ensure that arrival routes and key departure passenger points have current PHE advice in poster, digital and leaflet form, widely available for passenger access (Public Health COVID-19 materials: <https://campaignresources.phe.gov.uk/resources/campaigns/101/resources/4992>)

Airports will work with Border Force to ensure all available airport partners are playing their appropriate part in the distribution of advice.

Airports will continue to keep onward public travel companies abreast of passenger advice and where appropriate on airport ensure travel hubs have the current PHE advice in published.

Notes

* Airlines to ensure that cabin crew are briefed on symptoms of COVID-19: cough, or fever or shortness of breath

** To allow for early implementation of health response

*** PHE Health Control Unit at LHR is available 24/7 to provide public health advice and assessment, and remote support to local Health Protection Teams (HPT). Can liaise with local health providers where required.

**** Local Health Pathways are recognised as:

- **Symptomatic from a Category 1 or 2 area:** Port public health informed and pax isolated and triaged appropriately into the health system.
- **Asymptomatic (no symptoms) from Category 1 area:** Passenger is advised to self-isolate for 14 days, provided with advice on self-isolation and should be allowed to travel without the need for any additional measures required to be taken by the airport i.e. special transportation to passenger's private vehicle, dedicated transportation to where they are self-isolating or enhanced cleaning of facilities where passengers have travelled through. The passenger will then take the most direct route to their residence where they are going to stay and once there remain indoors and avoid contact with other people.
- **Asymptomatic (no symptoms) from a Category 2 area:** Passenger is provided with PHE's leaflet with information on symptoms and what to do if they get them and proceeds normally.

Guidance on self-isolation:

- <https://www.gov.uk/government/publications/wuhan-novel-coronavirus-self-isolation-for-patients-undergoing-testing/advice-sheet-home-isolation>
- <https://publichealthmatters.blog.gov.uk/2020/02/20/what-is-self-isolation-and-why-is-it-important/>

***** Passenger Locator Forms (PLFs). Airline responsibility to ensure PLFs are completed to allow follow-up and contact tracing by HPTs as required

***** Disembarkation of Aircraft with suspected case on board can only be authorised by PHE or local health responder in accordance with the COVID19 NOTAM issued by airports, and the Public Health (Aircraft) Regulations 1979



General

The latest information on advice for returning travellers can be found here
<https://www.gov.uk/guidance/coronavirus-covid-19-information-for-the-public>

Actions for airports

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Notes

* Airlines to ensure that cabin crew are briefed on symptoms of COVID-19: cough, or fever or shortness of breath

** To allow for early implementation of health response

*** PHE Health Control Unit at LHR is available 24/7 to provide public health advice and assessment, and remote support to local Health Protection Teams (HPT). Can liaise with local health providers where required.

**** Local Health Pathways are recognised as:

- **Symptomatic from a Category 1 or 2 area:** Port public health informed and pax isolated and triaged appropriately into the health system.
- **Asymptomatic (no symptoms) from Category 1 area:** Passenger is advised to self-isolate for 14 days, provided with advice on self-isolation and should be allowed to travel without the need for any additional measures required to be taken by the airport i.e. special transportation to passenger's private vehicle, dedicated transportation to where they are self-isolating or enhanced cleaning of facilities where passengers have travelled through. The passenger will then take the most direct route to their residence where they are going to stay and once there remain indoors and avoid contact with other people.
- **Asymptomatic (no symptoms) from a Category 2 area:** Passenger is provided with PHE's leaflet with information on symptoms and what to do if they get them and proceeds normally.

Guidance on self-isolation:

- <https://www.gov.uk/government/publications/wuhan-novel-coronavirus-self-isolation-for-patients-undergoing-testing/advice-sheet-home-isolation>
- <https://publichealthmatters.blog.gov.uk/2020/02/20/what-is-self-isolation-and-why-is-it-important/>

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***** Disembarkation of Aircraft with suspected case on board can only be authorised by PHE or local health responder in accordance with the COVID19 NOTAM issued by airports, and the Public Health (Aircraft) Regulations 1979



SMS/Txt message to pax with PHE COVID-19 advice (Airlines to Txt / email as available)

Flight embarks N Italy: FRL, BLQ, PMF, TRS, VCE, TSF, BZO, VRN, VBS, BGY, LIN, MXP, TRN, CUF, GOA

In-Flight procedures

COVID-19 Announcement: by Aircraft Commander as available

If you develop these symptoms within 14 days of landing in the UK:

- Cough
- Fever
- Shortness of breath

call NHS 111 in England, or NHS direct in Wales, or NHS 24 in Scotland, or GP or Out of Hours GP service in Northern Ireland.

COVID-19 Leaflet as available (hard copy/digital provided by PHE)

Cabin crew observe pax or pax self-declares *

Pax unwell?

YES

Flight landing at English airport

Early notification by a/c to destination airport as per Airline and Airport SOPs **

A/C lands

GAD sent as per Airport SOP and to PHE Health Control Unit at LHR ***

Local health pathways initiated as per agreed local SOPs ****

Disembark as per SOPs *****

Flight landing in Devolved Administrations (DA)

Early warning and GAD to designated contact as per DA SOPs

A/C lands

Passenger Locator Form as required *****

'Good Morning/Afternoon

You will be aware of the outbreak of a new virus – COVID-19.

To assist UK Public Health Authorities, please can you also make yourself known to your cabin crew if you are experiencing any of the following:

- Cough
- Fever
- Shortness of breath

If you develop these symptoms within 14 days of landing in the UK, call NHS 111 in England, or NHS direct in Wales, or NHS 24 in Scotland, or GP or Out of Hours GP service in Northern Ireland.'

MESSAGE ENDS

NO

A/C lands

Disembark

Posters/digital displays in airports. Leaflets available in airport
SMS / TXT Public Health messages signpost to NHS (Airports/Airlines as available)

General

The latest information on advice for returning travellers can be found here
<https://www.gov.uk/guidance/coronavirus-covid-19-information-for-the-public>

Actions for airports

Airports will ensure that arrival routes and key departure passenger points have current PHE advice in poster, digital and leaflet form, widely available for passenger access (Public Health COVID-19 materials: <https://campaignresources.phe.gov.uk/resources/campaigns/101/resources/4992>

Airports will work with Border Force to ensure all available airport partners are playing their appropriate part in the distribution of advice.

Airports will continue to keep onward public travel companies abreast of passenger advice and where appropriate on airport ensure travel hubs have the current PHE advice in published.

Notes

* Airlines to ensure that cabin crew are briefed on symptoms of COVID-19: cough, or fever or shortness of breath

** To allow for early implementation of health response

*** PHE Health Control Unit at LHR is available 24/7 to provide public health advice and assessment, and remote support to local Health Protection Teams (HPT). Can liaise with local health providers where required.

**** Local Health Pathways are recognised as:

- **Symptomatic from a Category 1 or 2 area:** Port public health informed and pax isolated and triaged appropriately into the health system.
- **Asymptomatic (no symptoms) from Category 1 area (N Italy):** Passenger is advised to self-isolate for 14 days, provided with advice on self-isolation and should be allowed to travel without the need for any additional measures required to be taken by the airport i.e. special transportation to passenger's private vehicle, dedicated transportation to where they are self-isolating or enhanced cleaning of facilities where passengers have travelled through. The passenger will then take the most direct route to their residence where they are going to stay and once there remain indoors and avoid contact with other people.
- **Asymptomatic (no symptoms) from a Category 2 area:** Passenger is provided with PHE's leaflet with information on symptoms and what to do if they get them and proceeds normally.

Guidance on self-isolation:

- <https://www.gov.uk/government/publications/wuhan-novel-coronavirus-self-isolation-for-patients-undergoing-testing/advice-sheet-home-isolation>
- <https://publichealthmatters.blog.gov.uk/2020/02/20/what-is-self-isolation-and-why-is-it-important/>

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***** Disembarkation of Aircraft with suspected case on board can only be authorised by PHE or local health responder in accordance with the COVID19 NOTAM issued by airports, and the Public Health (Aircraft) Regulations 1979

From: [REDACTED]
To: [REDACTED]
Cc: [REDACTED]
Subject: RE: Process Charts: Group A and Group B countries
Date: 04 March 2020 12:18:11

H [REDACTED]

Could I just clarify how we are intending to cascade this out to airports so they are also aware?

Are the CAA able to send this onto airports, or is this an action for DfT?

Grateful for thoughts

Thanks

[REDACTED]

[REDACTED], Department for Transport

From: [REDACTED]

Sent: 04 March 2020 10:28

To: [REDACTED]

Cc: [REDACTED]

[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]

Subject: Process Charts: Group A and Group B countries

Dear [REDACTED]

Attached for distribution, please find the process charts for Group A and Group B countries

Could you please ensure the following points are made clear in your distribution message:

- This is a developing situation which may change rapidly and the charts and processes will require updating
- Implementation is from time of distribution which may take until weekend before they are in place and embedded
- To confirm as discussed, if there is a symptomatic passenger or suspected case, there is a need for PH risk assessment prior to disembarkation as per the COVID19 NOTAM issued by airports, and the Public Health (Aircraft) Regulations 1979

Many thanks for your assistance and help in developing and issuing these

[REDACTED]

[REDACTED]

[REDACTED]
[REDACTED]

Public Health England

[REDACTED]
[REDACTED]
[REDACTED]

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Incoming and outgoing e-mail messages are routinely monitored for compliance with our policy on the use of electronic communications and for other lawful purposes.

From: [REDACTED]
To: [REDACTED]
Cc: [REDACTED]
Subject: Process Charts and protocols: Group A and Group B countries
Date: 04 March 2020 12:24:47
Attachments: [20200304 Coronavirus COVID-19 Public Health Information Protocol Group B V0.5.pdf](#)
[20200304 COVID-19 Enhanced Monitoring Protocol Group A countries V11.0 GAD by exception.pdf](#)
[20200302 Group A - Category 2 Territories process chart V0.5 GAD by exception.pdf](#)
[N Italy process chart V1.7.pdf](#)

Dear [REDACTED]

Further to my earlier email and our conversation

Attached please find the process charts for Group A and Group B and the associated protocols. As discussed, could you please ensure the following points are made clear in your distribution message:

- This is a developing situation which may change rapidly and the charts and processes will require updating
- Implementation is from time of distribution which may take until weekend before they are in place and embedded
- To confirm as discussed, if there is a symptomatic passenger or suspected case, there is a need for PH risk assessment prior to disembarkation as per the COVID19 NOTAM issued by airports, and the Public Health (Aircraft) Regulations 1979

regards

[REDACTED]

Public Health England

[REDACTED]

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SMS/Txt message to pax with PHE COVID-19 advice (Airlines to Txt / email as available)

Flight embarks: PEK, CAN, CTU, PVG, SZX, TSN, CSX, TAO, HKG, HND, KIX, NRT, KUL, LGK, ICN, SIN, TPE, UTP, HKT, BKK, HAN, SGN

In Flight procedures

If you develop these symptoms within 14 days of landing in the UK:

- Cough
- Fever
- Shortness of breath

call NHS 111 in England, or NHS direct in Wales, or NHS 24 in Scotland, or Out of Hours GP service in Northern Ireland

COVID-19 Announcement: by aircraft commander

COVID-19 Leaflet (hard copy/digital provided by PHE)

Cabin crew observe pax *

Passenger unwell?

YES

Early phone call to designated airport **

A/C lands

GAD Submitted to PHE Health Control Unit at LHR ***

Local health pathways initiated as per agreed SOPs ****

Disembark – Following instruction from medical team *****

Passenger Locator Form as required *****

NO

A/C lands

Disembark

'Good Morning/Afternoon

You will be aware of the outbreak of a new virus – COVID-19.

To assist UK Public Health Authorities, please can you also make yourself known to your cabin crew if you are experiencing any of the following:

- Cough
- Fever
- Shortness of breath

If you develop these symptoms within 14 days of landing in the UK, call NHS 111 in England, or NHS direct in Wales, or NHS 24 in Scotland, or Out of Hours GP service in Northern Ireland.'

MESSAGE ENDS

Posters/digital displays in airports. Leaflets available at airports
SMS / TXT Public Health messages signpost to NHS as available



General

The latest information on advice for returning travellers can be found here
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Actions for airports

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Airports will continue to keep onward public travel companies abreast of passenger advice and where appropriate on airport ensure travel hubs have the current PHE advice in published.

Notes

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** To allow for early implementation of health response

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- **Asymptomatic (no symptoms) from a Category 2 area:** Passenger is provided with PHE's leaflet with information on symptoms and what to do if they get them and proceeds normally.

Guidance on self-isolation:

- <https://www.gov.uk/government/publications/wuhan-novel-coronavirus-self-isolation-for-patients-undergoing-testing/advice-sheet-home-isolation>
- <https://publichealthmatters.blog.gov.uk/2020/02/20/what-is-self-isolation-and-why-is-it-important/>

***** Passenger Locator Forms (PLFs). Airline responsibility to ensure PLFs are completed to allow follow-up and contact tracing by HPTs as required

***** Disembarkation of Aircraft with suspected case on board can only be authorised by PHE or local health responder in accordance with the COVID19 NOTAM issued by airports, and the Public Health (Aircraft) Regulations 1979



THIS PROTOCOL APPLIES TO GROUP A

Novel coronavirus (COVID-19) Enhanced monitoring protocol

Introduction

A coronavirus is a type of virus. As a group, coronaviruses are common across the world. Typical symptoms of coronavirus include fever and a cough that may progress to a severe pneumonia causing shortness of breath and breathing difficulties. Generally, coronavirus can cause more severe symptoms in people with weakened immune systems, older people, and those with long-term conditions like diabetes, cancer and chronic lung disease. Novel coronavirus (COVID-19) is a new strain of coronavirus first identified in Wuhan City, China.

Based on the World Health Organization's declaration that this is a public health emergency of international concern, the UK Chief Medical Officers have raised the risk to the public from low to moderate. This permits the UK government to plan for all eventualities although the risk to individuals remains low. Based on the scientific advice of the Scientific Advisory Group for Emergencies (SAGE) the UK Chief Medical Officers will continue to review and as required by the spread of COVID-19, update their advice to travelers to the UK. This may include the requirement to self-isolate for 14 days and to seek support through NHS 111, even if symptoms (cough or fever or shortness of breath), are mild.

One of the measures to contain COVID-19 that has been implemented is to introduce enhanced public health monitoring of specific flights and specified direct routes to England. As at 27 February, this approach applies to the following areas: China, Japan, Hong Kong, Iran¹, Macau, Malaysia, Republic of Korea, Taiwan, Thailand, Singapore Vietnam (the "identified points") subject to changes in the [case definition](#), details here. Passengers will be told how to report any symptoms they develop during the flight, at the time of arrival, or after leaving the airport. These areas have been identified because of the volume of air travel from affected areas, understanding of other travel routes, flight duration, the number of reported cases, transmission, and public health control measures at the defined points.

Protocol

The associated protocol has been implemented by Public Health England (PHE) with the Department for Transport (DfT) and Civil Aviation Authority (CAA), and airline and airport support. The enhanced monitoring protocol has been progressively rolled out since 25 January, applied to any direct flight from the identified points, and specifically applies to **London Heathrow, London Gatwick, Manchester and Birmingham** airports which are the arrival airports for direct scheduled flights from these areas. It has been amended in early March to require GAD to be submitted by exception (where there is a case or suspected case of an unwell passenger on board) following reappraisal of the situation and assurances from industry that all other measures will remain in place. This will provide a unified approach across all direct flights from the identified points; with the exception of flights from Iran (see footnote 1 below). This protocol should be read in conjunction with the relevant process flow chart.

¹ Iran flights (3 per week direct from Tehran into LHR) subject to separate process agreed and implemented with Iran Air and LHR



The following steps are critical to the successful conduct of a public health risk assessment for all arriving passengers and flight crew, further detail is in the attached table which sets out our requirements with the supporting rationale:

- Provision of information leaflets² to passengers (in flight) to enable and encourage reporting of illness.
- Broadcasting within the first hour of the flight, of an inflight message encouraging passengers to report any inflight illness.
- It is the responsibility of the Commander of an aircraft in transit from an identified point to:
 - advise the destination airport of any ill passenger as soon as possible.
 - submit a General Aircraft Declaration (GAD) in the event of an unwell passenger.
- In the case of an unwell passenger, a GAD **must** be raised and submitted by the aircraft commander to the public health doctor prior to disembarkation. The public health team will implement the local health SOPs prior to issuing clearance to disembark and disembarkation cannot occur until that clearance has been given.
- In the event that a passenger is confirmed by the public health doctor as a suspected coronavirus case, passengers and crew will be required to complete a Passenger Locator Form (PLF)³ prior to disembarkation.

These steps are also being set out in a supporting NOTAM action. Airports and PHE, in close liaison with DfT and CAA, will conduct a regular weekly performance review with all affected airlines, to review compliance and agree improvement actions.

If you have any queries in relation to the above please email airportpublichealth.monitoring@phe.gov.uk

² Available through <https://campaignresources.phe.gov.uk/resources/campaigns/101/resources/4992>

³ See enclosure.



Novel coronavirus (COVID-19) - Enhanced monitoring protocol

Serial	Action	How	Measure of Effectiveness	Rationale
	Prior to embarkation			
1	SMS/Email passengers with PHE COVID-19 message – as available	Airline / Airport. PHE to provide text.	Message received by all passengers who have registered their mobile/email address with the airline	To prevent travel by symptomatic passengers
	IN FLIGHT			
2	Provision of PHE information leaflet to passengers	Via cabin crew	All passengers receive leaflet (language specific to need)	To remind passengers of the COVID19 symptoms (and what to do post arrival if they have concerns)
3	Broadcasting of an inflight message ⁴ encouraging passengers to report any inflight illness	Aircraft Commander	Message broadcast within the first hour of the flight. Timing (GMT) of message to be recorded.	To encourage passengers to self-declare in the event that they have COVID19 symptoms, or other illness that may require a medical incident response at the destination airport
4	Destination airport advised of any passenger illness as soon as possible	Aircraft Commander	As soon as possible and no later than 60 mins before landing. In the event of no ill passengers, nil unwell report to be provided no later than 60 mins before arrival. Timing (in GMT) and content of message to be recorded.	To anticipate and adjust health incident response to meet reported situation. To save time and most effectively focus limited resources.
5	SMS / Email passengers with PHE COVID-19 message if possible	Airline/Airport. PHE to provide text.	Message received by all passengers who have registered their mobile/email with the airline	To signpost passengers to healthcare in the event that they become symptomatic
	SYMPTOMS REPORTED			
6	If symptoms reported Destination airport advised of any passenger illness as soon as possible	Aircraft Commander	As soon as possible and no later than 60 mins before landing. Timing (in GMT) and content of message to be recorded.	To anticipate and adjust health incident response to meet reported situation. To save time and most effectively focus limited resources.

⁴ In accordance with Public Health England guidance.



Group A
Enhanced Monitoring Protocol: GAD by exception
(Direct Flights: China, Hong Kong, Japan, Malaysia, Republic of Korea, Singapore, Taiwan, Thailand and Vietnam)

Serial	Action	How	Measure of Effectiveness	Rationale
7	If symptoms reported Enable communications from public health and/or medical professionals on the ground to the symptomatic patient	Aircraft Commander	Direct communications enabled with public health and/or medical professional. Accurate situation report received.	To inform medical diagnosis and public health risk assessment To anticipate and adjust health incident response to meet reported situation. To save time and most effectively focus limited resources.
8	If symptoms reported Isolate passenger if possible	Cabin crew	Passenger(s) isolated, International Air Transport Association (IATA) guidance is available to work against	To mitigate risk of further contact with others
9	If symptoms reported Submit GAD to LHR HCU	Aircraft Commander	Completed at point of arrival and in accordance with International Civil Aviation Organisation (ICAO) agreements and International Health Regulations expectations to report the presence of infectious disease	Informs actions on public health team to meet aircraft and implement health pathways
10	If symptoms reported Distribute Passenger Locator Forms (PLF) to passengers and crew if/as advised by public health and/or medical professionals	Cabin crew	PLF's available for Public Health England upon arrival at the aircraft. [See attached PDF version]	To enable contact tracing should it be required To reassure passengers To expedite disembarkation
11	If symptoms reported Disembarkation only be authorised by PHE or local health responder	Aircraft Commander		To mitigate health risk in accordance with the COVID19 NOTAM issued by airports, and the Public Health (Aircraft) Regulations 1979



Enclosure:

1. Health Assurance and Passenger Locator Form (English version).



Health Assurance and
Passenger Locator For



THIS PROTOCOL APPLIES TO GROUP B

Novel coronavirus (COVID-19) Public health information protocol

Introduction

A coronavirus is a type of virus. As a group, coronaviruses are common across the world. Typical symptoms of coronavirus include fever and a cough that may progress to a severe pneumonia causing shortness of breath and breathing difficulties. Generally, coronavirus can cause more severe symptoms in people with weakened immune systems, older people, and those with long-term conditions like diabetes, cancer and chronic lung disease. Novel coronavirus (COVID-19) is a new strain of coronavirus first identified in Wuhan City, China.

Based on the World Health Organization's declaration that this is a public health emergency of international concern, the UK Chief Medical Officers have raised the risk to the public from low to moderate. This permits the UK government to plan for all eventualities although the risk to individuals remains low. Based on the scientific advice of the Scientific Advisory Group for Emergencies (SAGE) the UK Chief Medical Officers will continue to review and as required by the spread of COVID-19, update their advice to travelers to the UK. This may include the requirement to self-isolate for 14 days and to seek support through NHS 111, even if symptoms (cough or fever or shortness of breath), are mild.

Dependent on an assessment of the volume of air travel from affected areas, the understanding of other travel routes, flight duration, the number of reported cases, the nature of transmission, and public health control measures, a judgement will be made on the most appropriate protocol to be employed by airlines flying from specified areas (the "identified points") further details of those areas [here](#).

Protocol

This protocol has been implemented by Public Health England (PHE) with the Department for Transport (DfT) and Civil Aviation Authority (CAA), and airline and airport support and is to be applied to any direct flight from the identified points. It should be read in conjunction with the relevant process flow chart.

The following steps are critical to informing passengers, and the successful conduct of a public health risk assessment for arriving passengers and flight crew, further detail is in the attached table which sets out our requirements with the supporting rationale:

- Provision of information leaflets¹ to passengers (in flight) to enable and encourage reporting of illness if possible.
- Broadcasting of an inflight message encouraging passengers to report any inflight illness if possible.
- It is the responsibility of the Commander of an aircraft in transit from an identified point to advise the destination airport of any ill passenger as soon as possible.

Provision of a General Aircraft Declaration (GAD) as per the relevant airport SOP and to the PHE Health Control Unit at LHR

¹ Available through <https://campaignresources.phe.gov.uk/resources/campaigns/101/resources/4992>



- , in the event that there is an unwell passenger. Airlines may use their own GAD or a generic form can be found [here](#).
- If a passenger is confirmed as a suspected coronavirus case, passengers and crew will be required to complete a Passenger Locator Form (PLF)² prior to disembarkation.
- In the event of an unwell passenger or suspected case on board, disembarkation can only follow clearance by PHE or local health responder in accordance with the COVID19 NOTAM issued by airports, and the Public Health (Aircraft) Regulations 1979

These steps are also being set out in a supporting NOTAM action. Airports and PHE, in close liaison with DfT and CAA, will conduct a regular weekly performance review with all affected airlines, to review compliance and agree improvement actions.

If you have any queries in relation to the above please email
airportpublichealth.monitoring@phe.gov.uk

² See enclosure.



Novel coronavirus (COVID-19) - Public health information protocol

Serial	Action	How	Measure of Effectiveness	Rationale
	Prior to embarkation			
1	SMS/Email passengers with PHE COVID-19 message as available	Airline/Airport. PHE provides the text	Message received by all passengers who have registered their mobile/email address with the airline	To prevent travel by symptomatic passengers
	IN FLIGHT			
2	Provision of PHE information leaflet to passengers as available	Via cabin crew	All passengers receive leaflet (language specific to need)	To remind passengers of COVID19 symptoms (and what to do if post arrival they have concerns)
3	Broadcasting of an inflight message ³ encouraging passengers to report any inflight illness as available	Aircraft Commander	Message broadcast. Timing (GMT) of message to be recorded.	To encourage passengers to self-declare in the event that they have COVID19 symptoms, or other illness that may require a medical incident response at the destination airport
4	Destination airport advised of any passenger illness as soon as possible as per airline and airport SOPs	Aircraft Commander	As soon as possible. Timing (in GMT) and content of message to be recorded.	To anticipate and adjust health incident response to meet reported situation. To save time and most effectively focus limited resources.
5	In the event of an unwell passenger, the aircraft provides a General Aircraft Declaration (GAD) as per local processes and to LHR HCU	Aircraft Commander	Completed at point of arrival	Accords with International Civil Aviation Organisation (ICAO) agreements and International Health Regulations expectations to report the presence or otherwise of infectious disease
6	SMS/Email passengers with PHE COVID-19 message as available	Airline/Airport. PHE provides the text	Message received by all passengers who have registered their mobile/email with the airline	To signpost passengers to healthcare if they become symptomatic
	SYMPTOMS REPORTED			

³ In accordance with Public Health England guidance.



Serial	Action	How	Measure of Effectiveness	Rationale
7	If symptoms reported enable communications from public health and/or medical professionals to the symptomatic patient.	Aircraft Commander;	Direct communications enabled with public health and/or medical professional. Accurate situation report received.	To inform medical diagnosis and public health risk assessment To anticipate and adjust health incident response to meet reported situation. To save time and most effectively focus limited resources.
8	If symptoms reported Isolate passenger if possible	Cabin crew	Passenger(s) isolated, International Air Transport Association (IATA) guidance is available to work against	To mitigate risk of further contact with others
7	If symptoms reported Distribute Passenger Locator Forms (PLF) to passengers and crew if/as advised by public health and/or medical professionals	Cabin crew	PLF's made available to Public Health England Health Protection Team [See attached PDF version]	To enable contact tracing should it be required To reassure passengers
	If symptoms reported Disembarkation only be authorised by PHE or local health responder			To mitigate health risk in accordance with the COVID19 NOTAM issued by airports, and the Public Health (Aircraft) Regulations 1979

Enclosure: 1. Health Assurance and Passenger Locator Form (English version).



Health Assurance and
Passenger Locator Fo

Subject: Process Charts and protocols: Group A and Group B countries

Dear [REDACTED]

Further to my earlier email and our conversation

Attached please find the process charts for Group A and Group B and the associated protocols. As discussed, could you please ensure the following points are made clear in your distribution message:

- This is a developing situation which may change rapidly and the charts and processes will require updating
- Implementation is from time of distribution which may take until weekend before they are in place and embedded
- To confirm as discussed, if there is a symptomatic passenger or suspected case, there is a need for PH risk assessment prior to disembarkation as per the COVID19 NOTAM issued by airports, and the Public Health (Aircraft) Regulations 1979

regards

[REDACTED]

Public Health England

[REDACTED]

The information contained in the EMail and any attachments is confidential and intended solely and for the attention and use of the named addressee(s). It may not be disclosed to any other person without the express authority of Public Health England, or the intended recipient, or both. If you are not the intended recipient, you must not disclose, copy, distribute or retain this message or any part of it. This footnote also confirms that this EMail has been swept for computer viruses by Symantec.Cloud, but please re-sweep any attachments before opening or saving. <http://www.gov.uk/PHE>



THIS PROTOCOL APPLIES TO GROUP B

Novel coronavirus (COVID-19) Public health information protocol

Introduction

A coronavirus is a type of virus. As a group, coronaviruses are common across the world. Typical symptoms of coronavirus include fever and a cough that may progress to a severe pneumonia causing shortness of breath and breathing difficulties. Generally, coronavirus can cause more severe symptoms in people with weakened immune systems, older people, and those with long-term conditions like diabetes, cancer and chronic lung disease. Novel coronavirus (COVID-19) is a new strain of coronavirus first identified in Wuhan City, China.

Based on the World Health Organization's declaration that this is a public health emergency of international concern, the UK Chief Medical Officers have raised the risk to the public from low to moderate. This permits the UK government to plan for all eventualities although the risk to individuals remains low. Based on the scientific advice of the Scientific Advisory Group for Emergencies (SAGE) the UK Chief Medical Officers will continue to review and as required by the spread of COVID-19, update their advice to travelers to the UK. This may include the requirement to self-isolate for 14 days and to seek support through NHS 111, even if symptoms (cough or fever or shortness of breath), are mild.

Dependent on an assessment of the volume of air travel from affected areas, the understanding of other travel routes, flight duration, the number of reported cases, the nature of transmission, and public health control measures, a judgement will be made on the most appropriate protocol to be employed by airlines flying from specified areas (the "identified points") further details of those areas [here](#).

Protocol

This protocol has been implemented by Public Health England (PHE) with the Department for Transport (DfT) and Civil Aviation Authority (CAA), and airline and airport support and is to be applied to any direct flight from the identified points. It should be read in conjunction with the relevant process flow chart.

The following steps are critical to informing passengers, and the successful conduct of a public health risk assessment for arriving passengers and flight crew, further detail is in the attached table which sets out our requirements with the supporting rationale:

- Provision of information leaflets¹ to passengers (in flight) to enable and encourage reporting of illness if possible.
- Broadcasting of an inflight message encouraging passengers to report any inflight illness if possible.
- It is the responsibility of the Commander of an aircraft in transit from an identified point to advise the destination airport of any ill passenger as soon as possible.

Provision of a General Aircraft Declaration (GAD) as per the relevant airport SOP and to the PHE Health Control Unit at LHR

¹ Available through <https://campaignresources.phe.gov.uk/resources/campaigns/101/resources/4992>



- , in the event that there is an unwell passenger. Airlines may use their own GAD or a generic form can be found [here](#).
- If a passenger is confirmed as a [REDACTED] coronavirus case, passengers and crew will be required to complete a Passenger Locator Form (PLF)² prior to disembarkation.
- In the event of an unwell passenger or suspected case on board, disembarkation can only follow clearance by PHE or local health responder in accordance with the COVID19 NOTAM issued by airports, and the Public Health (Aircraft) Regulations 1979

These steps are also being set out in a supporting NOTAM action. Airports and PHE, in close liaison with DfT and CAA, will conduct a regular weekly performance review with all affected airlines, to review compliance and agree improvement actions.

If you have any queries in relation to the above please email
airportpublichealth.monitoring@phe.gov.uk

² See enclosure.



Novel coronavirus (COVID-19) - Public health information protocol

Serial	Action	How	Measure of Effectiveness	Rationale
	Prior to embarkation			
1	SMS/Email passengers with PHE COVID-19 message as available	Airline/Airport. PHE provides the text	Message received by all passengers who have registered their mobile/email address with the airline	To prevent travel by symptomatic passengers
	IN FLIGHT			
2	Provision of PHE information leaflet to passengers as available	Via cabin crew	All passengers receive leaflet (language specific to need)	To remind passengers of COVID19 symptoms (and what to do if post arrival they have concerns)
3	Broadcasting of an inflight message ³ encouraging passengers to report any inflight illness as available	Aircraft Commander	Message broadcast. Timing (GMT) of message to be recorded.	To encourage passengers to self-declare in the event that they have COVID19 symptoms, or other illness that may require a medical incident response at the destination airport
4	Destination airport advised of any passenger illness as soon as possible as per airline and airport SOPs	Aircraft Commander	As soon as possible. Timing (in GMT) and content of message to be recorded.	To anticipate and adjust health incident response to meet reported situation. To save time and most effectively focus limited resources.
5	In the event of an unwell passenger, the aircraft provides a General Aircraft Declaration (GAD) as per local processes and to LHR HCU	Aircraft Commander	Completed at point of arrival	Accords with International Civil Aviation Organisation (ICAO) agreements and International Health Regulations expectations to report the presence or otherwise of infectious disease
6	SMS/Email passengers with PHE COVID-19 message as available	Airline/Airport. PHE provides the text	Message received by all passengers who have registered their mobile/email with the airline	To signpost passengers to healthcare if they become symptomatic
	SYMPTOMS REPORTED			

³ In accordance with Public Health England guidance.



Serial	Action	How	Measure of Effectiveness	Rationale
7	If symptoms reported enable communications from public health and/or medical professionals to the symptomatic patient.	Aircraft Commander;	Direct communications enabled with public health and/or medical professional. Accurate situation report received.	To inform medical diagnosis and public health risk assessment To anticipate and adjust health incident response to meet reported situation. To save time and most effectively focus limited resources.
8	If symptoms reported Isolate passenger if possible	Cabin crew	Passenger(s) isolated, International Air Transport Association (IATA) guidance is available to work against	To mitigate risk of further contact with others
7	If symptoms reported Distribute Passenger Locator Forms (PLF) to passengers and crew if/as advised by public health and/or medical professionals	Cabin crew	PLF's made available to Public Health England Health Protection Team [See attached PDF version]	To enable contact tracing should it be required To reassure passengers
	If symptoms reported Disembarkation only be authorised by PHE or local health responder			To mitigate health risk in accordance with the COVID19 NOTAM issued by airports, and the Public Health (Aircraft) Regulations 1979

Enclosure: 1. Health Assurance and Passenger Locator Form (English version).



Health Assurance and
Passenger Locator Fo



THIS PROTOCOL APPLIES TO GROUP A

Novel coronavirus (COVID-19) Enhanced monitoring protocol

Introduction

A coronavirus is a type of virus. As a group, coronaviruses are common across the world. Typical symptoms of coronavirus include fever and a cough that may progress to a severe pneumonia causing shortness of breath and breathing difficulties. Generally, coronavirus can cause more severe symptoms in people with weakened immune systems, older people, and those with long-term conditions like diabetes, cancer and chronic lung disease. Novel coronavirus (COVID-19) is a new strain of coronavirus first identified in Wuhan City, China.

Based on the World Health Organization's declaration that this is a public health emergency of international concern, the UK Chief Medical Officers have raised the risk to the public from low to moderate. This permits the UK government to plan for all eventualities although the risk to individuals remains low. Based on the scientific advice of the Scientific Advisory Group for Emergencies (SAGE) the UK Chief Medical Officers will continue to review and as required by the spread of COVID-19, update their advice to travelers to the UK. This may include the requirement to self-isolate for 14 days and to seek support through NHS 111, even if symptoms (cough or fever or shortness of breath), are mild.

One of the measures to contain COVID-19 that has been implemented is to introduce enhanced public health monitoring of specific flights and specified direct routes to England. As at 27 February, this approach applies to the following areas: China, Japan, Hong Kong, Iran¹, Macau, Malaysia, Republic of Korea, Taiwan, Thailand, Singapore Vietnam (the "identified points") subject to changes in the [case definition](#), details here. Passengers will be told how to report any symptoms they develop during the flight, at the time of arrival, or after leaving the airport. These areas have been identified because of the volume of air travel from affected areas, understanding of other travel routes, flight duration, the number of reported cases, transmission, and public health control measures at the defined points.

Protocol

The associated protocol has been implemented by Public Health England (PHE) with the Department for Transport (DfT) and Civil Aviation Authority (CAA), and airline and airport support. The enhanced monitoring protocol has been progressively rolled out since 25 January, applied to any direct flight from the identified points, and specifically applies to **London Heathrow, London Gatwick, Manchester and Birmingham** airports which are the arrival airports for direct scheduled flights from these areas. It has been amended in early March to require GAD to be submitted by exception (where there is a case or suspected case of an unwell passenger on board) following reappraisal of the situation and assurances from industry that all other measures will remain in place. This will provide a unified approach across all direct flights from the identified points; with the exception of flights from Iran (see footnote 1 below). This protocol should be read in conjunction with the relevant process flow chart.

¹ Iran flights (3 per week direct from Tehran into LHR) subject to separate process agreed and implemented with Iran Air and LHR



The following steps are critical to the successful conduct of a public health risk assessment for all arriving passengers and flight crew, further detail is in the attached table which sets out our requirements with the supporting rationale:

- Provision of information leaflets² to passengers (in flight) to enable and encourage reporting of illness.
- Broadcasting within the first hour of the flight, of an inflight message encouraging passengers to report any inflight illness.
- It is the responsibility of the Commander of an aircraft in transit from an identified point to:
 - advise the destination airport of any ill passenger as soon as possible.
 - submit a General Aircraft Declaration (GAD) in the event of an unwell passenger.
- In the case of an unwell passenger, a GAD **must** be raised and submitted by the aircraft commander to the public health doctor prior to disembarkation. The public health team will implement the local health SOPs prior to issuing clearance to disembark and disembarkation cannot occur until that clearance has been given.
- In the event that a passenger is confirmed by the public health doctor as a suspected coronavirus case, passengers and crew will be required to complete a Passenger Locator Form (PLF)³ prior to disembarkation.

These steps are also being set out in a supporting NOTAM action. Airports and PHE, in close liaison with DfT and CAA, will conduct a regular weekly performance review with all affected airlines, to review compliance and agree improvement actions.

If you have any queries in relation to the above please email
airportpublichealth.monitoring@phe.gov.uk

² Available through <https://campaignresources.phe.gov.uk/resources/campaigns/101/resources/4992>

³ See enclosure.



Novel coronavirus (COVID-19) - Enhanced monitoring protocol

Serial	Action	How	Measure of Effectiveness	Rationale
	Prior to embarkation			
1	SMS/Email passengers with PHE COVID-19 message – as available	Airline / Airport. PHE to provide text.	Message received by all passengers who have registered their mobile/email address with the airline	To prevent travel by symptomatic passengers
	IN FLIGHT			
2	Provision of PHE information leaflet to passengers	Via cabin crew	All passengers receive leaflet (language specific to need)	To remind passengers of the COVID19 symptoms (and what to do post arrival if they have concerns)
3	Broadcasting of an inflight message ⁴ encouraging passengers to report any inflight illness	Aircraft Commander	Message broadcast within the first hour of the flight. Timing (GMT) of message to be recorded.	To encourage passengers to self-declare in the event that they have COVID19 symptoms, or other illness that may require a medical incident response at the destination airport
4	Destination airport advised of any passenger illness as soon as possible	Aircraft Commander	As soon as possible and no later than 60 mins before landing. In the event of no ill passengers, nil unwell report to be provided no later than 60 mins before arrival. Timing (in GMT) and content of message to be recorded.	To anticipate and adjust health incident response to meet reported situation. To save time and most effectively focus limited resources.
5	SMS / Email passengers with PHE COVID-19 message if possible	Airline/Airport. PHE to provide text.	Message received by all passengers who have registered their mobile/email with the airline	To signpost passengers to healthcare in the event that they become symptomatic
	SYMPTOMS REPORTED			
6	If symptoms reported Destination airport advised of any passenger illness as soon as possible	Aircraft Commander	As soon as possible and no later than 60 mins before landing. Timing (in GMT) and content of message to be recorded.	To anticipate and adjust health incident response to meet reported situation. To save time and most effectively focus limited resources.

⁴ In accordance with Public Health England guidance.



Group A
Enhanced Monitoring Protocol: GAD by exception
(Direct Flights: China, Hong Kong, Japan, Malaysia, Republic of Korea, Singapore,
Taiwan, Thailand and Vietnam)

Serial	Action	How	Measure of Effectiveness	Rationale
7	If symptoms reported Enable communications from public health and/or medical professionals on the ground to the symptomatic patient	Aircraft Commander	Direct communications enabled with public health and/or medical professional. Accurate situation report received.	To inform medical diagnosis and public health risk assessment To anticipate and adjust health incident response to meet reported situation. To save time and most effectively focus limited resources.
8	If symptoms reported Isolate passenger if possible	Cabin crew	Passenger(s) isolated, International Air Transport Association (IATA) guidance is available to work against	To mitigate risk of further contact with others
9	If symptoms reported Submit GAD to LHR HCU	Aircraft Commander	Completed at point of arrival and in accordance with International Civil Aviation Organisation (ICAO) agreements and International Health Regulations expectations to report the presence of infectious disease	Informs actions on public health team to meet aircraft and implement health pathways
10	If symptoms reported Distribute Passenger Locator Forms (PLF) to passengers and crew if/as advised by public health and/or medical professionals	Cabin crew	PLF's available for Public Health England upon arrival at the aircraft. [See attached PDF version]	To enable contact tracing should it be required To reassure passengers To expedite disembarkation
11	If symptoms reported Disembarkation only be authorised by PHE or local health responder	Aircraft Commander		To mitigate health risk in accordance with the COVID19 NOTAM issued by airports, and the Public Health (Aircraft) Regulations 1979



**Public Health
England**

Enclosure:

1. Health Assurance and Passenger Locator Form (English version).



Health Assurance and
Passenger Locator For

Group A
Enhanced Monitoring Protocol: GAD by exception
(Direct Flights: China, Hong Kong, Japan, Malaysia, Republic of Korea, Singapore,
Taiwan, Thailand and Vietnam)

From: [REDACTED]
To: [REDACTED]
Cc: [REDACTED]
Subject: RE: Process Charts: Group A and Group B countries
Date: 04 March 2020 13:40:00

Hi [REDACTED]

Sorry for the delay. We have a list of relevant airports and planned to include the AOA in that process. That OK?

Regards

[REDACTED]

[REDACTED]
*Consumer & Markets Group
UK Civil Aviation Authority
11 Westferry
Canary Wharf
London
E14 4HE*

+ [REDACTED]



- Visit us at www.caa.co.uk

Follow us on Twitter: [@UK_CAA](https://twitter.com/UK_CAA)

From: [REDACTED]
Sent: 04 March 2020 13:12
To: [REDACTED]
Cc: [REDACTED]
Subject: RE: Process Charts: Group A and Group B countries

Hi [REDACTED]

We in DfT have a pretty comprehensive list of airports, and can go via the AOA which may be preferable, and ensures we capture all affected

Thanks

[REDACTED]

[REDACTED], Department for Transport

From: [REDACTED]

Sent: 04 March 2020 13:10

To: [REDACTED]
[REDACTED]
[REDACTED]

Subject: RE: Process Charts: Group A and Group B countries

Hi [REDACTED]

Are they part of the CAA list?

If not, we can go through LHR and ask them to disseminate through their contacts.

Regards

[REDACTED]

[REDACTED]
[REDACTED]
[REDACTED]

Public Health England

[REDACTED]
[REDACTED]
[REDACTED]

From: [REDACTED]

Sent: 04 March 2020 12:18

To: [REDACTED]

Cc: [REDACTED]
[REDACTED]

Subject: RE: Process Charts: Group A and Group B countries

Hi [REDACTED]

Could I just clarify how we are intending to cascade this out to airports so they are also aware?

Are the CAA able to send this onto airports, or is this an action for DfT?

Grateful for thoughts

Thanks

[REDACTED]

[REDACTED], Department for Transport

From: [REDACTED]

Sent: 04 March 2020 10:28

To: [REDACTED]

Cc: [REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]

Subject: Process Charts: Group A and Group B countries

Dear [REDACTED]

Attached for distribution, please find the process charts for Group A and Group B countries
Could you please ensure the following points are made clear in your distribution message:

- This is a developing situation which may change rapidly and the charts and processes will require updating
- Implementation is from time of distribution which may take until weekend before they are in place and embedded
- To confirm as discussed, if there is a symptomatic passenger or suspected case, there is a need for PH risk assessment prior to disembarkation as per the COVID19 NOTAM issued by airports, and the Public Health (Aircraft) Regulations 1979

Many thanks for your assistance and help in developing and issuing these

Regards

[REDACTED]
[REDACTED]
[REDACTED]
Public Health England
[REDACTED]
[REDACTED]
[REDACTED]

[REDACTED]
The information contained in the EMail and any attachments is confidential and intended solely and for the attention and use of the named addressee(s). It may not be disclosed to any other person without the express authority of Public Health England, or the intended recipient, or both. If you are not the intended recipient, you must not disclose, copy, distribute or retain this message or any part of it. This footnote also confirms that this EMail has been swept for computer viruses by Symantec.Cloud, but please re-sweep any attachments before opening or saving. <http://www.gov.uk/PHE>

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From: [REDACTED]
To: [REDACTED]
Cc: [REDACTED]
Subject: RE: Process Charts and protocols: Group A and Group B countries CAA Comments
Date: 04 March 2020 13:53:27
Attachments: [20200304 COVID-19 Enhanced Monitoring Protocol Group A countries V12.0 GAD by exception.pdf](#)
[20200304 Coronavirus COVID-19 Public Health Information Protocol Group B V0.6.pdf](#)

Hi [REDACTED]

Grateful for your check.

I have removed the embedded file in each document; as you identified it will not work in a pdf
I have corrected the link to the GAD and included it into the Group A protocol as well
All links work on my computer

Group A V 12.0
Group B V0.6

Regards

[REDACTED]

[REDACTED]

Public Health England

[REDACTED]

From: [REDACTED] >

Sent: 04 March 2020 13:33

To: [REDACTED]

Cc: [REDACTED]

[REDACTED]

Subject: RE: Process Charts and protocols: Group A and Group B countries CAA Comments

Dear [REDACTED],

Thanks for this and it is appreciated. Could you check the highlighted links in the attached please. When you confirm you are content we will start to distribute.

Regards

[REDACTED]

[REDACTED]

Consumer & Markets Group
UK Civil Aviation Authority
11 Westferry
Canary Wharf
London
E14 4HE

[REDACTED]



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From: [REDACTED]

Sent: 04 March 2020 12:23

To: [REDACTED]

Cc: [REDACTED]

[REDACTED]

Subject: Process Charts and protocols: Group A and Group B countries

Dear [REDACTED]

Further to my earlier email and our conversation

Attached please find the process charts for Group A and Group B and the associated protocols.

As discussed, could you please ensure the following points are made clear in your distribution message:

- This is a developing situation which may change rapidly and the charts and processes will require updating
- Implementation is from time of distribution which may take until weekend before they are in

place and embedded

- To confirm as discussed, if there is a symptomatic passenger or suspected case, there is a need for PH risk assessment prior to disembarkation as per the COVID19 NOTAM issued by airports, and the Public Health (Aircraft) Regulations 1979

regards

[Redacted signature block]

Public Health England

[Redacted contact information]

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THIS PROTOCOL APPLIES TO GROUP B

Novel coronavirus (COVID-19) Public health information protocol

Introduction

A coronavirus is a type of virus. As a group, coronaviruses are common across the world. Typical symptoms of coronavirus include fever and a cough that may progress to a severe pneumonia causing shortness of breath and breathing difficulties. Generally, coronavirus can cause more severe symptoms in people with weakened immune systems, older people, and those with long-term conditions like diabetes, cancer and chronic lung disease. Novel coronavirus (COVID-19) is a new strain of coronavirus first identified in Wuhan City, China.

Based on the World Health Organization's declaration that this is a public health emergency of international concern, the UK Chief Medical Officers have raised the risk to the public from low to moderate. This permits the UK government to plan for all eventualities although the risk to individuals remains low. Based on the scientific advice of the Scientific Advisory Group for Emergencies (SAGE) the UK Chief Medical Officers will continue to review and as required by the spread of COVID-19, update their advice to travelers to the UK. This may include the requirement to self-isolate for 14 days and to seek support through NHS 111, even if symptoms (cough or fever or shortness of breath), are mild.

Dependent on an assessment of the volume of air travel from affected areas, the understanding of other travel routes, flight duration, the number of reported cases, the nature of transmission, and public health control measures, a judgement will be made on the most appropriate protocol to be employed by airlines flying from specified areas (the "identified points") further details of those areas [here](#).

Protocol

This protocol has been implemented by Public Health England (PHE) with the Department for Transport (DfT) and Civil Aviation Authority (CAA), and airline and airport support and is to be applied to any direct flight from the identified points. It should be read in conjunction with the relevant process flow chart.

The following steps are critical to informing passengers, and the successful conduct of a public health risk assessment for arriving passengers and flight crew, further detail is in the attached table which sets out our requirements with the supporting rationale:

- Provision of information leaflets¹ to passengers (in flight) to enable and encourage reporting of illness if possible.
- Broadcasting of an inflight message encouraging passengers to report any inflight illness if possible.
- It is the responsibility of the Commander of an aircraft in transit from an identified point to advise the destination airport of any ill passenger as soon as possible.

Provision of a General Aircraft Declaration (GAD) as per the relevant airport SOP and to the PHE Health Control Unit at LHR

¹ Available through <https://campaignresources.phe.gov.uk/resources/campaigns/101/resources/4992>



- , in the event that there is an unwell passenger. Airlines may use their own GAD or a generic form can be found [here](#).
- If a passenger is confirmed as a suspected coronavirus case, passengers and crew will be required to complete a Passenger Locator Form (PLF) prior to disembarkation.
- In the event of an unwell passenger or suspected case on board, disembarkation can only follow clearance by PHE or local health responder in accordance with the COVID19 NOTAM issued by airports, and the Public Health (Aircraft) Regulations 1979

These steps are also being set out in a supporting NOTAM action. Airports and PHE, in close liaison with DfT and CAA, will conduct a regular weekly performance review with all affected airlines, to review compliance and agree improvement actions.

If you have any queries in relation to the above please email airportpublichealth.monitoring@phe.gov.uk



Novel coronavirus (COVID-19) - Public health information protocol

Serial	Action	How	Measure of Effectiveness	Rationale
	Prior to embarkation			
1	SMS/Email passengers with PHE COVID-19 message as available	Airline/Airport. PHE provides the text	Message received by all passengers who have registered their mobile/email address with the airline	To prevent travel by symptomatic passengers
	IN FLIGHT			
2	Provision of PHE information leaflet to passengers as available	Via cabin crew	All passengers receive leaflet (language specific to need)	To remind passengers of COVID19 symptoms (and what to do if post arrival they have concerns)
3	Broadcasting of an inflight message ² encouraging passengers to report any inflight illness as available	Aircraft Commander	Message broadcast. Timing (GMT) of message to be recorded.	To encourage passengers to self-declare in the event that they have COVID19 symptoms, or other illness that may require a medical incident response at the destination airport
4	Destination airport advised of any passenger illness as soon as possible as per airline and airport SOPs	Aircraft Commander	As soon as possible. Timing (in GMT) and content of message to be recorded.	To anticipate and adjust health incident response to meet reported situation. To save time and most effectively focus limited resources.
5	In the event of an unwell passenger, the aircraft provides a General Aircraft Declaration (GAD) as per local processes and to LHR HCU	Aircraft Commander	Completed at point of arrival	Accords with International Civil Aviation Organisation (ICAO) agreements and International Health Regulations expectations to report the presence or otherwise of infectious disease
6	SMS/Email passengers with PHE COVID-19 message as available	Airline/Airport. PHE provides the text	Message received by all passengers who have registered their mobile/email with the airline	To signpost passengers to healthcare if they become symptomatic
	SYMPTOMS REPORTED			

² In accordance with Public Health England guidance.



Serial	Action	How	Measure of Effectiveness	Rationale
7	If symptoms reported enable communications from public health and/or medical professionals to the symptomatic patient.	Aircraft Commander;	Direct communications enabled with public health and/or medical professional. Accurate situation report received.	To inform medical diagnosis and public health risk assessment To anticipate and adjust health incident response to meet reported situation. To save time and most effectively focus limited resources.
8	If symptoms reported Isolate passenger if possible	Cabin crew	Passenger(s) isolated, International Air Transport Association (IATA) guidance is available to work against	To mitigate risk of further contact with others
7	If symptoms reported Distribute Passenger Locator Forms (PLF) to passengers and crew if/as advised by public health and/or medical professionals	Cabin crew	PLF's made available to Public Health England Health Protection Team [See attached PDF version]	To enable contact tracing should it be required To reassure passengers
	If symptoms reported Disembarkation only be authorised by PHE or local health responder			To mitigate health risk in accordance with the COVID19 NOTAM issued by airports, and the Public Health (Aircraft) Regulations 1979



THIS PROTOCOL APPLIES TO GROUP A

Novel coronavirus (COVID-19) Enhanced monitoring protocol

Introduction

A coronavirus is a type of virus. As a group, coronaviruses are common across the world. Typical symptoms of coronavirus include fever and a cough that may progress to a severe pneumonia causing shortness of breath and breathing difficulties. Generally, coronavirus can cause more severe symptoms in people with weakened immune systems, older people, and those with long-term conditions like diabetes, cancer and chronic lung disease. Novel coronavirus (COVID-19) is a new strain of coronavirus first identified in Wuhan City, China.

Based on the World Health Organization's declaration that this is a public health emergency of international concern, the UK Chief Medical Officers have raised the risk to the public from low to moderate. This permits the UK government to plan for all eventualities although the risk to individuals remains low. Based on the scientific advice of the Scientific Advisory Group for Emergencies (SAGE) the UK Chief Medical Officers will continue to review and as required by the spread of COVID-19, update their advice to travelers to the UK. This may include the requirement to self-isolate for 14 days and to seek support through NHS 111, even if symptoms (cough or fever or shortness of breath), are mild.

One of the measures to contain COVID-19 that has been implemented is to introduce enhanced public health monitoring of specific flights and specified direct routes to England. As at 27 February, this approach applies to the following areas: China, Japan, Hong Kong, Iran¹, Macau, Malaysia, Republic of Korea, Taiwan, Thailand, Singapore Vietnam (the "identified points") subject to changes in the [case definition](#), details here. Passengers will be told how to report any symptoms they develop during the flight, at the time of arrival, or after leaving the airport. These areas have been identified because of the volume of air travel from affected areas, understanding of other travel routes, flight duration, the number of reported cases, transmission, and public health control measures at the defined points.

Protocol

The associated protocol has been implemented by Public Health England (PHE) with the Department for Transport (DfT) and Civil Aviation Authority (CAA), and airline and airport support. The enhanced monitoring protocol has been progressively rolled out since 25 January, applied to any direct flight from the identified points, and specifically applies to **London Heathrow, London Gatwick, Manchester and Birmingham** airports which are the arrival airports for direct scheduled flights from these areas. It has been amended in early March to require GAD to be submitted by exception (where there is a case or suspected case of an unwell passenger on board) following reappraisal of the situation and assurances from industry that all other measures will remain in place. This will provide a unified approach across all direct flights from the identified points; with the exception of flights from Iran (see footnote 1 below). This protocol should be read in conjunction with the relevant process flow chart.

¹ Iran flights (3 per week direct from Tehran into LHR) subject to separate process agreed and implemented with Iran Air and LHR



The following steps are critical to the successful conduct of a public health risk assessment for all arriving passengers and flight crew, further detail is in the attached table which sets out our requirements with the supporting rationale:

- Provision of information leaflets² to passengers (in flight) to enable and encourage reporting of illness.
- Broadcasting within the first hour of the flight, of an inflight message encouraging passengers to report any inflight illness.
- It is the responsibility of the Commander of an aircraft in transit from an identified point to:
 - advise the destination airport of any ill passenger as soon as possible.
 - submit a General Aircraft Declaration (GAD) in the event of an unwell passenger. Airlines may use their own GAD or a generic form can be found [here](#).
- In the case of an unwell passenger, a GAD **must** be raised and submitted by the aircraft commander to the public health doctor prior to disembarkation. The public health team will implement the local health SOPs prior to issuing clearance to disembark and disembarkation cannot occur until that clearance has been given.
- In the event that a passenger is confirmed by the public health doctor as a suspected coronavirus case, passengers and crew will be required to complete a Passenger Locator Form (PLF) prior to disembarkation.

These steps are also being set out in a supporting NOTAM action. Airports and PHE, in close liaison with DfT and CAA, will conduct a regular weekly performance review with all affected airlines, to review compliance and agree improvement actions.

If you have any queries in relation to the above please email airportpublichealth.monitoring@phe.gov.uk

² Available through <https://campaignresources.phe.gov.uk/resources/campaigns/101/resources/4992>



Novel coronavirus (COVID-19) - Enhanced monitoring protocol

Serial	Action	How	Measure of Effectiveness	Rationale
	Prior to embarkation			
1	SMS/Email passengers with PHE COVID-19 message – as available	Airline / Airport. PHE to provide text.	Message received by all passengers who have registered their mobile/email address with the airline	To prevent travel by symptomatic passengers
	IN FLIGHT			
2	Provision of PHE information leaflet to passengers	Via cabin crew	All passengers receive leaflet (language specific to need)	To remind passengers of the COVID19 symptoms (and what to do post arrival if they have concerns)
3	Broadcasting of an inflight message ³ encouraging passengers to report any inflight illness	Aircraft Commander	Message broadcast within the first hour of the flight. Timing (GMT) of message to be recorded.	To encourage passengers to self-declare in the event that they have COVID19 symptoms, or other illness that may require a medical incident response at the destination airport
4	Destination airport advised of any passenger illness as soon as possible	Aircraft Commander	As soon as possible and no later than 60 mins before landing. In the event of no ill passengers, nil unwell report to be provided no later than 60 mins before arrival. Timing (in GMT) and content of message to be recorded.	To anticipate and adjust health incident response to meet reported situation. To save time and most effectively focus limited resources.
5	SMS / Email passengers with PHE COVID-19 message if possible	Airline/Airport. PHE to provide text.	Message received by all passengers who have registered their mobile/email with the airline	To signpost passengers to healthcare in the event that they become symptomatic
	SYMPTOMS REPORTED			
6	If symptoms reported Destination airport advised of any passenger illness as soon as possible	Aircraft Commander	As soon as possible and no later than 60 mins before landing. Timing (in GMT) and content of message to be recorded.	To anticipate and adjust health incident response to meet reported situation. To save time and most effectively focus limited resources.

³ In accordance with Public Health England guidance.



Group A
Enhanced Monitoring Protocol: GAD by exception
(Direct Flights: China, Hong Kong, Japan, Malaysia, Republic of Korea, Singapore,
Taiwan, Thailand and Vietnam)

Serial	Action	How	Measure of Effectiveness	Rationale
7	If symptoms reported Enable communications from public health and/or medical professionals on the ground to the symptomatic patient	Aircraft Commander	Direct communications enabled with public health and/or medical professional. Accurate situation report received.	To inform medical diagnosis and public health risk assessment To anticipate and adjust health incident response to meet reported situation. To save time and most effectively focus limited resources.
8	If symptoms reported Isolate passenger if possible	Cabin crew	Passenger(s) isolated, International Air Transport Association (IATA) guidance is available to work against	To mitigate risk of further contact with others
9	If symptoms reported Submit GAD to LHR HCU	Aircraft Commander	Completed at point of arrival and in accordance with International Civil Aviation Organisation (ICAO) agreements and International Health Regulations expectations to report the presence of infectious disease	Informs actions on public health team to meet aircraft and implement health pathways
10	If symptoms reported Distribute Passenger Locator Forms (PLF) to passengers and crew if/as advised by public health and/or medical professionals	Cabin crew	PLF's available for Public Health England upon arrival at the aircraft. [See attached PDF version]	To enable contact tracing should it be required To reassure passengers To expedite disembarkation
11	If symptoms reported Disembarkation only be authorised by PHE or local health responder	Aircraft Commander		To mitigate health risk in accordance with the COVID19 NOTAM issued by airports, and the Public Health (Aircraft) Regulations 1979

From: [REDACTED]
To: [REDACTED]
Cc: [REDACTED]
Subject: RE: Process Charts and protocols: Group A and Group B countries CAA Comments
Date: 04 March 2020 13:54:00

Hi [REDACTED]

Most kind thank you.

Regards

[REDACTED]

[REDACTED]
*Consumer & Markets Group
UK Civil Aviation Authority
11 Westferry
Canary Wharf
London
E14 4HE*

[REDACTED]



-
Visit us at www.caa.co.uk
Follow us on Twitter: [@UK_CAA](https://twitter.com/UK_CAA)

From: [REDACTED] >

Sent: 04 March 2020 13:53

To: [REDACTED]

Cc: [REDACTED]

[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]

Subject: RE: Process Charts and protocols: Group A and Group B countries CAA Comments

Hi [REDACTED]

Grateful for your check.

I have removed the embedded file in each document; as you identified it will not work in a pdf
I have corrected the link to the GAD and included it into the Group A protocol as well
All links work on my computer

Group A V 12.0

Group B V0.6

Regards

[Redacted]

[Redacted]

Public Health England

[Redacted]

From: [Redacted]

Sent: 04 March 2020 13:33

To: [Redacted]

Cc: [Redacted]

[Redacted]

Subject: RE: Process Charts and protocols: Group A and Group B countries CAA Comments

Dear [Redacted]

Thanks for this and it is appreciated. Could you check the highlighted links in the attached please. When you confirm you are content we will start to distribute.

Regards

[Redacted]

[Redacted]

*Consumer & Markets Group
UK Civil Aviation Authority
11 Westferry
Canary Wharf*

London
E14 4HE

+ [REDACTED]



- Visit us at www.caa.co.uk

Follow us on Twitter: [@UK_CAA](https://twitter.com/UK_CAA)

From: [REDACTED]

Sent: 04 March 2020 12:23

To: [REDACTED]

Cc: [REDACTED]

[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]

Subject: Process Charts and protocols: Group A and Group B countries

Dear [REDACTED]

Further to my earlier email and our conversation

Attached please find the process charts for Group A and Group B and the associated protocols.

As discussed, could you please ensure the following points are made clear in your distribution message:

- This is a developing situation which may change rapidly and the charts and processes will require updating
- Implementation is from time of distribution which may take until weekend before they are in place and embedded
- To confirm as discussed, if there is a symptomatic passenger or suspected case, there is a need for PH risk assessment prior to disembarkation as per the COVID19 NOTAM issued by airports, and the Public Health (Aircraft) Regulations 1979

regards

[REDACTED]
[REDACTED]
[REDACTED]

Public Health England

[REDACTED]

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From: [REDACTED]
To: [REDACTED]
Cc: [REDACTED]
Subject: IRG meeting Thursday 5 March
Date: 05 March 2020 13:35:48
Attachments: [20200305 Managing Suspected Case Protocol Other Airport v1.0.pptx](#)

Dear all

I would be grateful for the following process chart to be circulated to IRG members in advance of this afternoon's meeting

It outlines the LHR Health Control Actions and my colleague [REDACTED] ([REDACTED] at LHR) will speak to it this afternoon.

Regards

[REDACTED]

[REDACTED]

Public Health England

[REDACTED]

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Port Health Duty Doctor's Flowchart: Initial management of a suspected case of COVID-2019 at Other Airports in England

IMPORTANT: At the start of your shift please visit the .Gov information page "Novel coronavirus (COVID-19) guidance for health professionals" (<https://www.gov.uk/government/collections/wuhan-novel-coronavirus#guidance>) and in particular the case definition ([Live definitions here](#)). These pages are updated regularly and the information and 'Case Definition' is subject to significant change.

Warning Notification received

Call and/or emailed received in HCU. EOs (or Doctors) will gather information by completing telephone call sheet. EOs pass information to Port Health Doctor to take full history (as below).

Early Notification e-mail address to send information to: airportpublichealthmonitoring@phe.gov.uk

YES

MEETS CASE DEFINITION?

Doctor undertakes the public health risk assessment and completes Suspected Passenger Report form.

NO

Initial steps

If Passenger/s on Aircraft:

1. Ascertain whether there is a need for URGENT clinical care. If so, call the local ambulance service.
2. Advise Cabin crew to move passenger/s to an isolated area in the aircraft; if possible – 2 metres away from other passengers and with separate toilet facilities. If available, passenger/s must use a surgical face mask and put it on themselves. Ask cabin crew if any unwell passenger/s have reduced mobility (PRM).
3. Airline must distribute Passenger Locator Forms (PLFs); to be completed by all cabin crew and passengers 2 rows behind, 2 rows in front and around suspected case passenger. If multiple passengers report being unwell, individual PLF's need to be completed for all passengers. PLFs to be emailed to Heathrow.hcu@phe.gov.uk

If passenger is inside the Airport; advise reporting person to ensure unwell passenger/s maintains distance of 2 metres away from all persons, and airport staff must isolate passenger/s immediately in a designated isolation area.

- If Doctor is satisfied no risk to public health is posed, Doctor can authorise aircraft to disembark.
- Either Doctor or EO can communicate to airline that disembarkation can commence

Maybe?

(Person may meet case definition but unclear)

Transporting and managing suspected cases off the Aircraft:




1. Advise airline to ensure suspected case maintains distance of 2 metres away from all persons, and airport staff must isolate passenger/s immediately after the general aircraft has disembarked in a designated isolation area.
2. Call Local Ambulance service and inform them of the case and location of the passenger/isolation location and airport contact person
3. Request for Ambulance service to inform the HCU when the patient has been transferred to NHS care, and details of the hospital they are in (if relevant).

- Discuss case with the relevant Health Protection Team (Consultant in Public Health will be available) OR the Port Health On-call Manager (please ask the Operations Room Manager on duty for number)

Notification Actions:

1. If passenger/s are still airside, provide Border Force with full details of passenger/s (Name, DOB, Nationality & Passport number) borderforcencc@homeoffice.gov.uk
2. Create HPZone Record and notify the local Health Protection Team with the HPZone reference number. Health protection teams will undertake the wider public health risk assessment and undertake contact tracing where necessary. Ensure PLFs are shared with HPTs on request.*

*In the absence of access to HPZone please send the suspected passenger report directly to the HPT via Egress (Official Sensitive).

Key Documents	
COVID-19 Suspected Passenger Report To note the details of unwell passenger who meets case definition	 COVID19SPR
Passenger Locator Forms (PLFs) To be used when the details of other passengers 2 rows behind, 2 rows in front and to the sides of the unwell passenger are needed. If attending a flight ensure you have enough printed PLFs.	 PLF
List of Health Protection Teams including airport contacts, local ambulance contacts and identified isolation areas	 HPT, Airport, Ambulance Contact

DELAY PHASE: COVID-2019

IN-FLIGHT COVID-19 ANNOUNCEMENT MADE BY AIRLINES LANDING IN THE UK:

We would like to provide the following COVID-19 (coronavirus) public health message from Public Health England and other health protection agencies in the UK.

The symptoms of coronavirus are a new continuous cough with or without a high temperature; if you experience either of those, however mild you should go straight home and self-isolate and check the coronavirus website

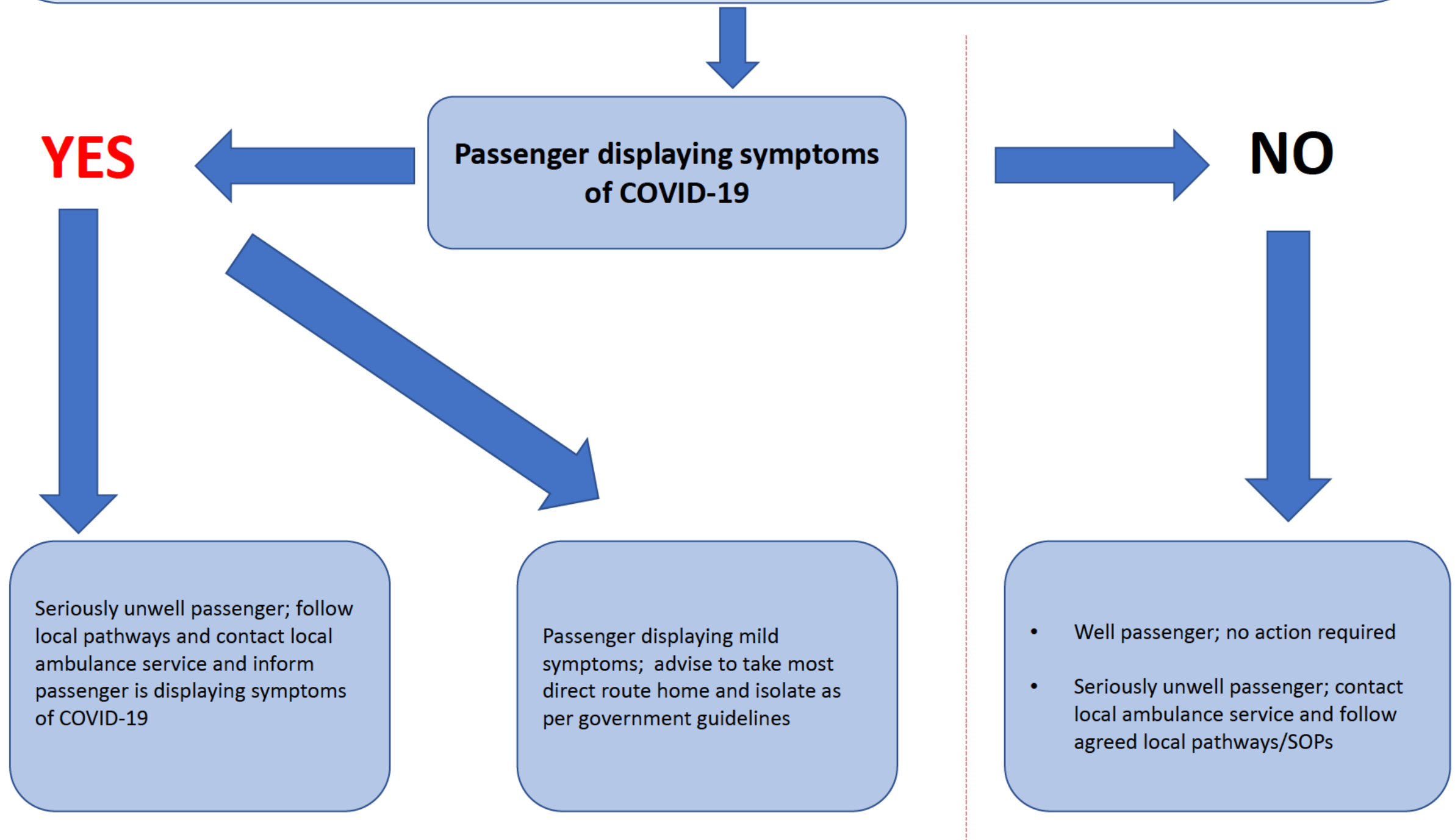
Simple measure you can take to help protect yourself and family are:

1. Wash your hands
2. Avoid touching your face with dirty hands, and
3. Catch coughs and sneezes in a tissue and dispose of it immediately

If you follow these simple rules, together we will help combat the spread of coronavirus.

If you experience any of the symptoms, do not go to a GP surgery, pharmacy or hospital, you should self-isolate and check the NHS coronavirus website.

Further information is available on posters and leaflets available in the airport when you land.



POSTERS & LEAFLETS

- All UK airports, seaports and international rail stations to display posters and advice to self-isolate at home if you have symptoms in line with the NHS advice and delay phase of the public health campaign.

Please register to download latest poster/leaflet

<https://campaignresources.phe.gov.uk/resources/campaigns/101-coronavirus-resources>

GUIDANCE ENQUIRIES

- The Heathrow Health Control Unit offers 24/7 support to all ports and airport stakeholders in interpreting the COVID-19 guidance. Please contact: Heathrow.hcu@phe.gov.uk Tel: 020 8745 7209



COVID-19 Frequently Asked Questions (FAQs) for Airports

1. What is the Delay phase and how long will it last?

With the announcement by the Prime Minister on 12th March 2020 of the delay phase, all previous PHE Port Health COVID-19 protocols were revoked via a DfT NOTAM on Friday 13 March 2020. The length of duration of this phase is unclear and current advice would suggest that the measures will be in place for some months.

The delay phase has been initiated as there is now community transmission of the virus in the UK. i.e. transmission not directly related to travel; this has made interventions in ports of less relative importance and with the shift to the delay phase and commensurate policy changes, the PHE Port Health approach has been changed from monitoring to one of public information

2. Will Exit Screening be introduced at ports?

An exit screening strategy paper has been sent for a national decision and we will communicate to all ports on receipt of the decision

3. What do we do with symptomatic passengers who are in transit or try to board a flight and the airline contacts us for advice?

If anyone has the relevant symptoms, i.e. new cough or temperature, they should immediately self-isolate as per our stay at home guidance. If a passenger has nowhere to self-isolate, then they should contact their embassy for support. If assistance is required, please contact the Health Control Unit on 020 8745 7209 heathrow.hcu@phe.gov.uk

4. Border Force can't change gloves every time as written in the guidance for staff in the transport sector on COVID-19. What can be done?

Interim guidance pending official guidance change

The reality is that gloves, where worn, will have to be used for protracted periods and only changed episodically. It will not be feasible to try and use hand washing or hand-gel with them (not least because of the scarcity of hand gel). It is important to remind staff not to touch their faces with the gloves on

and to remove them, and washing their hands immediately, before any personal functions, like eating, visiting the bathroom or blowing their nose

- 5. What do we do about cleaning areas where staff with suspected/confirmed cases have worked? How long does the virus last on surfaces? What type of protective clothing should we use in the workplace?**

<https://www.gov.uk/government/publications/guidance-to-employers-and-businesses-about-covid-19/guidance-for-employers-and-businesses-on-covid-19#cleaning-offices-and-public-spaces-where-there-are-suspected-or-confirmed-cases-of-covid-19>

<https://www.gov.uk/government/publications/covid-19-decontamination-in-non-healthcare-settings/covid-19-decontamination-in-non-healthcare-settings>

- 6. What does self-isolation mean? And what does this mean for other members of families?**

<https://www.gov.uk/government/publications/covid-19-stay-at-home-guidance/stay-at-home-guidance-for-people-with-confirmed-or-possible-coronavirus-covid-19-infection>

- 7. How do we deal with acute illness (with/without COVID-19) at an airport?**

Airports should follow local pathways and contact their local ambulance service if a passenger is displaying symptoms of COVID-19

- 8. What is the COVID-19 guidance on social distancing and what this means for vulnerable adults?**

<https://www.gov.uk/government/publications/covid-19-guidance-on-social-distancing-and-for-vulnerable-people/guidance-on-social-distancing-for-everyone-in-the-uk-and-protecting-older-people-and-vulnerable-adults>

- 9. What happens if a passenger self declares in-flight? What happens if a passenger self declares at an airport (Outbound)?**

<https://www.gov.uk/government/publications/covid-19-guidance-for-staff-in-the-transport-sector/covid-19-guidance-for-staff-in-the-transport-sector>

- 10. We are rapidly running out of hand sanitiser and are struggling to obtain new stocks; please can we have some support with this?**

These concerns are being heard across government and a supply chain group has been set up led by the Cabinet Office who are conducting an exercise to look at PPE and hand sanitiser demands. Please continue with

procuring hand sanitiser, even if there is a long lead time to ensure preparedness further down the line.

Leeds Bradford Airport kindly supplied a contact that has managed to secure large stocks of hand sanitiser:

SMI group (Surrey, UK) has managed to secure large stocks of the large stock instant hand sanitiser (236ml £4.99 - minimum order 24 bottles)

[REDACTED].