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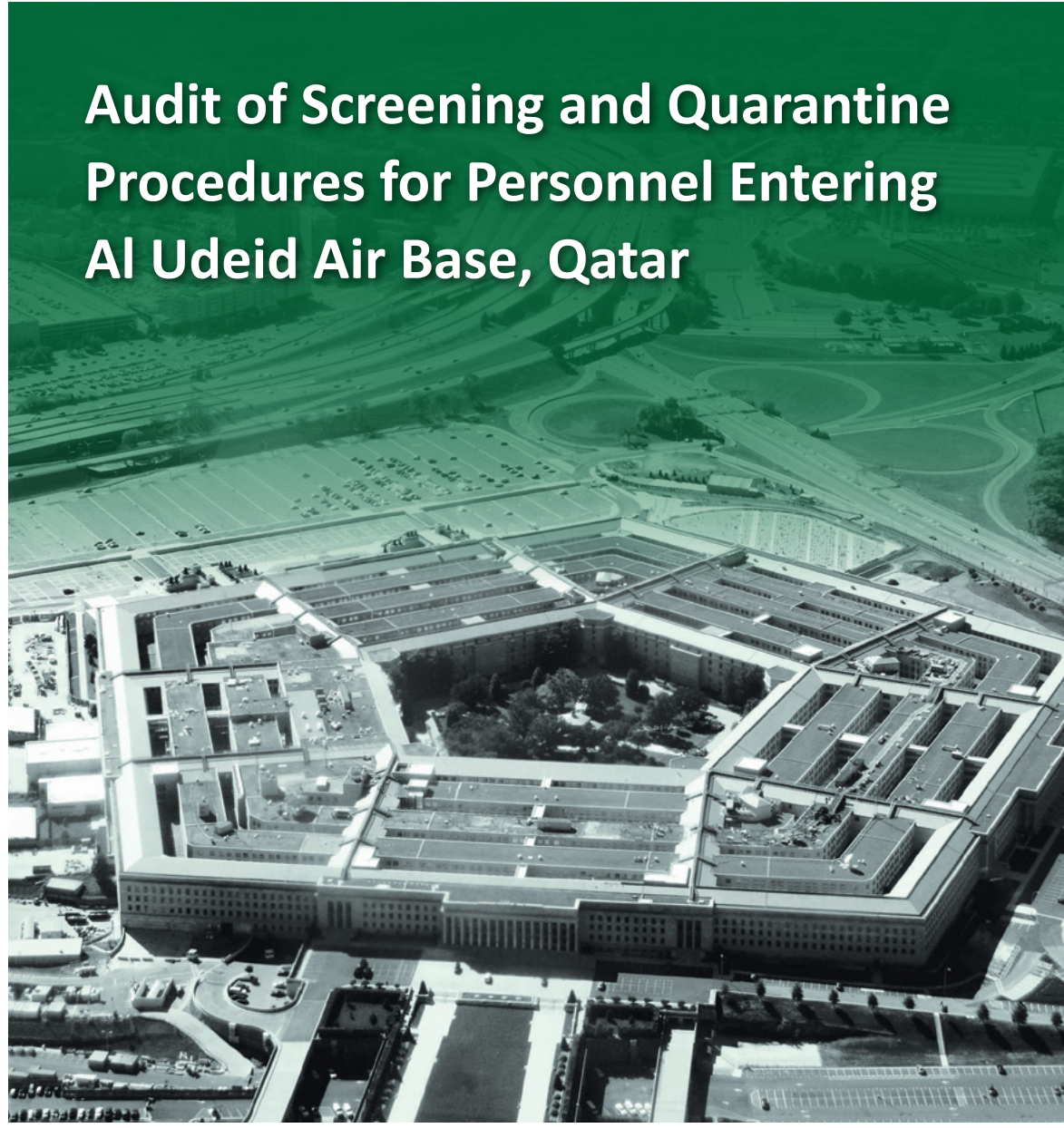
# INSPECTOR GENERAL

*U.S. Department of Defense*

SEPTEMBER 24, 2020



## Audit of Screening and Quarantine Procedures for Personnel Entering Al Udeid Air Base, Qatar



INTEGRITY ★ INDEPENDENCE ★ EXCELLENCE

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# Results in Brief

## *Audit of Screening and Quarantine Procedures for Personnel Entering Al Udeid Air Base, Qatar*

September 24, 2020

### Objective

The objective of this audit was to determine whether the Air Force implemented screening and quarantine procedures for personnel entering Al Udeid Air Base (AUAB), Qatar, in accordance with applicable guidance in response to the coronavirus disease-2019 (COVID-19). We were able to determine whether screening and quarantine procedures were developed; however, because no one failed the initial screening during our observations, we could not verify how effectively the quarantine procedures were implemented.

### Background

The 379th Air Expeditionary Wing (AEW) is located at AUAB and comprises several groups, including the 379th Expeditionary Medical Group (Medical Group) and the 379th Expeditionary Mission Support Group. The Mission Support Group includes the Expeditionary Security Forces Squadron (Security Squadron) and the Expeditionary Forces Support Squadron (Support Squadron).

The Security and Support Squadrons operate and conduct screening of arriving personnel at the North Gate and the AUAB air terminal, respectively. The Medical Group is responsible for additional medical assessment and potential quarantine determinations, if necessary, at both locations.

On March 11, 2020, the Director-General of the World Health Organization declared COVID-19 a global pandemic, and on March 20, 2020, the AUAB Installation Commander declared a Public Health Emergency on AUAB related to COVID-19.

### Background (cont'd)

(U//FOUO) In response to the COVID-19 pandemic, the 379th AEW took several actions. The Security Squadron developed screening procedures for arriving personnel at the North Gate, which includes checking COVID-19 travel passes, [REDACTED]

[REDACTED] The Security Squadron also established screening procedures for other country nationals arriving at AUAB. The Support Squadron began performing screening procedures for arriving personnel at the air terminal, including [REDACTED]

[REDACTED] The Medical Group initiated training for screening procedures at all U.S.-operated entry points for AUAB.

### Finding

(U//FOUO) The 379th AEW Security and Support Squadrons developed screening and quarantine procedures for personnel entering AUAB in accordance with applicable guidance in response to COVID-19. The Squadrons implemented most procedures, but improvements are needed. Specifically, based on our observations, Security and Support Squadron personnel [REDACTED] of all personnel entering AUAB and implemented all screening procedures for incoming air terminal passengers. Additionally, Security Squadron personnel [REDACTED] except in one instance. However, when conducting screening at the North Gate, Security Squadron personnel did not consistently check travel passes that were required for each person's re-entry, or require that [REDACTED]

The lack of consistently implemented screening procedures for personnel entering AUAB occurred because screening procedures and a requirement to conduct training, developed by the 379th AEW in March 2020, were still evolving and had not been formally documented. Additionally, the initial training provided to personnel performing screenings did not include all of the required screening procedures. Furthermore, Squadron Commanders did not require screening personnel to take refresher training when COVID-19 screening procedures changed or when returning to screening duties after an extended period.



# Results in Brief

## *Audit of Screening and Quarantine Procedures for Personnel Entering Al Udeid Air Base, Qatar*

### Finding (cont'd)

If screening procedures are not consistently applied to all personnel entering AUAB, there is a risk that U.S. military, civilian, and contractor personnel may contract and spread COVID-19. If a surge in COVID-19 cases develops, ongoing operations and exercises in Qatar and the U.S. Central Command area of responsibility could be canceled, postponed, or impacted by staffing shortages caused by rapid increases in infected personnel.

### Recommendations

We recommend that the 379th AEW Commander formalize, through issuance of official documentation with signature, the training, screening, and quarantine procedures.

(U//FOUO) We recommend that the 379th Security Squadron Commander provide refresher training to ensure that Security Squadron personnel require individuals entering AUAB to display entry documentation for verification of their ability to access the base and that [REDACTED]

(U//FOUO) Squadron Commander began requiring Security Squadron Flight Chiefs to provide refresher training on both Medical Group-recommended procedures and travel pass procedures. The Security Squadron documented the Medical Group-provided COVID-19 training using sign-in rosters, and provided them to demonstrate to us that all posts and patrols were briefed on COVID-19 procedures weekly. The training includes procedures for checking travel passes for personnel entering AUAB through the North or East Gate, the requirement [REDACTED]

The actions taken by management address the deficiencies we identified during the audit by formally documenting the screening and quarantine procedures and training requirements, and by performing refresher training on COVID-19 screening procedures for the gate. The actions taken address the specifics of Recommendations 1.a, 1.b, and 2. Therefore, Recommendations 1.a, 1.b, and 2 are closed. Please see the Recommendations Table on the next page for the status of recommendations.

### Management Actions and Our Response

(U//FOUO) On August 21, 2020, the 379th AEW Public Health Emergency Officer issued a memorandum formally documenting standardized COVID-19 screening procedures for personnel entering the installation through the North Gate and air terminal. According to the guidance, Medical Group personnel will train Security Squadron personnel, and documentation will be retained to support that training was provided. Additionally, the guidance states that the 379th AEW will submit lessons learned to U.S. Air Forces Central Command/A9. As of July 17, 2020, the Security

## ***Recommendations Table***

| Management  | Recommendations<br>Unresolved | Recommendations<br>Resolved | Recommendations<br>Closed |
|---|-------------------------------|-----------------------------|---------------------------|
| 379th Air Expeditionary Wing Commander                    | None                          | None                        | 1.a, 1.b                  |
| 379th Expeditionary Security Forces<br>Squadron Commander | None                          | None                        | 2                         |

**Note:** The following categories are used to describe agency management’s comments to individual recommendations.

- **Unresolved** – Management has not agreed to implement the recommendation or has not proposed actions that will address the recommendation.
- **Resolved** – Management agreed to implement the recommendation or has proposed actions that will address the underlying finding that generated the recommendation.
- **Closed** – OIG verified that the agreed upon corrective actions were implemented.





**INSPECTOR GENERAL  
DEPARTMENT OF DEFENSE**  
4800 MARK CENTER DRIVE  
ALEXANDRIA, VIRGINIA 22350-1500

September 24, 2020

MEMORANDUM FOR UNDER SECRETARY OF DEFENSE FOR PERSONNEL  
AND READINESS  
COMMANDER, U.S. CENTRAL COMMAND  
DIRECTOR, JOINT STAFF  
AUDITOR GENERAL, DEPARTMENT OF THE AIR FORCE

SUBJECT: Audit of Screening and Quarantine Procedures for Personnel Entering Al Udeid  
Air Base, Qatar (Report No. DODIG-2020-128)

This final report provides the results of the DoD Office of Inspector General's audit. We considered management actions taken when preparing the final report. Management actions taken addressed the recommendations in this report, and we consider the recommendations closed.

We appreciate the cooperation and assistance received during the audit. If you have any questions, please contact me at [REDACTED]

A handwritten signature in blue ink, reading "Richard B. Vasquez", is located below the text of the memorandum.

Richard B. Vasquez  
Assistant Inspector General for Audit  
Readiness and Global Operations

# Contents

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## Introduction

|   |    |
|---|----|
| Objective .....   | 1  |
| Background .....  | 1  |
| Audit Team Observations of North Gate and Air Terminal Procedures ..... | 9  |
| Review of Internal Controls .....                                       | 10 |

## **Finding. The 379th AEW Developed Screening Procedures, but the Procedures Are Not Consistently Implemented for Personnel Entering AUAB** .....

11

|  |    |
|--|----|
| The 379th AEW Squadrons Developed Screening and Quarantine Procedures and Implemented Most of Them ..... | 12 |
| The 379th AEW Needs to Consistently Implement Screening Procedures for Personnel Entering AUAB .....     | 13 |
| Screener Training for the North Gate and Air Terminal Needs Improvement .....                            | 13 |
| Screening Procedures Must Be Consistently Implemented to Prevent the Spread of COVID-19 .....            | 15 |
| Recommendations, Management Actions Taken, and Our Response .....  | 15 |

## Appendix

|                                      |    |
|--------------------------------------|----|
| Scope and Methodology .....          | 17 |
| Use of Computer-Processed Data ..... | 19 |
| Prior Coverage .....                 | 19 |

## Acronyms and Abbreviations .....

20



# Introduction

## Objective

The objective of this audit was to determine whether the Air Force implemented screening and quarantine procedures for personnel entering Al Udeid Air Base (AUAB), Qatar, in accordance with applicable guidance in response to the coronavirus disease-2019 (COVID-19). We were able to determine whether quarantine procedures were developed; however, because no one failed the initial screening during our observations, conducted May 25 through June 12, 2020, we could not verify how effectively the quarantine procedures were implemented. See the appendix for the scope and methodology.

## Background

Throughout history, disease outbreaks have affected the DoD. For example, during World War I, the global influenza pandemic killed approximately 45,000 American soldiers. In 2020, another pandemic, known as COVID-19, is affecting millions worldwide.

~~(U//FOUO)~~ On March 11, 2020, the Director-General of the World Health Organization declared COVID-19 a global pandemic. COVID-19 is an infectious disease caused by a newly discovered coronavirus, and at this time, there are no vaccines or treatments.<sup>1</sup> The World Health Organization states that most people infected by COVID-19 will experience mild to moderate respiratory illness and can recover without requiring special treatment. According to the World Health Organization, as of July 30, 2020, Qatar had 109,880 confirmed cases of COVID-19, with 167 cases resulting in death. As of July 16, 2020, there have been ■ confirmed cases of COVID-19 on AUAB, which has a population of about 7,500 U.S. military, civilian, contractor, and Coalition partner personnel.<sup>2</sup>

AUAB is a large Coalition military installation located within the U.S. Central Command (USCENTCOM) area of responsibility and operated by both Qatar Emiri and U.S. Air Forces. AUAB supports multiple theaters of operation across the USCENTCOM area of responsibility, including Iraq and Afghanistan. U.S. Air Forces Central Command (USAFCENT) is the air component of USCENTCOM and is responsible for air operations and the movement of supplies and equipment within

<sup>1</sup> There are several types of coronaviruses. Severe Acute Respiratory Syndrome Coronavirus 2 is the specific virus that causes COVID-19.

<sup>2</sup> None of the positive cases were identified through our screening observations, conducted from May 25 through June 12, 2020. We did not determine how the positive cases were identified because our fieldwork was focused on the implementation of the screening procedures to identify potential cases during our observation period and did not include the medical screening of previously identified cases of COVID-19.

the USCENTCOM area of responsibility. The 379th Air Expeditionary Wing (AEW), located at AUAB, supports a wide range of missions, including humanitarian airlift activity in Iraq and Afghanistan; bomber; refueling; aeromedical evacuation; and intelligence, surveillance, and reconnaissance.

### ***Key Players Supporting Screening and Quarantine Procedures at AUAB***

The 379th AEW is comprised of several groups, including the 379th Expeditionary Mission Support Group and the 379th Expeditionary Medical Group (Medical Group). The Mission Support Group consists of multiple squadrons, including the Expeditionary Security Forces Squadron (Security Squadron) and the Expeditionary Forces Support Squadron (Support Squadron). The Security Squadron operates and provides security for two of the four AUAB entry control points (entry gates). These two entry gates are the North Gate, which about 1,500 U.S. military, civilians, contractors, and other country nationals (OCNs) use daily to enter AUAB, and the U.S.-controlled portion of the East Gate, which has closed as part of the DoD response to COVID-19.<sup>3</sup> Security Squadron personnel are responsible for screening at the North Gate, and Medical Group personnel are responsible for making quarantine determinations.

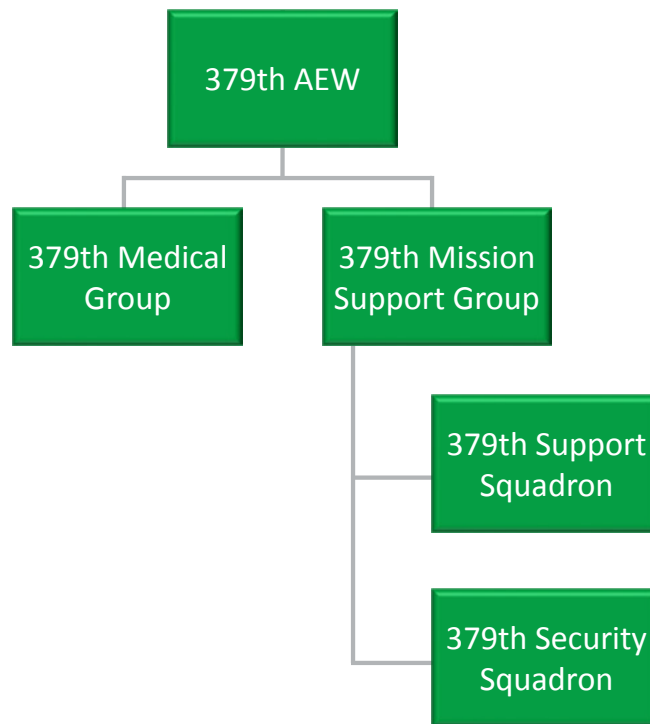
The Qatar Emiri Air Force controls and operates the other two entry gates, the South Gate and the Emiri East Gate, which OCNs use to enter AUAB for construction work. Qatar Emiri Air Force personnel are responsible for all screening and quarantine procedures at the South and Emiri East Gates. The individuals entering through the South Gate and Emiri East Gate do not have access to the U.S. facilities on AUAB; therefore, we did not include the screenings at these gates in the scope of our audit.

Personnel can also enter AUAB through the air terminal when an aircraft lands on the installation. Each month, about 4,460 passengers on 446 aircraft, on average, travel in and out of AUAB. Support Squadron personnel operate the Personnel Support for Contingency Operations (processing) area of the air terminal and conduct screening of individuals entering the base through the air terminal, and the Medical Group is available for additional medical screening. See Figure 1 for an organizational chart for the 379th AEW organizations primarily involved in conducting screening and quarantine procedures at AUAB.

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<sup>3</sup> According to the Security Squadron Commander, each day about 60 U.S. military personnel, 700 civilian contractors, and 750 OCNs drive through the North Gate to get to work on AUAB.

*Figure 1. Organizational Chart of 379th AEW Key Players Conducting Screening and Quarantine Procedures at AUAB*



Source: The DoD OIG.

### ***DoD, Air Force, and 379th AEW Guidance for Screening and Quarantine Procedures***

(U//FOUO) The DoD, Air Force, and 379th AEW have issued guidance related to disease containment procedures that were implemented in response to COVID-19. DoD Instruction 6200.03 establishes guidance to protect DoD installations and personnel from communicable diseases.<sup>4</sup> During a Public Health Emergency, the Installation Commander can require testing, isolation, quarantine, and restriction of movement to prevent the spread of communicable diseases. [REDACTED]

[REDACTED] Specifically, USAFCENT Fragmentary Order F20-024, Modification 001, prohibited the travel of installation residents outside AUAB and required installation residents to obtain an exemption to policy memorandum if travel off the installation was necessary.<sup>5</sup>

<sup>4</sup> DoD Instruction 6200.03, "Public Health Emergency Management Within the DoD," March 28, 2019.

<sup>5</sup> USAFCENT Fragmentary Order F20-024, "Response to COVID-19 Mitigation Operations at USAFCENT [Base Operating Support-Integrator] Locations," March 6, 2020; Modification 001 issued on March 15, 2020.

In the event of a Public Health Emergency, Air Force Instruction 10-2519 provides guidance to protect Air Force-led installations and personnel and to establish health roles and responsibilities.<sup>6</sup> Specifically, the instruction states that the Installation Commander will establish an aerial passenger screening capability and conduct planning for the quarantine or isolation of arriving passengers. During a Public Health Emergency, the Installation Commander can also control entry access to the installation.

(U//FOUO) Additionally, the Air Force Instruction requires installations to develop a Disease Containment Plan, [REDACTED]

[REDACTED]

[REDACTED]<sup>7</sup> [REDACTED]

- (U//FOUO) [REDACTED]
- (U//FOUO) [REDACTED]
- (U//FOUO) [REDACTED]
- (U//FOUO) [REDACTED]

On March 20, 2020, the AUAB Installation Commander declared a Public Health Emergency on AUAB to address COVID-19 in accordance with Air Force Instruction 10-2519. The AUAB Installation Commander renewed the Public Health Emergency declaration three additional times. The most recent renewal was for 90 days, which will end on November 3, 2020. In addition to the Public Health Emergency declaration issued in March, the Medical Group initiated training on March 13, 2020, for COVID-19 screening procedures for all U.S.-operated entry points on AUAB.

(U//FOUO) According to the AUAB Installation Emergency Management Plan, [REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]<sup>8</sup> On March 23, 2020, the 379th AEW invoked restriction of movement orders for all AUAB residents. In addition, on April 8, 2020, the Public Health Emergency Officer invoked restriction of movement orders for all U.S. military, civilian, and contractor personnel who live outside AUAB but whose

<sup>6</sup> Air Force Instruction 10-2519, "Public Health Emergencies and Incidents of Public Health Concern," December 10, 2019. The Air Force Instruction states that an Installation Commander can declare a Public Health Emergency when there are one or more cases of an unusual or unexpected disease that may have a serious public health impact or the potential to cause a pandemic. DoD Instruction 6200.03 defines a Public Health Emergency as an occurrence or imminent threat of an illness that poses a high probability of significant deaths, health care needs that exceed available resources, or severe degradation of mission capabilities.

<sup>7</sup> AUAB, Qatar, Disease Containment Plan, originally issued February 2017, updated as of January 30, 2019.

<sup>8</sup> AUAB Installation Emergency Management Plan 10-2, April 17, 2019.

(U//FOUO) place of duty is on the installation. The restriction of movement orders required that personnel living outside AUAB limit their travel to essential needs, such as the grocery store, and for travel onto the installation.

### ***North Gate Screening Procedures and Guidance***

(U//FOUO) The Security Squadron issued guidance for screening procedures based on USAFCENT Fragmentary Order F20-024 regarding COVID-19 response operations. USAFCENT Fragmentary Order F20-024, Modification 001, states that

[REDACTED]  
[REDACTED] The Security Squadron's gate screening procedures include [REDACTED]

[REDACTED] Security Squadron personnel assigned to the North Gate are [REDACTED]

[REDACTED] Security Squadron personnel [REDACTED] all AUAB personnel are required to self-monitor for symptoms.

(U//FOUO) Security Squadron personnel do not [REDACTED] of any individuals entering AUAB. According to the Medical Group Commander, the [REDACTED] is not necessary because [REDACTED] is more likely to detect an early onset of COVID-19. Additionally, the Medical Group Commander stated that any [REDACTED] since the government of Qatar prohibited incoming commercial flights on March 16, 2020. The Medical Group Commander also stated that many arriving OCNs [REDACTED]

### ***North Gate Procedures for Arriving U.S. Military, Civilian, and Contractor Personnel***

(U//FOUO) Arriving U.S. military, civilian, and contractor personnel living off the installation are required to show AUAB-issued passes to enter under the COVID-19 restriction of movement orders. AUAB personnel who live on the installation and travel off of the installation are required to obtain a "Mission Essential Daily Travel Pass" or a "Medical Appointment Travel Pass," and an exception to policy letter. AUAB personnel must carry the travel pass and the exception to policy letter at all times while off base. Upon return, they are to present the pass to Security Squadron personnel to regain entrance to AUAB. If arriving personnel have lost or misplaced the travel pass, they must present the exception to policy



(U//FOUO) letter for review by Security Squadron personnel. Additionally, [REDACTED]

(U//FOUO) According to procedures provided by the Security Squadron Commander, after Security Squadron personnel validate the off-base travel pass or the exception to policy letter, they [REDACTED]

[REDACTED] Security Squadron personnel [REDACTED]  
[REDACTED] Security Squadron personnel [REDACTED]  
[REDACTED] Security Squadron personnel [REDACTED]  
[REDACTED] Security Squadron personnel [REDACTED]  
[REDACTED] Security Squadron personnel [REDACTED]  
[REDACTED] Security Squadron personnel [REDACTED]  
[REDACTED] Security Squadron personnel [REDACTED]

<sup>9</sup>

### ***North Gate Procedures for Arriving OCNs***

(U//FOUO) According to the Security Squadron Commander, upon arrival by bus at the North Gate, OCNs get out of the vehicle to wash their hands, and Security Squadron personnel [REDACTED] Although Security Squadron personnel [REDACTED]

(U//FOUO) Security Squadron personnel will [REDACTED]  
OCNs are subject to [REDACTED]

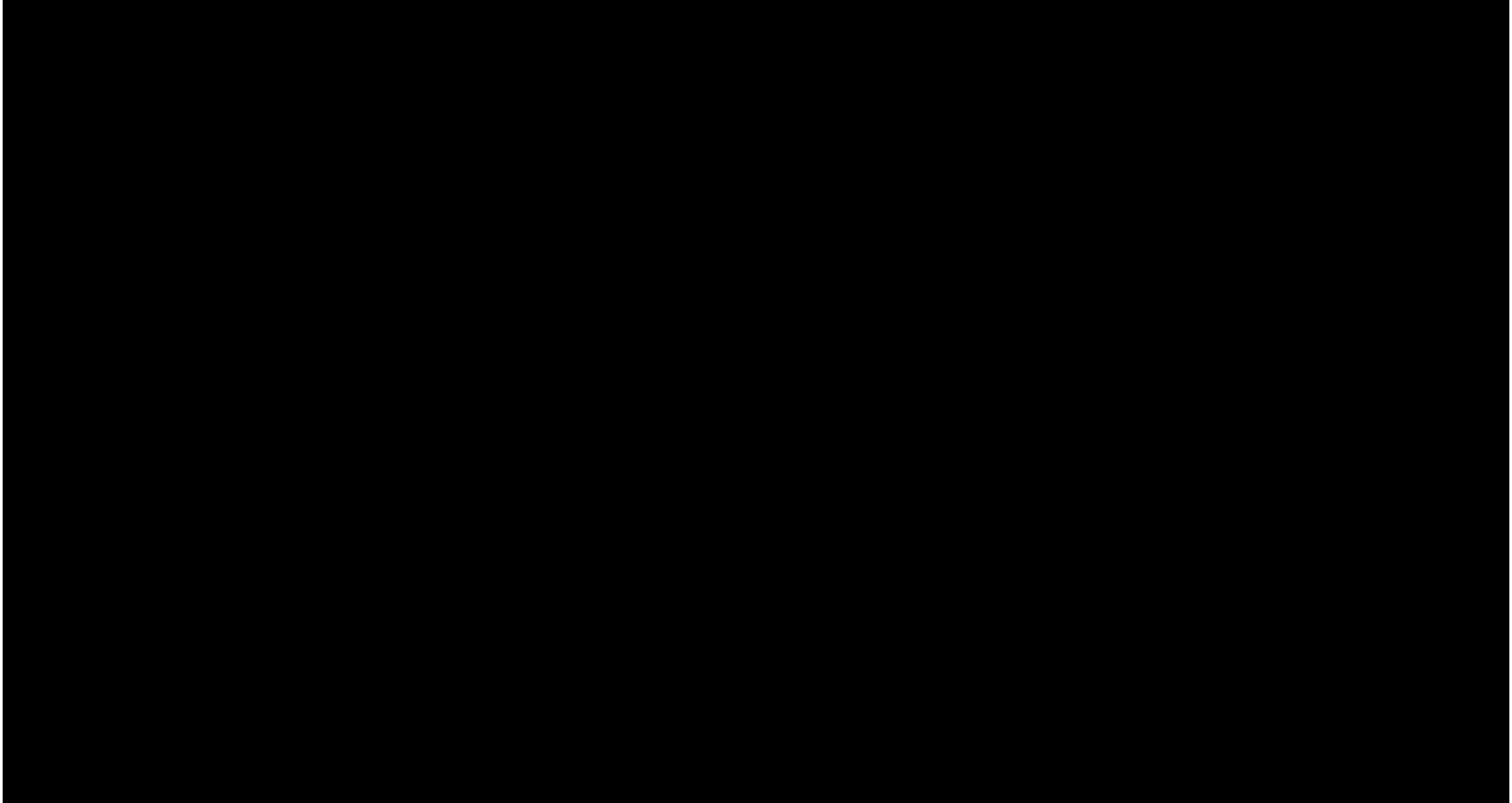
[REDACTED] specifically, if the OCN's [REDACTED]  
[REDACTED] Security Squadron personnel will [REDACTED]

### ***Air Terminal Screening Procedures and Guidance***

The Medical Group Commander established a passenger screening capability with provisions for quarantine or isolation at the AUAB air passenger terminal and the Support Squadron is responsible for carrying out the passenger screening procedures. See Figure 2 for an overview of the air terminal screening process for arriving passengers and flight crew.

<sup>9</sup> (U//FOUO) [REDACTED]

~~(U//FOUO)~~ Figure 2. AUAB Air Terminal Screening Process



Source: The DoD OIG.

(U//FOUO) USAFCENT Fragmentary Order F20-024 and modifications [REDACTED]

[REDACTED]  
[REDACTED]  
[REDACTED]<sup>10</sup> [REDACTED]  
[REDACTED]  
[REDACTED]

- (U//FOUO) [REDACTED]
- (U//FOUO) [REDACTED]  
[REDACTED]
- (U//FOUO) [REDACTED]  
[REDACTED]

(U//FOUO) [REDACTED]  
[REDACTED]  
[REDACTED]  
[REDACTED] According to the Medical Group Commander, after the arriving air passengers [REDACTED] Support Squadron personnel escort the passengers to the in-processing area.

(U//FOUO) According to the Medical Group Commander, Support Squadron personnel at the passenger terminal [REDACTED] Once arriving passengers are in the in-processing area, Support Squadron personnel determine which arriving passengers will go to quarantine or transient quarters according to their final destination. Arriving passengers [REDACTED] at the passenger terminal. [REDACTED]

[REDACTED]  
[REDACTED]  
[REDACTED]  
[REDACTED] the passenger is transported to the AUAB military medical treatment facility for further medical screening and a quarantine/isolation determination.

(U//FOUO) After completing the in-processing indicated above, arriving passengers assigned to AUAB are transported via bus to quarantine quarters. [REDACTED]

[REDACTED]  
[REDACTED]  
[REDACTED]

[REDACTED] According to the Medical Group Commander, Support Squadron personnel implemented these safeguards to protect the bus drivers.

<sup>10</sup> Transient passengers are those personnel who temporarily pass through an installation and are not under that installation's operational control.

Certain transient personnel are exempt from the required 14-day quarantine period. Depending on the departure location and ultimate destination, arriving transient passengers are placed in quarantine, or in transient quarters until departing AUAB. Flight crew personnel who are not local to AUAB receive a restriction of movement order and go to transient quarters until they depart AUAB.

(U//FOUO) Support Squadron personnel did not establish any quarantine or restriction of movement requirements for locally assigned flight crew personnel at AUAB who are accomplishing daily operations within the USCENCOM area of responsibility. Flight crew personnel who are assigned to AUAB and either left an airfield during duty or stayed overnight in a country outside of the USCENCOM area of responsibility, must quarantine for 14 days. The flight crew personnel

[REDACTED]

- (U//FOUO) [REDACTED]
- (U//FOUO) [REDACTED]

(U//FOUO) [REDACTED]

## Audit Team Observations of North Gate and Air Terminal Procedures

To determine whether Security Squadron and Support Squadron personnel implemented screening procedures for personnel entering AUAB, we developed checklists based on applicable guidance and discussions held with Security Squadron and Medical Group officials. We used these checklists during our observations at the North Gate and air terminal from May 25 through June 12, 2020. At the air terminal, we stood with Support Squadron personnel and observed a total of 15 passengers arriving on three incoming flights. For the North Gate, we performed 31 pass-through observations, using two vehicles with two auditors in each to physically drive off of and back onto AUAB through the North Gate and observe procedures. Security Squadron personnel were unaware of these observations. Also at the North Gate, we stood with Security Squadron personnel and observed 37 individuals (U.S. military, civilian, and contractor personnel) in 26 vehicles and 121 OCNs who were screened at the gate for entry to AUAB. See the appendix for a complete methodology.

## Review of Internal Controls

DoD Instruction 5010.40 requires DoD organizations to implement a comprehensive system of internal controls that provides reasonable assurance that programs are operating as intended and to evaluate the effectiveness of the controls.<sup>11</sup>

We identified internal control weaknesses related to the implementation of existing screening procedures. Additionally, there was a lack of refresher training for screener personnel to ensure implementation of all required procedures. We will provide a copy of the report to the senior official responsible for internal controls in the Department of the Air Force.

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<sup>11</sup> DoD Instruction 5010.40, "Managers' Internal Control Program Procedures," May 30, 2013.



## Finding

### The 379th AEW Developed Screening Procedures, but the Procedures Are Not Consistently Implemented for Personnel Entering AUAB

(U//FOUO) The 379th AEW Security and Support Squadrons developed screening and quarantine procedures for personnel entering AUAB in accordance with applicable guidance in response to COVID-19. The Squadrons implemented most procedures, but improvements are needed. Based on our observations, Security and Support Squadron personnel consistently [REDACTED] of all personnel entering AUAB and implemented all screening procedures for incoming passengers. Additionally, Security Squadron personnel [REDACTED] [REDACTED] except in one instance. However, when conducting screening at the North Gate, Security Squadron personnel did not consistently check travel passes that were required for each person's re-entry or enforce the requirement to [REDACTED] [REDACTED]

The lack of consistently implemented screening procedures for personnel entering the AUAB North Gate occurred because the screening procedures and a requirement to conduct training, developed by the 379th AEW in March 2020, were still evolving and had not been formally documented (through an official signature from the AUAB Installation Commander). Additionally, the initial training received by Security Squadron and Support Squadron personnel performing the screening did not include all required screening procedures. Furthermore, the commanders of both squadrons did not require screening personnel to take refresher training when COVID-19 screening procedures changed or when returning to screening duties after an extended period.

(U//FOUO) If screening procedures are not consistently applied to all personnel entering AUAB at both the North Gate and air terminal, there is a risk that U.S. military, civilian, and contractor personnel may contract and spread COVID-19. In addition, without documented, AUAB Installation Commander-approved guidance and up-to-date training, the screening was not implemented consistently, which could affect the health and safety of personnel throughout the installation. As of July 16, 2020, there were [REDACTED] confirmed COVID-19 cases on AUAB. If a surge in COVID-19 cases develops, ongoing operations and exercises in Qatar and the USCENTCOM area of responsibility could be canceled, postponed, or have to be conducted with reduced staffing. Given the importance of the current contingency operations in the Middle East, it is critical that screening procedures are consistently implemented.



## The 379th AEW Needs to Consistently Implement Screening Procedures for Personnel Entering AUAB

~~(U//FOUO)~~ Although the 379th AEW Security and Support Squadrons developed screening and quarantine procedures for personnel entering AUAB in accordance with applicable guidance in response to COVID-19, improvements to the implementation of those procedures are needed. Specifically, Security Squadron personnel did not consistently verify that all individuals in passenger vehicles held an off-base travel card, or [REDACTED]

[REDACTED]  
[REDACTED]  
[REDACTED]

During 8 of 31 pass-through observations (26 percent), Security Squadron personnel did not ask each audit team member to

display an off-base travel card when attempting to enter AUAB. During 14 of 31 pass-through observations (45 percent), Security Squadron personnel did not ask vehicle passengers to [REDACTED]

[REDACTED] They also did not consistently enforce this requirement during our standing observations. In addition, Security Squadron personnel were not required to and we did not observe them screen themselves at the start of their shifts to [REDACTED]

~~(U//FOUO)~~ Security Squadron personnel did not consistently verify that all individuals in passenger vehicles held an off-base travel card, or [REDACTED]

## Screener Training for the North Gate and Air Terminal Needs Improvement

The inconsistencies in the screening of personnel entering the AUAB North Gate occurred because the screening procedures and a requirement to conduct training, developed by the 379th AEW in March 2020, were still evolving and had not been formally documented (through an official signature from the AUAB Installation Commander). The training requirements and screening procedures were evolving because AUAB officials were updating their pandemic response policies and guidance related to COVID-19 on a weekly basis. Additionally, the screening procedures that were documented informally were not recorded in a central location, which leads to a lack of readily available and easily accessible information on the procedures.

Initial training did not include all required screening procedures.

The initial training that Security Squadron and Support Squadron screeners received did not include all required screening procedures, such as checking travel passes at the North Gate. Furthermore, the Security and Support Squadron Commanders communicated changes to entry procedures to Security and Support Squadron personnel, but the commanders of both squadrons did not require screening personnel to take refresher training when COVID-19 screening procedures changed or when returning to screening duties after an extended period.

(U//FOUO) The Medical Group provided initial training to Security Squadron and Support Squadron screeners. Specifically, for Security Squadron screeners at the North Gate, the Medical Group provided in-person training focused on medical procedures, including instruction on how to [REDACTED] and maintain social distancing. In addition, the Medical Group provided training handouts to Security Squadron personnel working at the North Gate and Support Squadron screeners at the air terminal. The training handouts demonstrated [REDACTED]  
[REDACTED]  
[REDACTED]

(U//FOUO) Screener training is necessary to ensure that procedures during a pandemic are consistently followed and to ensure the health and safety of the screeners and the personnel entering and working on the installation. Therefore, to ensure consistent and immediate implementation of procedures during current and future infectious disease outbreaks, the 379th AEW Commander should formalize the screening and quarantine procedures and training through issuance of official guidance with his signature. The guidance should include requirements for screeners to [REDACTED]

(U//FOUO) Furthermore, the 379th Security Squadron Commander should require and provide refresher training on all screening procedures on a recurring basis. The refresher training should include requirements for all personnel to:

- display entry documentation for verification at the North Gate, and
- (U//FOUO) [REDACTED]  
[REDACTED]

## Screening Procedures Must Be Consistently Implemented to Prevent the Spread of COVID-19

(U//FOUO) If screening procedures are not documented and consistently applied to all personnel entering AUAB at both the North Gate and air terminal, there is an increased risk that U.S. military, civilian, and contractor personnel may contract and spread COVID-19. As of July 16, 2020, there were [REDACTED] confirmed COVID-19 cases on AUAB. If a surge in COVID-19 cases develops, ongoing operations and exercises in Qatar and the USCENTCOM area of responsibility could be canceled, postponed, or otherwise impacted by staffing shortages caused by rapid increases in infected personnel. Given the importance of the health and safety of DoD personnel and the current contingency operations, it is critical that screening procedures are consistently implemented.

## Recommendations, Management Actions Taken, and Our Response

### ***Recommendation 1***

We recommend that the 379th Air Expeditionary Wing Commander formalize, through issuance of official documentation with signature:

- a. (U//FOUO) the screening and quarantine procedures implemented as a result of COVID-19, including requirements [REDACTED] and [REDACTED]
- b. the training requirements on those procedures, including refresher training.

### ***Management Actions Taken***

(U//FOUO) On August 21, 2020, the 379th AEW Public Health Emergency Officer issued a memorandum formally documenting standardized COVID-19 screening procedures for personnel entering the installation through the North Gate and air terminal. The screening procedures now include the requirement for Security Squadron personnel to [REDACTED]

[REDACTED] The memorandum also documents procedures for the air terminal, including the requirement for all arriving personnel to [REDACTED] [REDACTED] the quarantine of individuals when required, and that those requiring additional screening be taken to the Medical Group if necessary. In addition, the memorandum states that Medical Group personnel will train



(U//FOUO) Security Squadron personnel, and that documentation will be retained to support that training was provided. The memorandum also required the 379th AEW to submit lessons learned to USAFCENT/A9.

### *Our Response*

The management actions taken and documentation provided address the deficiencies we identified during the audit by formally documenting the screening and quarantine procedures and training requirements. Therefore, the recommendation is closed.

### *Recommendation 2*

(U//FOUO) We recommend that the 379th Expeditionary Security Forces Squadron Commander provide refresher training on screening and quarantine procedures to ensure that Security Squadron personnel require individuals entering AUAB to display entry documentation for verification and that [REDACTED]

[REDACTED]

### *Management Actions Taken*

(U//FOUO) As of July 17, 2020, the Security Squadron Commander began requiring Security Squadron Flight Chiefs to provide refresher training on both Medical Group-recommended procedures and travel pass procedures. The Security Squadron documented the Medical Group-provided COVID-19 training using sign-in rosters, and provided the rosters to us to demonstrate that all posts and patrols were briefed on COVID-19 procedures weekly. The training includes procedures for checking travel passes for personnel entering AUAB through the North and East Gate, the requirement for [REDACTED]

[REDACTED]

### *Our Response*

The management actions taken and documentation provided address the deficiencies we identified during the audit by implementing refresher training. Therefore, the recommendation is closed.

## Appendix

### Scope and Methodology

We conducted this performance audit from May 2020 through August 2020 in accordance with generally accepted government auditing standards. Those standards require that we plan and perform the audit to obtain sufficient, appropriate evidence to provide a reasonable basis for our findings and conclusions based on our audit objectives. We believe that the evidence obtained provides a reasonable basis for our findings and conclusions based on our audit objectives.

Our scope included the screening of personnel entering AUAB in Qatar at the North Gate entry control point and the air terminal. Additionally, the scope of this audit had two parts—the screening procedures at the gate and air terminal to determine whether someone had symptoms or had been exposed to the virus, and the quarantine or isolation determination procedures when screened personnel are identified as having symptoms of COVID-19.

Our scope did not include any quarantine or isolation procedures past the decision making process where symptoms are first identified. In addition, none of the positive cases on AUAB were identified during the screening processes that we observed May 25 through June 12, 2020. We did not determine how previously identified positive cases of COVID-19 were identified because our fieldwork was focused on implementation of the screening procedures that were in place during the time of our visit. Because there were no potential cases identified during the screening process that we observed, we did not observe the medical screening that would have been used for potential COVID-19 cases. In addition, we did not look at the processes that were used to identify the previously identified COVID-19 cases on AUAB.

To gain an understanding of AUAB screening and quarantine procedure requirements, we reviewed the following guidance.

- DoD Instruction 6200.03, “Public Health Emergency Management Within the DoD,” March 28, 2019
- Air Force Instruction 10-2519, “Public Health Emergencies and Incidents of Public Health Concern,” December 10, 2019
- AUAB Installation Emergency Management Plan 10-2, April 17, 2019
- AUAB, Qatar, Disease Containment Plan, January 30, 2019
- Secretary of Defense memorandum, “Department of Defense Guidance on the Use of Cloth Face Coverings,” April 5, 2020

- Office of the Under Secretary of Defense for Personnel and Readiness memorandum, “Force Health Protection Guidance (Supplement 4)– Department of Defense Guidance for Personnel Traveling During the Novel Coronavirus Outbreak,” March 11, 2020
- USAFCENT Fragmentary Order F20-024, “Response to COVID-19 at USAFCENT [Base Operating Support-Integrator] Locations” and Modification 001, March 6, 2020, and March 15, 2020
- 379th AEW Declaration of Public Health Emergency and renewals, March 20, 2020; April 16, 2020; May 16, 2020; and August 5, 2020

We also interviewed officials from the 379th AEW, 379th Medical Group, and 379th Security and Support Squadrons to discuss roles, responsibilities, and information related to screening and quarantine determination procedures at AUAB.

To document the results, the audit team recorded observations at both the North Gate and air terminal using auditor generated checklists. We developed a checklist for each type of observation based on guidance and procedures that were being implemented during our observation period, although not yet documented, but discussed during meetings with 379th AEW personnel. Additionally, we added checklist items based on discussions held with the commanders of the 379th Medical Group and 379th Security Squadron.

To determine whether Security Squadron personnel followed screening procedures at the North Gate for arriving U.S. military, civilian, and contractor personnel in accordance with applicable guidance, we performed 31 pass-through and 2 standing observations at different times throughout the day from May 25 through June 12, 2020. For the pass-through observations, the audit team used two vehicles with two auditors in each and drove through the North Gate unannounced to observe screening procedures (screeners remained unaware of the pass-through observations and checklist). For the standing observations, the four-person audit team stood for 1 hour in the evening of June 8 and 1 hour in the afternoon of June 10 with Security Squadron personnel who were screening U.S. military, civilian, and contractor personnel entering AUAB. Because the standing observations were scheduled with Security Squadron officials, the screeners were aware of the team’s observations and checklist. The audit team observed the screening of 37 individuals in 26 vehicles during the standing observations.

To determine whether Security Squadron personnel followed screening procedures at the North Gate for arriving OCNs in accordance with applicable guidance, we performed two additional standing observations for 1 hour each morning at the

OCN processing centers on June 9 and June 12, 2020. The audit team stood with Security Squadron personnel and observed a total of 121 OCN personnel screened for entry at the North Gate of AUAB.

To determine whether Support Squadron personnel followed screening and quarantine determination procedures in accordance with applicable guidance, we performed three standing observations. We observed 10 passengers on June 9, 2020; 2 passengers on June 12, 2020; and 3 passengers on June 13, 2020, for a total of 15 passengers arriving on three incoming flights.

## **Use of Computer-Processed Data**

We did not use computer-processed data to perform this audit.

## **Prior Coverage**

No prior coverage has been conducted on screening and quarantine procedures for infectious diseases during the last 5 years. However, on May 18, 2020, the DoD OIG announced the “Audit of Infectious Disease Medical Treatment Capabilities at AUAB” (Project No. D2020-D000RJ-0135.000). The objective of this ongoing audit is to determine whether AUAB has the capability to treat COVID-19 patients and isolate or quarantine suspected infected service members, civilians, and contractors. As part of the audit, the DoD OIG is reviewing the COVID-19 testing capability of the AUAB military medical treatment facility.

## Acronyms and Abbreviations

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|                  |                                 |
|------------------|---------------------------------|
| <b>AEW</b>       | Air Expeditionary Wing          |
| <b>AUAB</b>      | Al Udeid Air Base               |
| <b>COVID-19</b>  | Coronavirus Disease–2019        |
| <b>OCN</b>       | Other Country National          |
| <b>USAFCENT</b>  | U.S. Air Forces Central Command |
| <b>USCENTCOM</b> | U.S. Central Command            |



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