

# **GBAC STAR™**

## **Facility Accreditation Program**

### **Guidance for Airports**

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“ ACCREDITATION EMPOWERS  
FACILITY OWNERS AND  
MANAGERS TO ASSURE  
WORKERS, CUSTOMERS, AND  
KEY STAKEHOLDERS THAT THEY  
HAVE PROVEN SYSTEMS IN  
PLACE TO DELIVER CLEAN AND  
HEALTHY ENVIRONMENTS THAT  
ARE SAFE FOR BUSINESS. ”

Patricia Olinger  
Executive Director of GBAC

# Prepare. Respond. Recover.

## The cleaning industry's only outbreak response and recovery accreditation.

### About GBAC, a Division of ISSA

Composed of international leaders in the field of microbial-pathogenic threat analysis, mitigation, response, and recovery, the Global Biorisk Advisory Council (GBAC), a division of ISSA, provides training, guidance, accreditation, certification, crisis management assistance, and leadership to government, commercial and private entities looking to mitigate, quickly address, and/or recover from biological threats and real-time crises. The organization's services include biorisk management program assessment and training, Forensic Restoration® response and remediation, the GBAC STAR™ facility accreditation program, training and certification of individuals, and consulting for building owners and facility managers. For more information, visit [www.gbac.org](http://www.gbac.org).

### About ISSA

With more than 9,300 members—including distributors, manufacturers, manufacturer representatives, wholesalers, building service contractors, in-house service providers, residential cleaners, and associated service members—ISSA is the world's leading trade association for the cleaning industry. The association is committed to changing the way the world views cleaning by providing its members

with the business tools they need to promote cleaning as an investment in human health, the environment, and an improved bottom line. Headquartered in Northbrook, Ill., USA, the association has regional offices in Mainz, Germany; Whitby, Canada; Parramatta, Australia; Seoul, South Korea; and Shanghai, China. For more information about ISSA, visit [www.issa.com](http://www.issa.com) or call 800-225-4772.

# The GBAC STAR™ Facility Accreditation Program

**Reopen your facility with confidence:**  
the cleaning industry's only outbreak response  
and recovery accreditation.



**The Gold Standard Of Safe Facilities:** To achieve GBAC STAR™ accreditation, facilities must demonstrate compliance with the program's 20 elements, which range from standard operating procedures and risk assessment strategies, to personal protective equipment and emergency preparedness and response measures.

- ☑ Establish and maintain a cleaning, disinfection, and infectious disease prevention program to minimize risks associated with infectious agents like the novel coronavirus (SARS-CoV-2).
- ☑ The proper cleaning protocols, disinfection techniques, and work practices in place to combat biohazards and infectious disease.
- ☑ Highly skilled cleaning professionals who are trained for outbreak and infectious disease preparation and response.

## A Special "Thank You"

*The GBAC Airport Guidance Handbook was developed in collaboration with the American Association of Airport Executives (AAAE).*

The document also contains links to the ICAO Council's Aviation Recovery Task Force (CART) Take-off guidance. ICAO will update these guidelines at certain intervals. It is recommended to check for updates.

This GBAC STAR™ Airport guidance document is intended to provide process and procedural guidance for cleaning, disinfection, and infectious disease prevention to assist airports in their GBAC STAR accreditation process.

GBAC will continue to monitor information from international health associations, organizations and regulatory agencies, and will communicate changes, requirements and recommendations as the situation evolves. GBAC will communicate to GBAC STAR Facilities via GBAC STAR communications networks.

# Protocols

In general, GBAC STAR templates will be changed and updated based on public health advice, personal protective equipment (PPE) recommendations or requirements, social distancing requirements and other recommendations, and will be implemented to be consistent with business needs.

*NOTE: This document contains links to the ICAO Council's Aviation Recovery Task Force (CART) Take-off guidance. ICAO will update these guidelines at certain intervals. It is recommended to check for updates.*

**A full list of approved Personal Protective Equipment can be found [here](#).**

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# Airport Protocols:

## Proactive Strategies

While the plans and procedures for cleaning, disinfection, and infectious disease prevention are important, they are only one component of an overall strategy to keep airports operational, safe, and secure. Individual elements of these plans are insufficient to deal with the challenges posited by the current pandemic. Rather, it is the combination and interlinkage of these elements, as well as area-specific approaches, that are the keys to success.

One of the central components that can significantly impact on airport safety and sanitation is continuous contamination control. The primary route of infection for SARS-CoV-2 (COVID-19) is through close-range person-to-person contact (within 6 feet). When an individual with COVID-19 coughs, sneezes, or talks, he or she releases respiratory droplets that can be inhaled by people nearby. The secondary form of transmission occurs when an individual touches a contaminated surface and subsequently touches their eyes, nose, or mouth. Other potential forms of infection like airborne transmission (beyond 6 feet) or contact with certain body fluids or excretions are still being discussed.

Therefore, limiting contamination of an airport's surfaces and preventing person-to-person contact is essential for the safety of passengers and personnel. The various strategies described in these guidelines address the routes of infection and attempt to limit the spread of COVID-19.

The spread of COVID-19 has been directly linked to individuals carrying the disease regardless of being symptomatic or asymptomatic. This applies to any person with the disease, including, but not limited to, airport and security staff, flight crew, and passengers. Close coordination and cooperation with all relevant stakeholders are critical to limiting the spread of the disease. In addition to upfront restrictions, such as denying access to airport facilities or the refusal of services and work (for staff), ongoing contamination control during operations is essential.

# Basic proactive strategies include:

## Limiting access

Have clear and widely-distributed messages about airport and air service access requirements and limitations, if applicable and feasible. This includes limitations on who can enter the airport and fly. For example:

- Only individuals who are traveling can enter the airport unless these individuals have a disability and need assistance to travel. Other requirements and limitations, such as revised airport parking, drop-off and pick-up, physical distancing, and mask procedures, should be communicated and accessible to passengers prior to travel.
- Access to the airport may be denied if airport staff display key symptoms of COVID-19 or have positive confirmation of COVID-19. Airlines may have their own specific requirements that include, but are not limited to, passenger screening, questionnaires, testing, sanitation and disinfection, and masks.

Within the airport, provide for adequate signage that clearly outlines information for travelers. Pictograms that convey messages on wearing masks, hand hygiene, and physical distancing are helpful.

Reducing direct contact between individuals and equipment is another key strategy. Whenever possible, passengers should be encouraged to complete check-in processes before they arrive at the airport. Online check-in, mobile boarding passes, drop-off airport baggage tagging, and other initiatives can reduce close contact between travelers and the airport staff and infrastructure.

## Physical distancing and barriers

To further limit close contact between travelers and airport and airline staff, utilize protective barriers at check-in counters, departure and arrival counters, security, and customs/immigration stations. When available, use touchless check-in kiosk stations that can be easily cleaned and disinfected. For passenger control and physical distancing, rely on partitions and spacing floor stickers. In common areas like restaurants and shops, limit the seating capacity and encourage appropriate spacing between patrons. Maintain physical distancing requirements in all waiting and congregation areas by limiting access to seating, tables, and counters. This also applies to airport staff and their internal working and meeting areas.



## Hand hygiene

Surface contamination can be prevented by using appropriate hand hygiene practices. Install hand sanitation stations within the airport based on the area's risk assessment and traffic flow.

### Hand Sanitization – Hand wipes, alcohol hand sanitizer, and hand sanitizer

Recommendations for hand sanitizer station locations include, but are not limited to, the following areas:

- Airport entrances
- Ticket counters
- Gates
- Public corridors and aisles, generally 1 station every 200 feet
- Outside of restrooms
- Entrances to Food and Beverage locations and courts
- Elevator banks
- Employee entrances, time clocks, and dining areas
- Meeting rooms. General guidance suggests 1 station for every 50 people in the room

Note: The number of stations at these recommended areas may be modified based on use and traveler volume. The stations should be replenished frequently.

Use posted signs or oral announcements to remind staff, passengers, and all other personnel of the importance of proper handwashing, avoiding touching their face, and physical distancing. Schedule frequent cleaning and disinfection of handwash areas, including sinks, restrooms, and washing facilities based on risk assessment, usage, and local requirements.

## Personal protective equipment

Non-medical masks may be required for all passengers and support individuals (if applicable) inside the airport. The use of personal protective equipment (PPE) like gloves, face shields, and coveralls is based on situational and task risk assessments and should be implemented accordingly for staff and others.

# Cleaning, Disinfection, and Infectious Disease Prevention for Specific Areas:

Cleaning, disinfection, and infectious disease prevention strategies should be coordinated with all relevant associates in order to implement uniform solutions. Keep relevant documentation (logs) and have consistent and reliable processes and procedures.

General guidance for cleaning and disinfecting all spaces:

- Document cleaning and disinfection activities.
- Remove all trash.
- Begin area cleaning with approved chemicals and equipment. Pay careful attention to all touchpoints and surfaces.
- After cleaning, apply spray disinfectant using approved chemicals and equipment. Types of equipment include, but are not limited to, electrostatic sprayers, pump sprayers, and trigger sprayers.
- Hand sanitization stations should be checked regularly to ensure proper placement and replenishment. The frequency of these checks and replenishments can be adjusted upon actual usage needs. These checks should be documented.
- HEPA vacuum carpets when and where applicable.
- Ensure hard surface floors are cleaned and disinfected.
- Ensure signage is in place.

# Terminal Building

Establish a written plan(s) for cleaning, disinfection and infectious disease prevention strategies in line with national and international requirements and based on public health input and on the guidelines and requirements of the GBAC STAR program. Plans should also be based on the risk assessment(s) in accordance with the GBAC STAR program requirements, and these plans should be maintained and updated based on new information and requirements. One of the requirements of the GBAC STAR program is to have a review and improvement process in place. Use only cleaning and disinfection products and tools that are suitable for the intended task and approved by the EPA, public health groups, or airport management.

Schedule the frequency of cleaning and disinfection based on the specific area, usage, and the requirements outlined in the risk assessment and risk mitigation plans. High-traffic areas require more frequent cleaning. These areas include, but are not limited to:

- Terminal desks
- Counters
- Check-in areas
- Immigration and customs areas
- Security screening areas
- Boarding areas
- Shuttle busses and airport trains

In addition, high-frequency touchpoints include, but are not limited to:

- Escalators
- Elevators
- Moving sidewalks
- Seats
- Handrails
- Restrooms
- Luggage carts

For additional guidance, refer to the [ICAO Airport Module – Terminal Building](#)

# General Check-In Area

Establish a written plan(s) for cleaning, disinfection and infectious disease prevention strategies in line with national and international requirements and based on public health input and on the guidelines and requirements of the GBAC STAR program. Plans should also be based on the risk assessment(s) in accordance with the GBAC STAR program requirements, and these plans should be maintained and updated based on new information and requirements.

- Use only cleaning and disinfection products and tools that are suitable and approved for the intended task.
- Clean and disinfect touchpoints like check-in kiosks, counters, and queuing areas based on the frequency of use and on the risk assessment(s) in accordance with the GBAC STAR program requirements. Maintain and update the procedures based on new information and requirements.
- Provide all cleaning personnel with appropriate training, supplies, procedures, and PPE.
- Keep and regularly review schedule logs for cleaning and disinfection.

Other disease prevention practices include the following:

- Encourage passengers to use remote check-in options.
- Install transparent barriers and physical distancing tools at check-in counters.
- Deploy contactless technologies when possible.

For additional guidance, refer to the [ICAO Airport Module – General Check-In Area](#)

# Security Screening

Establish a written plan(s) for cleaning, disinfection and infectious disease prevention strategies in line with national and international requirements and based on public health input and on the guidelines and requirements of the GBAC STAR program. Plans should also be based on the risk assessment(s) in accordance with the GBAC STAR program requirements, and these plans should be maintained and updated based on new information and requirements.

- Use only cleaning and disinfection products and tools that are suitable and approved for the intended task.
- Clean and disinfect frequent touchpoints like mobile scanners and readers, automated gates, security screening equipment, and baggage areas and trays based on the frequency of use and on the risk assessment(s) in accordance with the GBAC STAR<sup>TM</sup> program requirements. Maintain and update the procedures based on new information and requirements.
- Provide all cleaning personnel with appropriate training, supplies, procedures, and PPE.

Other disease prevention practices include the following:

- Passenger health screenings with appropriate procedures to prevent access for passengers not meeting entry requirements. Procedures may include temperature screening, COVID-19 symptoms questionnaires, and COVID-19 rapid testing.
- Physical distance requirements at all times between screening personnel and passengers.
- Minimizing face-to-face interactions between the screening personnel and passengers by utilizing remote screening tools like scanners for passports and boarding passes.
- Optimizing traffic flow to avoid crowding and implement a smooth screening process.
- Optimizing baggage screening to minimize manual searches.
- Using technology when possible to minimize direct person-to-person interaction.

For additional guidance, refer to the [ICAO Airport Module -Security Screening](#)

# Terminal Airside Area

Because of high traffic in the post-security area, special consideration should be given to physical distancing and maintaining appropriate access to areas like seating, retail shops, lounges, duty-free shops, and food and beverage services.

Establish a written plan(s) for cleaning, disinfection, and infectious disease prevention strategies in line with national and international requirements and based on public health input and on the guidelines and requirements of the GBAC STAR program. Plans should also be based on the risk assessment(s) in accordance with the GBAC STAR program requirements, and these plans should be maintained and updated based on new information and requirements.

- Use only cleaning and disinfection products and tools that are suitable and approved for the intended task.
- Clean and disinfect frequent touchpoints like seating, tables, counters, electronic devices (computers), touchless pay stations, and information and communication systems based on the frequency of use and on the risk assessment(s) in accordance with the GBAC STARTM program requirements. Maintain and update the procedures based on new information and requirements.
- Provide all cleaning personnel with appropriate training, supplies, procedures, and PPE.
- Keep and regularly review schedule logs for cleaning and disinfection.

Other disease prevention practices include the following:

- Traffic flow and physical distancing markings and monitoring tools
- Self-serve options for food and beverages
- Limiting capacity at lounges and in sitting areas to maintain physical distancing.
- Temporarily closing close-contact areas like children's play areas, lounges, or buffet style serving areas
- Installing hand sanitation stations and posting signage encouraging passengers and personnel to practice hand hygiene

For additional guidance, refer to the [Airport Module - Terminal Airside Area](#)

# Terminal Gate Equipment

Establish a written plan(s) for cleaning, disinfection, and infectious disease prevention strategies in line with national and international requirements and based on public health input and on the guidelines and requirements of the GBAC STAR program. Plans should also be based on the risk assessment(s) in accordance with the GBAC STAR program requirements, and these plans should be maintained and updated based on new information and requirements.

- Use only cleaning and disinfection products and tools that are suitable and approved for the intended task.
- Provide all cleaning personnel with appropriate training, supplies, procedures, and PPE.
- Keep and regularly review schedule logs for cleaning and disinfection.
- Include updated inspection, maintenance, and service plans in your document review and risk assessment processes for any equipment that is put back in service after temporary decommission.
- Pending HEPA filtered air sources for aircraft, ensure that air is filtered if non-aircraft APU sources are used.
- Any airport recommissioning of services should be in line with airline requirements and schedules.

**For additional guidance, refer to the [ICAO Airport Module – Terminal Gate Equipment](#)**

# Disembarking and Arrivals

Establish a written plan(s) for cleaning, disinfection, and infectious disease prevention strategies in line with national and international requirements and based on public health input and on the guidelines and requirements of the GBAC STAR program. Plans should also be based on the risk assessment(s) in accordance with the GBAC STAR program requirements, and these plans should be maintained and updated based on new information and requirements.

- Use only cleaning and disinfection products and tools that are suitable and approved for the intended task.
- Clean and disinfect high-traffic areas like passenger boarding bridges, air stairs, plane-side luggage pick-up, and arrival information desk based on the frequency of use and on the risk assessment(s) in accordance with the GBAC STAR program requirements. Maintain and update the procedures based on new information and requirements.
- Provide all cleaning personnel with appropriate training, supplies, procedures, and PPE.
- Keep and regularly review schedule logs for cleaning and disinfection.

Other disease prevention practices include the following:

- Physical distancing tools, adapted arrival procedures, and triage procedures for customs and immigration, including health screenings, wherein potentially-infected individuals are identified.
- Touchless screening and declaration options for passport and arrival documentation.
- Coordination with healthcare authorities on the placement of thermal scanners, cameras, and other tools, as well as the implementation of necessary physical distancing requirements for passenger processing.

**For additional guidance, refer to the [ICAO Airport Module – Disembarking and Arrivals](#)**



# Baggage Claim Area

Establish a written plan(s) for cleaning, disinfection, and infectious disease prevention strategies in line with national and international requirements and based on public health input and on the guidelines and requirements of the GBAC STAR program. Plans should also be based on the risk assessment(s) in accordance with the GBAC STAR program requirements, and these plans should be maintained and updated based on new information and requirements.

- Use only cleaning and disinfection products and tools that are suitable and approved for the intended task.
- Clean and disinfect high-traffic areas and touchpoints like luggage carousels, luggage pick-up areas, luggage carts, baggage service office counters, and restrooms based on the frequency of use and on the risk assessment(s) in accordance with the GBAC STARTM program requirements. Maintain and update the procedures based on new information and requirements.
- Provide all cleaning personnel with appropriate training, supplies, procedures, and PPE.
- Keep and regularly review schedule logs for cleaning and disinfection.

## Other disease prevention practices include the following:

- Processing luggage quickly to avoid passenger crowding
- Physical distancing markers and traffic flow barriers to manage baggage pick-up
- Restricting access to essential personnel and passengers
- Installing hand sanitation stations and encouraging passengers and personnel to practice hand hygiene

**For additional guidance, refer to the [ICAO Airport Module – Baggage Claim Area](#)**

# Exit the Landside Area

Establish a written plan(s) for cleaning, disinfection, and infectious disease prevention strategies in line with national and international requirements and based on public health input and on the guidelines and requirements of the GBAC STAR program. Plans should also be based on the risk assessment(s) in accordance with the GBAC STAR program requirements, and these plans should be maintained and updated based on new information and requirements.

- Use only cleaning and disinfection products and tools that are suitable and approved for the intended task.
- Clean and disinfect high-traffic areas and touchpoints like landside public areas, seating, food and beverage outlets, handrails, restrooms, and any transportation systems based on the frequency of use and on the risk assessment(s) in accordance with the GBAC STARTM program requirements. Maintain and update the procedures based on new information and requirements.
- Provide all cleaning personnel with appropriate training, supplies, procedures, and PPE.
- Keep and regularly review schedule logs for cleaning and disinfection.
- Pay attention to trash receptacles and provide safe disposal options for used PPE.
- Encourage hand hygiene and strategically install hand sanitation stations.

## Other disease prevention practices might include:

- Access restrictions to the terminal and pick up locations.

**For additional guidance, refer to the [Airport Module – Exit the Landside Area](#)**

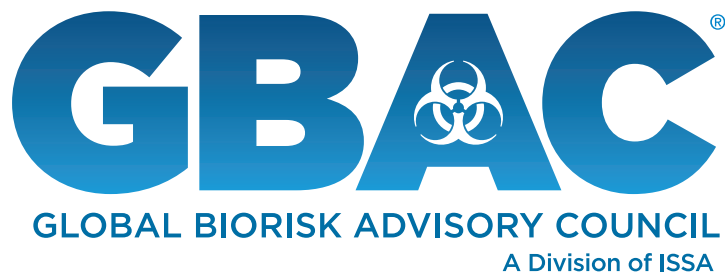
# Relevant Documents and References

[COVID-19: Resources for Airlines & Air Transport Professionals](#)

[IATA Guidance for ground handling during COVID-19 Ed. 5, 29 May 2020](#)

[CART Council Aviation Recovery Task Force Take-Off Guidance; Airport Module](#)





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