



## INFORMATION BULLETIN 2020-05

Issue 02

Date of Issue: March 24, 2020

### SUBJECT:

COVID-19 – PREVENTIVE MEASURES AT GCAA PREMISES

### REFERENCE PUBLICATIONS:

N/A

### REASON:

The UAE Government has implemented necessary measures to restrict day-to day activities to the minimal as part of the precautionary and preventive steps to stop the spread of Novel Coronavirus.

The GCAA is committed to supporting the government initiative to ensure public safety and is continuously monitoring the situation with NCEMA and other Government agencies to allow a quick and smooth return to normal operation.

Notwithstanding the above, the GCAA will restrict access to all GCAA premises in Abu Dhabi and Dubai until further notice and will implement work from home for GCAA staff with immediate effect. However, for the sake of collection of physical licence and only in case of urgent matters, Dubai office will be open on Monday and Thursday of each week between 9 and 11 am (local time) for licences collection, organization shall ensure their representative who will be visiting the GCAA are in compliance with health precaution measures applied by the UAE governments; and

The GCAA recognizes the need to continue serving the aviation industry during this critical phase and hence will take advantage of the sophisticated technological infrastructure available to ensure business continuity. It is important for everyone to continue submitting their applications through the E-services to ensure business continuity and their compliance with applicable regulations however the GCAA urges operators to prioritize urgent applications only.

The GCAA Inspectorate and Management will carry out their regular duties through e-mails, e-service platforms, phone calls, and video conferences (including Microsoft teams).



Organisations must continue to communicate with the designated GCAA Principal Inspector, however if he/she is not reachable and the situation is of significant urgency then the following person(s) may be contacted:

Domain	Name	Title/Activity	Mobile #	Email
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Foreign Affairs (Foreign Air Operators, Foreign Approved Maintenance and Training Organisations, and others)	24/7 Hotline	Not Applicable	+971504439242	foa@gcaa.gov.ae
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Individual & Commercial Drones	Not Applicable	Not Applicable	Not Applicable	drones@gcaa.gov.ae
Aircraft registration & AEP	Not Applicable	Not Applicable	Not Applicable	acregistry@gcaa.gov.ae



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**CONTACT:**  
See above.