

BUSINESS CONTINUITY PLAN

COVID-19

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AIRWORTHINESS SECTION
REGULATORY DIVISION

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INTRODUCTION

Preamble

This document is to help Airworthiness Section, Regulatory Division to deal with Covid-19 outbreak. This is guided by Department of Civil Aviation (DCA) Business Continuity Plan (BCP) and serves as a non-exhaustive guide to Airworthiness Section Staff in dealing with potential impact on operational continuity due to the risks imposed by the outbreak. This document may be subjected to changes, depending on the development of Covid-19 outbreak. This guide must be read in tandem with DCA Business Continuity Plan

Objective

In response to DCA Business Continuity Plan for Covid- 19, Airworthiness Section has developed an internal Business Continuity Plan (refer hereto as AIR BCP) to ensure operational continuity of the section by identifying risks and mitigating action covering Three (3) key areas:

1. Human Resource Management
2. Covid-19 Safety Operational Measures (Core Functions and Delivery Management)
3. Communications Management (Inter Section, Approved Persons, Organisations and Operators)

This will help the section to ensure effective control over the outbreak and maintain the operational continuity of Airworthiness Section.

“Don’t Push It”
- Minister of Health

1. Human Resource Management

- a. Head of Airworthiness will be the designated point of contact for Airworthiness Section and will liaise with DDCA 1 for any matters pertaining to the outbreak of Covid-19. Head of Airworthiness is also responsible to keep staff informed and updated.
- b. Airworthiness Section staff issued self-isolation-notice or quarantine order by MoH will be mandated to work from home. Those identified as high risk are also advised to work from home (refer to MoH guidelines for vulnerable populations during covid-19 issued on 02nd April 2020). Other staff will follow approved working schedule by DCA and DDCA1. Manpower level in Airworthiness Section and relevant section that is critical for operational continuity is as follows:

Section	Available Manpower	Minimum Manpower Required
AIR	1 x Head of Airworthiness 2 x Inspecting Officer	1
PEL	1 x Head of Personnel Licensing	1
OPS	1 x Head of Flight Operations 3 x Inspecting Officer	1
SSPU	1 x Head of SSPU	1
DDCA1	1	0
DCA	1	1

- c. Airworthiness Section Staff will utilise communication and productivity tools provided by government such as Microsoft Teams, Onedrive, Sharepoint and E-mail. Whatsapp will also be used for communicating and data sharing, but is restricted to non-confidential or non-classified government matters only. This is to ease staff communication when deployed on different work schedule and (or) instructed to work from home.

- d. Procedures on visitor and staff screening and follow up action will follow Annex 1 of DCA BCP. However, Airworthiness Section has developed an additional guideline in accordance with MOH Guidelines on Social Gathering and Events, Meetings and Training Sessions as amended (refer to 3. Communications Management (Inter Section, Approved Persons, Organisations and Operators) for activities involving external communication, training and work visits.
- e. Head of Airworthiness will ensure that Airworthiness Section is adequately supplied with PPE and medical equipment.
- f. Airworthiness Section Staff will ensure that common space and facilities such as meeting room, photocopy, scanning and printing area is cleaned and disinfected as necessary.

2. Covid-19 Safety Operational Measures (Core Functions and Delivery Management)

- a. ICAO has provide guidance for states to be flexible in their approaches while at the same time adhering to states obligation under the Convention on International Civil Aviation (Doc 7300, Chicago Convention). This guidance can be found in ICAO public website for Covid-19 Safety Operational Measures: <https://www.icao.int/safety/COVID-19OPS/Pages/default.aspx> . States are encouraged to make use of the website and inform ICAO of any development of states until **31st March 2021**.
- b. Following the implementation of DCA BCP and in response to paragraph 2.a., Airworthiness Section has identified **twenty-eight (28) core functions** (refer to excel spreadsheet - [AIR Impact Analysis](#)). The impact analysis will identify the impact on the different level BCP Activation (see Table 1 below) and address the impact with brief description on the changes to be imposed to the current Airworthiness Section Process. Each core function will be identified for its maximum downtime, level of criticality and resources required. The criticality will determine the range of downtime and possibility of the granting concession (extension, variation and exemption) to approved persons or organisation on case by case basis (see Table 2 below). Upon activation/ deactivation of each level, a notice via e-mail or minute will be issued. Should the AIR BCP activation level is reduced from Level 1, measures to prevent active spread will be in place as per DCA BCP.
- c. Airworthiness Section heavily dealt with external persons and organisation, thus the activation of the BCP have to take into account these external factors. Nature of Aviation Business Operation at times of Outbreak is unpredictable. Thus, the BCP for each organisation may differ depends on the organisation business model. BCP matching is important to determined AIR BCP severity level activation on each organization (see Table 3 below).

BCP COVID-19 AIR SECTION

Severity Level				
Activation Code	Severity	Impact on Airworthiness Section	Alternative Support/ Solution	Activation/ Clearance
Level 1	<50% of Regulatory Personnel Affected	Minimum Operational Disruptions - Maintain all areas of criticality with available workforce	Remote Access and Operations	DDCA1 (Regulatory)
Level 2	>50% of Regulatory Personnel Affected	Moderate Operational Disruptions - Maintain High and Medium Critical Area using skeletal support	Potential concession/ Partial delegation to Operator	DCA
Level 3	100% of Regulatory Personnel Affected	Major Operational Disruptions - Maintain High Critical Area support using alternative	Automatic concession/ Delegation of tasks to Operator/ Other NAA (MOU)	Minister of MTIC
Level 4	National Disaster Declaration	Operations Put on Hold - All areas. Unless High critical areas with 0 days downtime maybe required for minimum support	Possible Delegation to other NAA	NDMC

Table 1

Criticality Level			
Code	Downtime range (days)	Concession Period (days)	Remarks
High	0 - 30	90	Sound Justification, Thorough Operators review and Operator risks level consideration required for concession
Medium	31-90	180	Thorough Operators review and Operator risks level consideration required for concession
Low	91-360	360	Credit on Previous year performance and operator risk level

Table 2

Activation	Airworthiness Section BCP Severity Level			
Operators BCP Severity Level	1	2	3	4
	2	2	3	4
	3	3	3	4
	4	4	4	4

*shaded area is the actual AIR BCP activation level

Table 3

- d. As part of the Operational Safety Measures the following actions will be undertaken:
 - i. Request cooperation from approved person/ organization to provide respective BCPs and (or) documents detailing the Impact of Covid-19 on approval and measures undertaken to maintain compliance. Should circumstances necessitate issuance of a concession or deviation from procedures, operators may propose an alternative arrangements/ procedures to be agreed by the DCA.
 - ii. Review and amendments to Annual Audit Plan using a risk based approach, taking into consideration; risk factors and previous year performance and the BCP of each operator. This is to ensure that the audit plan is realistic while maintaining oversight of approved person/ organisation.
 - iii. Notify Operators on AIR BCP activation level and provide guidance to Approved Persons/ Organisation in dealing with Airworthiness matters such as application, approval and etc.
 - iv. Review of Airworthiness Section Annual Training Plan, taking into consideration of impact of Covid-19 on training execution and critical/ priority training to ensure continued competence.
- e. These measures are subject to change based on the ICAO state letter, advisories and directives issued by Prime Minister's Office, Ministry of Health and other relevant government agencies.

3. Communications Management (Inter Section, Approved Persons, Organisations and Operators)

- a. In addition to paragraph 1 (d), Airworthiness Section has developed guidance under this paragraph on the management of Communications (Interactions, Meetings, Inspection, Review and Audit) within Regulatory Division (Inter Section) and with external parties (Approved Person or Approved Organisation).
- b. Communications between section:
 - i. At Severity Level 1 to Level 3 of BCP activation, e-mail communications shall be maintained.
 - ii. Meetings:

In all cases of severity and functions of Airworthiness, using online platform (MS Teams) for meeting is highly encouraged. However, for Level 1 severity only, meeting can be done physically to those within the same work schedule and for those who work in different schedule can use online platform. This is subject to the following condition:

 - a. Staff involved in the meeting shall practice good personal hygiene
 - b. Duration of meeting should not be more than 30 minutes. If extra time needed, impose a break.

- c. Number of meeting participants shall be reduced.
- d. Physical distancing to be practiced in a well ventilated and large room.
- c. Communication between Airworthiness Section and External Parties (Approved Person/ Organisation):
 - i. General Correspondence: at Severity Level 1 to 3, correspondence can be maintain via e-mail. For non-confidential or non-classified matters, correspondence can be done via whatsapp.
 - ii. Meetings:

In all cases of severity and functions of airworthiness, using online platform for meeting is highly encouraged. However, for level 1 severity where visitors are allowed in the premises and only when meeting is absolutely necessary, the following needs to be practiced;

 - a. Visitors with body temperature more than or equal to 37.5 degrees celcius are not allowed in the premises /attend the meeting.
 - b. Visitors need to fill in “Visitor’s Declaration Form” (see Appendix 1 below). This is to keep track of visitors and ease contact tracing if needs arise.
 - c. Number of meeting participants shall be reduced from both sides.
 - d. Physical distancing to be practiced in a well ventilated and large meeting room.
 - e. Duration of the meeting should not be more than 30 minutes.
 - f. Meeting participants shall practice good personal hygiene.
 - iii. Submission and Collection of Letters, Certificates or Approval:
 - a. In all cases of severity, it is highly encouraged that application be submitted via e-mail (airworth.regulatory@dca.gov.bn).
 - b. In all cases of severity, DCA will provide letters, certificates or approvals in soft copy via e-mail. However, if operator’s requires the original copy, these should only be collected at the reception counter on the ground floor of DCA HQ building.
 - iv. Fees and Charges:
 - a. For level 1 severity, applicants may inform Airworthiness Section Staff before the submission of the fee, so that the personnel (or office boy) can be at the ground floor counter to process the payment with the finance section immediately on the same floor. If no one is manning the counter, applicants may call regulatory office (extension 1390/1343/1360/1454) using the phone provided at the counter or call Airworthiness staff directly.

- b. For severity level 2 and above, payments can be made via online. (See Appendix II – Guideline for payments via online, below)

- v. Survey, Inspection and Audit visit:
 - a. Severity Level 1:
 - 1. Airworthiness Staff in charge of the visit must be equipped with appropriate PPEs, observed physical distancing, limiting time of exposure during visit by imposing breaks in between and practice good hygiene.
 - 2. External parties requested to be present during the visit shall ensure that they don't have any symptoms and does not belong to any high risk population.
 - b. Severity Level 2: Visit will only be allowed for core functions which are considered very critical (high).
 - 1. Measures detailed in severity level 1 above (3 (c)(v)(a)) shall be observed.
 - 2. Audit opening meeting, closing meeting, wash up or post discussion shall be conducted via online platform.
 - 3. Virtual audit may also be done using screen sharing function via online platform (MS Teams) with the relevant parties.
 - 4. Airworthiness Staff in charge of the visit shall not return to office after visit unless already undergone disinfecting procedures (e.g showering).
 - c. Severity Level 3:
 - 1. Generally, all visits will be deferred to a later date within the concession period allowable. This is highly dependent on the criticality of the functions (see Table 2 above).
 - 2. Unless absolutely necessary, delegation of tasks to approved person/ organisations and (or) delegation to other NAA may be undertaken.
 - d. Severity Level 4:
 - 1. All visits will be automatically deferred to a later date until NDMC has cleared the BCP activation.
 - 2. Unless absolutely critical to alleviate natural disaster situation, delegation of tasks to other NAA may be undertaken.

- vi. Training:
 - a. Severity Level 1:
 - 1. Training conducted within the country shall follow the guidelines set by MOH (Guidelines on Social Gatherings and Events, Meetings and Training Sessions) as amended.
 - 2. Training conducted overseas will depends on the national restriction imposed on travel for government officials and the respective destination countries restriction. Should there be a travel restriction or quarantine order imposed by going to and from a country (including Brunei), Overseas training shall be rescheduled to a later date or arrange for an online alternative. Availability of online training is subject to the situation of the outbreak in the host country.
 - b. Severity Level 2: Training will only be conducted subject to the criticality of a training to staff continued competence following the review of annual training plan as mentioned in paragraph 2 (d) (iv).
 - 1. Training conducted within the country shall follow the guidelines set by MOH (Guidelines on Social Gatherings and Events, Meetings and Training Sessions) as amended.
 - 2. To ensure, that the situation of Covid-19 is under control, training overseas shall be avoided or reschedule to a later date.
 - 3. Online alternative for training shall take precedence over any classroom training.
 - c. Severity Level 3 and 4:
 - 1. All training will automatically be rescheduled and resumes when activation of BCP severity level is lowered.
 - 2. No training shall take place during this time.

APPENDIX 1

Regulatory Division
Department of Civil Aviation



E-mail: regulatory.dca@civil-aviation.gov.bn
Website: www.mtic.gov.bn/dca

VISITORS DECLARATION FORM

PERSONAL DETAILS	
FULL NAME:	
GENDER:	
DATE OF BIRTH:	
PASSPORT/ IC NO.:	
NATIONALITY:	
ORGANISATION:	
ADDRESS:	
E-MAIL ADDRESS:	
CONTACT NO.:	
REASON FOR VISIT:	
ESCORTED BY:	
COVID-19 SURVEY	
Have you been travelling from any countries infected with Covid-19 as indicated by WHO over the past 14 days? If yes, state where:	
Have you had any of the following symptoms over the past 14 days? Body Temperature at time of visit: <input type="text"/> (37.5°C and above, DENY entry)	Fever <input type="checkbox"/> Cough <input type="checkbox"/> Difficulty in Breathing <input type="checkbox"/> Sore Throat <input type="checkbox"/> Other symptoms (please specify):
Have you been in close contact with a confirmed case of Covid-19 or with a person suspected to have covid-19?	

Signature: _____

Date: _____

APPENDIX 2

1. Details of Online Banking:

Name of bank : Bank Islam Brunei Darussalam
Beneficiary name : Government of Brunei Darussalam
Account number : 00 001 01 8000089
Swift code : BIBDBNBB
Reference : DCABB1

NOTE: PLEASE INCLUDE THE REFERENCE DCABB1 ABOVE IN BANK SLIP PAYMENT

2. Please notify Brunei DCA Finance Division and Airworthiness Section once payment made via e-mail below:

E-mail To : dygrokiah.ahmad@dca.gov.bn; rosmohaizan.mohammad@dca.gov.bn;
kewangan.dca@dca.com.bn
E-mail CC : airworth.regulatory@dca.gov.bn
E-mail Subject : *Insert organisation (payer)'s name and application fee purpose*
E-mail attachment: 1. Proof of payment (if applicable).
2. Scanned copy of completed application form which payments has been made.

3. For further inquiries, please contact Brunei DCA Finance Division and Airworthiness Section at +6732330142 extension 1355/1573/1360/1545/1303/1180.

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