Trans Guyana Airways Ltd.

Covid-19 Preparedness and Recovery

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Covid-19 Preparedness and Recovery

About TGA

A fast growing Guyanese airline with about 280 employees including maintenance. We operate 3 Beech 1900D Regional Airliners & 8 - C208B Grand Caravans.

Here is a general layout of what TGA has done to respond to the impact of the COVID 19 Pandemic as of 14\textsuperscript{th} March to 05\textsuperscript{th} June 2020.

The new Norm

STAY SAFE SWITCH!
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Step 1 – Management Commitment

- Senior Management made commitment to stop the spread within our scope of operation & to restore the confidence of the travelling public.

Initial response:

- Established a committee:
  - Led by the Accountable Executive
  - Met regularly to review and analyse our performance (SPI)
  - Adjust measures to ensure relevance since the situation is fluid.
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Trans Guyana Context

What are we doing to survive this Crisis!

• TGA developed Guidelines using interim guidance for responding to COVID-19 from:
  ✓ GCAA
  ✓ Ministry of Health (MOH),
  ✓ World Health Organisation (WHO), and
  ✓ Centers for Disease Control and Prevention (CDC)
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Continuous operations

Our criteria

• Outbreak risks are managed to minimize impact to all Stakeholders
• Preventive measures are in place and appropriately implemented
• TGA stakeholders are educated, engaged and empowered to adjust to the “new normal” through contextualized communication plans, initial and retraining as new information becomes available.
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Step 2 – Employee Awareness Training

• Two rounds were run for all staff - updating latest information as new knowledge was gained – This is Mandatory
• How to keep the work place & home safe.
• Safety measures while in public.
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Step 3 - OHS Programme

- Any employee with symptoms of influenza at work was immediately sent home.
- Ill workers would be required to stay home & self-isolate to get rid of influenza.
- Encouraged to seek medical attention if required;
- Monitored on a daily basis by HRD/OHS for 7 to 14 days depending on symptoms (any associated with fever above 37.5 °C must isolate for 14 days)
- Contact tracing carried out and persons monitored as well by HRD.
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Step 4 – Access Point Screening & sanitization

- Temperature screening of all persons accessing the establishment - started with max of 38°C further reduced to 37.5 °C (mild fever).
- Installation of Sanitizing Foot baths
- All persons entering the establishment are required wash their hands. Hand wash stations provided at access point(s).
- Provided hand sanitizer for staff and customers at workstations
- TGA mandated proper mask etiquette within the establishment (staff and customers)
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Step 5 - Housekeeping

• Establish a housekeeping schedule.
• Incorporate routine cleaning and sanitisation with regular, frequent, and periodic cleaning.
• Ensure adequate ventilation of offices/buildings (air-conditioned) by opening windows and doors several times a day.
• Ensure an adequate supply of soap, water, and disposable towels through scheduled checks.
• Shared work vehicles are regularly cleaned and disinfected.
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Step 6 - Aircraft Sanitisation

Grooming

• Conduct specific training for aircraft groomers
• Aircraft is sanitized before each flight
• Carry out quality control checks periodically
• All aircraft equipped with temperature testing device
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Step 7 - Aircraft Operations

Cargo
• Both in bound and outbound cargo are sanitized before loading

Passenger & Crew
• Temperature screening of crew and pax prior to boarding
• Masks required by crew and passengers for flight
• All pax flights operated at 50% occupancy (as required by GCAA) and complied with the social distancing requirement.
• At interior locations (domestic ops) no person is allowed to board TGA A/C if their temperature is 37.5°C or higher or have any flu type symptoms.
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What's more:

• TGA did not adopt the recommendation of working at home – not conducive for the efficient operation of the airline.
• TGA allowed employees to go on voluntary no pay leave.
• We implemented a staff rotation system to maintain social distancing protocols
• The measures taken have ensured no influenza type illnesses in the workplace.
• To prevent the transmission of nCOV between the workplace and home, TGA provided company transportation for employees who otherwise would use public transport.
• All vehicles operated at 50% pax capacity and complied with the social distancing requirement. (scheduled sanitization)
• Conducts daily OHS checks to monitor effectiveness of our safety measures
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Conclusion

• To keep our finger on the pulse, the TGA SQAD Conducts daily OHS checks to ensure safety measures are upheld.

• The goal is to provide a safe working environment and place of business for our Customers. Trans Guyana will use lessons learned from the crisis, to provide “Readiness for Take Off” and a “Path to Clear Skies”, ultimately “Restoring Confidence in Flight”.

Thank you!

Q & A