

Infection Prevention and Control (IPC) Guidance

Air Border

Version 1.1

Released 31 March 2021

Note: this document is updated regularly. Printed copies may be out-of-date.

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Infection Prevention and Control (IPC) Cover Sheet

Sign-Off Sheet

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Development

The Ministry of Health (MoH) IPC sub-group and COVID-19 Border Operations team has led the development of this IPC Guidance. This has been formulated using existing international guidance on infection prevention and control (IPC). This IPC Guidance will continue to be reviewed by the MoH IPC sub-group and COVID-19 Border Operations team to ensure it reflects good practice in IPC for COVID-19.

Version history

Version	Date	Author	Position	Description of changes
1.0	1 March 2021	MoH COVID-19 Border Operations team and MoH IPC Sub- TAG group	Border Operations	This replaces previous advice on guidance on air border managed isolation provided on the MoH website.
1.1	31 March 2021	MOH COVID-19 Border Operations IPC Sub-TAG Group	Border Operations	<p>Revised use of terms ‘must’ and ‘should’ to differentiate between good or best practice IPC requirements and those that are mandated by New Zealand legislation. Updates to PPE table to provide greater clarity of best or good practice advice. Introduced definition of PCBU and highlighted where relevant the legislated obligations that PCBUs have to workers. Added definitions of ‘face covering’ and ‘medical mask’.</p> <p>Removed references to timeslot separation for airports operating both red and green flights and replaced to reflect physical separation.</p> <p>Amended requirements of green flight passengers/aircrew to reflect face covering to be worn only through airside areas of airports. Added definition of “airside/airside area(s)” and “domestic alert level”.</p> <p>Amended requirements of face covering to include length guidance on replacement of face covering.</p> <p>Included reference to temperature checking and secondary health</p>

				checks to be limited to arriving passengers only. Amended definition of physical distancing to differentiate requirements for red and green zone(s).
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Feedback

This is a living document and we welcome your feedback via email at COVID-19BorderOps@health.govt.nz. We expect to maintain this document by means of a monthly update and release.

Purpose

This document provides information, guidance and mandated requirements to control the risk of infection and transmission of COVID-19 at the air border¹. It is relevant for anyone working at the air border as well as passengers and aircrew.

The use of “must” in this document indicates a mandatory legal requirement. The use of “should” indicates that the requirement is strongly recommended by MoH and is considered to be good practice for infection prevention and control.

This guidance may be used by Persons Conducting a Business or Undertaking (PCBUs) to assist in determining what actions it is reasonably practicable to take, to minimise the risks to workers and other people, from exposure to COVID-19 infection.

¹ This also includes inter-regional MIQF “transfer” or “airbridge” flights

Abbreviations

ABO	COVID-19 Public Health Response (Air Border) Order (No2) 2020
ARPHS	Auckland Regional Public Health Service
IPC	Infection Prevention and Control
MIQF	Managed Isolation or Quarantine Facility
MoH	Ministry of Health
PHU	Public Health Unit
PCBU	Person conducting a business or undertaking under the Health and Safety at Work Act 2015
PPE	Personal Protective Equipment
QFTZ	Quarantine Free Travel Zones
RIQCC	Regional Isolation Quarantine Control Centre
RPHS	Regional Public Health Service

Definitions

Airside/Airside area(s)	Any part of the airport that is inaccessible to the general public but is accessible to international arriving or international transiting passengers (for example, a civil aviation security area or a Customs-controlled area).
Border/Airport Worker	A worker who carries out work in any capacity (whether paid or unpaid) at an airport where an aircraft arrives from a location outside New Zealand.
Regional Alert Level	The current alert level in the region in question as specified by any order made under the <i>COVID-19 Public Health Response Act 2020</i> .
Face covering	Any type of covering that covers the face and mouth of the wearer. (e.g. mask, scarf or a bandana).
Green flight(s)/zone(s)	Flight(s), or zone(s) at airport(s) that are utilised for the purpose of facilitating traveller movement and not subject to the requirements of Managed Isolation and Quarantine.
Medical mask	A surgical or procedure mask that is flat or pleated and is affixed to the head with straps that go around the ears or head or both. Its performance characteristics are tested according to a set of standardized test methods (ASTM F2100, EN 14683, or equivalent) that aim to balance high filtration, adequate breathability and optionally, fluid penetration resistance.
Non-medical mask	Also called a fabric mask or face covering, it is neither a medical device nor personal protective equipment and is not subject to regulation or a set of standards. Fabric reusable masks should consist of three layers and should meet thresholds for filtration, breathability and fit. These should not have exhalation valves, as these bypass the protection that is afforded by fabric reusable masks.
Physical Distancing	For red flights/zone(s) , has the meaning given to it under the COVID-19 Public Health Response (Air Border) Order (No 2) 2020 ² . For green flights/zone(s) , this refers to any physical distancing standards as set out by the current domestic alert level.

² [ABO 2020, cl 4\(1\)](#) "physical distancing, from other persons, means remaining at least 2 metres away from them."

Red flight(s)/zone(s)

Any flight(s) or zone(s) that are not designated as green flight(s) or zone(s).

1. General IPC measures at Airports

1.1 Border Workers

All border workers should follow the basic IPC measures below to reduce the risk of exposure to acute respiratory infection. This is especially important if they are interacting with passengers or crew who have travelled from or through any overseas ports or if they undertake tasks inside the passenger cabin of an international aircraft (including international private aircrafts and aeromedical transfer flights). Workers who enter an aircraft, particularly immediately after passengers de-plane, are at risk of exposure.

All border workers must also comply with the requirements of the [COVID-19 Public Health Response \(Required Testing\) Order 2020](#) if they fall into one of the groups of affected persons. PCBUs must also comply with their legal obligations under this Order.

If border workers feel unwell, or have COVID-19 signs or symptoms, they should self-isolate at home and not go to work. They should contact their healthcare provider or Healthline (**0800 611 116**) for further advice and inform their PCBU. Please refer to <https://covid19.govt.nz/health-and-wellbeing/covid-19/covid-19-symptoms/> for more information.

1.2 General overview of good practice IPC measures to protect workers

When working at the aviation border, workers should follow the following IPC measures:

- Maintain physical distancing of 2 metres in **red zone(s)** and/or in alignment with regional alert level requirements in **green zone(s)** from others (including from other staff in shared or crowded spaces) wherever possible.
- Wash hands with water and soap for at least 20 seconds and dry thoroughly. Alternatively, workers can use hand sanitiser containing at least 60% alcohol. Enough product should be used cover the hands and hands should be rubbed together until dry. Hand hygiene should be performed frequently during the working day and especially after contact with symptomatic people, their environment, or possessions.
- Avoid touching their nose, eyes and mouth with their hands.
- When coughing or sneezing, use the crook of their elbow or a tissue to cover their nose and mouth. Used tissues should be put into a rubbish bin. Hands should be washed and dried (or hand sanitiser applied) after doing this.
- Clean high-touch surfaces frequently.

- Wear PPE as directed. For further guidance on specific PPE requirements, refer to the table in section 2.

1.3 Hand Hygiene

Hand hygiene is the most essential hygiene measure that minimises transmission of infectious droplets from one person to another and to other surfaces. Maintain hand hygiene by either washing (with soap and water) and drying hands thoroughly or using alcohol-based hand rub containing a minimum of 60% alcohol. Hand hygiene should be performed frequently by airport border workers.

It is especially important that hand hygiene is performed at the following key times:

- before and after eating and drinking
- before and after other breaks
- before and after using toilet
- before putting on PPE
- after removal of individual items of PPE
- after disposal of PPE
- after cleaning
- after having any direct physical contact with a passenger, their belongings, or their environment i.e. aircraft, passenger baggage or mobility aides (including wheelchairs, prams or other mobility devices), touched surfaces and shared items.

1.4 Coughing and sneezing etiquette

Workers should remember to cough or sneeze into the crook of their elbow, or cover coughs and sneezes with a tissue. Immediately dispose of tissues into a general waste bin.

They should also perform hand hygiene after coughing or sneezing.

1.5 Physical distancing

Passengers arriving in New Zealand on **red flight(s)/zone(s)** must, to the greatest extent practicable, maintain 2 metres physical distancing from all other persons except those travelling in the same bubble (e.g. family members or others with whom they will share accommodation).

Passengers arriving in New Zealand on **green flights/zone(s)** must maintain physical distancing in accordance with the regional alert level requirements at the time.

Border workers in **red zone(s)** should maintain 2 metres physical distancing from arriving and transiting passengers and air crew, and from other border staff, wherever practicable, and particularly in shared spaces.

Border workers in **green zone(s)** must maintain physical distancing in accordance with the regional alert level requirements at the time.

1.6 PPE

A medical mask should be worn by all airport workers when in a shared space that is accessible to international arriving or transiting passengers or crew. For further guidance on recommended PPE requirements, refer to the table in section 2.

PPE can include (but is not limited to) medical masks or N95/P2 particulate respirators, eye protection³, footwear, protective clothing (i.e. overalls/ gowns) and gloves. Additional information about how to use PPE is provided in this document (see appendices). Non-medical masks or cloth face coverings are not considered to be PPE.

The PPE required for a task depends on factors like the interaction and activity requiring close contact with passengers and/or their environment, rather than occupational grouping.

Please note that anyone wearing an N95/P2 particulate respirator must have undergone fit testing and be trained in fit checking. It is important to remember that any PPE required under normal business requirements should continue to be worn.

PCBUs have extensive legal duties under the Health and Safety at Work Act in relation to worker PPE. More information can be found on the WorkSafe website here: <https://www.worksafe.govt.nz/topic-and-industry/personal-protective-equipment-ppe/personal-protective-equipment-a-guide-for-businesses/>

1.6.1 Note on non-medical /reusable fabric masks for aircrew

Non-medical, reusable fabric face masks are used as protective masks and source control. They are not regulated and do not need to meet standards for respiratory protection nor are they subjected to mandatory testing. It is recommended as a minimum that fabric reusable masks should consist of three layers and should meet thresholds for filtration, breathability and fit. Exhalation valves are discouraged as they facilitate bypass of the filtration function of the mask.

Masks should be changed either every three hours or whenever they become damp or soiled. Used masks should be placed into a sealed bag for laundering. Aircrew should have enough masks to enable changes to occur during a flight as necessary. Hand hygiene measures should be followed for putting on and removing non-medical masks. A process should be made available to staff that provides instruction on laundering and drying reusable masks, in line with the manufacturer's recommendations.

³ Prescription glasses are not classed as protective eye wear.

1.7 Passenger medical mask/face covering use

Passengers arriving in New Zealand must wear PPE as directed by a medical officer of health. The PPE the medical officer of health has directed to be worn is a medical mask for **red flight(s)/zone(s)** during disembarkation from the aircraft and for the duration of their time at the airport except where this is impracticable.

There are some situations in which it is not practicable for a passenger to wear a medical mask such as passengers who have a medical condition that prevents them from wearing a medical mask, young children or anyone who is unable to remove a medical mask without assistance. Medical masks should not be worn by children less than 6 years of age because of safety concerns. Parents or care givers should be encouraged to assist children to perform hand hygiene.

Medical masks and hand sanitiser should be made available to all passengers for their ongoing journey.

Passengers should practice basic hygiene measures, as outlined in section 1.2 above.

Information on the correct procedures for putting on, taking off and disposing of medical masks as well as a means of performing hand hygiene (e.g. hand sanitiser) should be provided. Printouts of materials should be made available for passengers. (See appendices).

Passengers travelling on green flight(s)/zone(s) are required to wear a face covering for the duration of travel and whenever they are in airside areas in the airport at which they arrived in New Zealand. Children 12 years and under are not required to wear a face covering or mask on QFT flights or whilst airside at a NZ international airport.

1.8 Waiting Areas

(Including international and domestic transit areas, departure and arrival areas)

Passengers are required to follow public health measures when in New Zealand in accordance with current alert levels.

Airports should display visual reminders for passengers to maintain physical distancing from others not in their “travel bubble” in red zones and as required for green zones, according to regional alert level specifications.

2. Table of recommended and required COVID-19 PPE

This Table applies to all airports, private aircraft and facilities, including aeromedical transfers or cargo arrivals and areas.

Workers should also use other PPE to minimise other risks arising from their work when instructed to by their PCBU.

ACTIVITY	WHO	Use of PPE
Cleaning of airport areas used by international arriving or transiting passengers	Airport Cleaning Staff (Green zones)	Cleaners must wear a face covering at all times throughout any airside areas of the airport. The above is in addition to any PPE requirements of the employer and/or associated with the task being performed and/or as recommended by the manufacturer of the cleaning product(s) used, as relevant.
	Airport Cleaning Staff (Red zones)	Cleaners must wear a medical mask and should wear gloves. The above is in addition to any PPE requirements of the employer and/or associated with the task being performed and/or as recommended by the manufacturer of the cleaning product(s) used, as relevant.
Aircraft arrives at the arrivals gate – passengers disembark	Arriving Passengers & Aircrew (Green flights)	Passengers and aircrew must wear a face covering at all times when disembarking the aircraft and throughout airside areas of the airport.
	Arriving Passengers & Aircrew (Red flights)	Passengers must wear a medical mask at all times when disembarking the aircraft and throughout the airport. Aircrew must wear a medical mask at all times when disembarking the aircraft and throughout the airport.
	Border Workers at arrivals gate (Green zones)	Workers must wear a face covering at all times throughout any airside areas of the airport.

	Escorting staff, wheelchair attendants etc. (Green zones)	
	Border Workers at arrivals gate (Red zones)	Workers must wear a medical mask.
	Escorting staff, wheelchair attendants etc. (Red zones)	
Arrival pathway through airport	Arriving Passengers & Aircrew (Green flights)	Passengers and aircrew must wear a face covering at all times when disembarking the aircraft and throughout airside areas of the airport.
	Arriving Passengers & Aircrew (Red flights)	Passengers must wear a medical mask at all times when disembarking the aircraft and throughout the airport. Aircrew must wear a medical mask at all times when disembarking the aircraft and throughout the airport.
	Border Workers on arrival pathway (Green flights/zones)	Border workers must wear a face covering at all times throughout any airside areas of the airport.
	Border Workers on arrival pathway (Red flights/zones)	Border workers must wear a medical mask.
Health pre-screening/ screening	Arriving Passengers & Aircrew (Green flights)	Passengers and aircrew must wear a face covering at all times when disembarking the aircraft and throughout airside areas of the airport.
	Arriving Passengers &	Passengers must wear a medical mask at all times when disembarking the aircraft and throughout the airport.

	Aircrew (Red - flights)	Aircrew must wear a medical mask at all times when disembarking the aircraft and throughout the airport.
	Health staff	<p>Health staff undertaking Stage 1 health checks should wear a N95/P2 particulate respirator and eye protection. Please refer to section 8.1 for further information.</p> <p>Health staff undertaking Stage 2 health checks should wear a N95/P2 particulate respirator, eye protection, gown and gloves.</p>
Passport Control	Arriving Passengers & Aircrew (Green flights)	Passengers and aircrew must wear a face covering at all times when disembarking the aircraft and throughout airside areas of the airport.
	Arriving Passengers & Aircrew (Red flights)	<p>Passengers must wear a medical mask at all times when disembarking the aircraft and throughout the airport.</p> <p>Aircrew must wear a medical mask at all times when disembarking the aircraft and throughout the airport.</p>
	Border Workers, Police, Aviation Security, other approved agency staff (Green zones)	Workers must wear a face covering at all times throughout any airside areas of the airport.
	Border Workers, Police, Aviation Security, other approved agency staff (Red zones)	Workers must wear a medical mask.
Personal search (e.g. pat down/strip) or bag searches (e.g. where luggage	Customs officers/designated staff	Customs officers/designated staff should wear a N95/P2 particulate respirator, eye protection, long sleeve fluid resistant gown and gloves when in close contact and when in poorly ventilated rooms or spaces.

is opened and inspected)		The above is in addition to any PPE requirements of the employer and/or associated with the task being performed, as relevant.
MPI checks and X-Ray	Arriving Passengers & Aircrew (Green flights)	Passengers and aircrew must wear a face covering at all times when disembarking the aircraft and throughout airside areas of the airport.
	Arriving Passengers & Aircrew (Red flights)	<p>Passengers must wear a medical mask at all times when disembarking the aircraft and throughout the airport.</p> <p>Aircrew must wear a medical mask at all times when disembarking the aircraft and throughout the airport.</p>
	MPI workers working in a red zone area where passengers present	MPI workers must wear medical masks.
International transit lounge/ areas used by international transiting passengers	International transit passengers waiting for outbound flight	All passengers should wear a medical mask at all times.
	Border Workers in international transit lounge / areas used by international transiting passengers	All border workers must wear a medical mask at all times when in an international transit lounge.
Ground staff – e.g. Baggage handling (Aircraft to carousel) (no passengers present, and passenger cabin	Ground staff, engineering, Baggage handlers etc.	No specific PPE required for COVID-19 protection.

area of aircraft not entered)		
Ground staff entering the passenger cabin area of the aircraft	Aircraft cleaning staff, food services, used lined & waste removal, cabin engineering etc.	Ground staff entering the passenger cabin area of an international flight/aircraft should wear a N95/P2 particulate respirators, eye protection and suitable protective gown when in spaces with poor ventilation, e.g. inside aircraft cabin and there is no or low air ventilation system functioning, however if there is sufficient airflow and air conditioning systems are functioning, a well-fitting medical mask may be worn with eye protection, and suitable protective gown or overall. provided it is donned and worn in compliance with recommended procedures ⁴ .
Transport pick up/drop off	Arriving Passengers & Aircrew (Green flights)	Passengers and aircrew are not required to wear a face covering after exiting the airside area of the airport.
	Arriving Passengers & Aircrew (Red flights)	<p>All passengers and aircrew must wear a medical mask at all times at airport.</p> <p>All passengers and aircrew must continue to wear a medical mask during the onward journey to a MIQF or other self-isolation arrangement.</p>
	Drivers (MIQF)	All drivers transporting arrivals to MIQF should wear a N95/P2 particulate respirator and eye protection. (Refer to MIQF Operations framework document and IPC Standard Operating Procedures document for further guidance).

3. Cleaning

Environmental cleaning is essential to reduce the risk of transmitting COVID-19. High touch areas and hard surfaces can be contaminated with infectious respiratory droplets. Hands can be contaminated after contact with these surfaces.

⁴ MoH recommends that N95/P2 particulate respirators be used in spaces with poor ventilation, e.g. inside aircraft cabin, however if there is sufficient airflow and air conditioning systems are functioning, a medical mask may be utilised provided it is donned and worn in compliance with recommended procedures.

Airports should have cleaning schedules for common areas and document the date and time cleaning was undertaken.

The COVID-19 virus is susceptible to standard cleaning and disinfection methods. Regular and thorough cleaning with approved detergent/disinfectant that is effective against SARS-CoV-2 will remove infectious matter and prevent transmission of infection to other surfaces, to returnees, border workers and the New Zealand community.

3.1 Cleaning for IPC

Basic principles of cleaning and disinfection

- Cleaning is necessary to remove dirt and infectious matter before the use of disinfectants unless a combined detergent/disinfectant product is used. If dirt and infectious matter are not removed, they can reduce the ability of disinfectants to kill germs (bacteria and viruses).
- Physical cleaning using a detergent and water solution and/or disinfectants removes germs, dirt and infectious matter from surfaces.
- Whilst all surfaces should be cleaned, high touch surfaces should be prioritised, regardless of when they were last cleaned or are next scheduled to be cleaned.
- Cleaning should start with the least soiled (cleanest) to most soiled (dirtiest) areas, and from higher to lower levels in a systematic manner to avoid missing any areas.
- Clean all 'high-touch' surfaces such as seats, desks, counters, cupboards, tabletops, light switches, door handles, and telephones. See specific 'high touch area' information at 3.1.1.
- Spot-clean any marks on soft furnishings.
- Clean toilets. See specific 'bathroom' information at 3.1.2.
- Vacuum the carpet with a HEPA-filtered vacuum cleaner. Steam cleaning of carpets and rugs is not required unless visibly soiled.
- For hard floor surfaces, clean the floor starting from one end of the premises to another (from the far side of the room working your way to the exit/door).
- At the end of cleaning, remove all PPE (see Appendix 3) and place in a lined container before disposing of it with other general waste. Wash your hands (or use hand sanitiser) immediately after handling these items.
- Follow routine airport practices for disposal of waste/ rubbish and see section 4.1 for information on waste management. Wash your hands (or use hand sanitiser) immediately after handling these items.

- Please follow any workplace protocols as required during standard operations.
- Cleaning practices and cleanliness of the airport environment should be routinely monitored and audited with feedback given to cleaning staff as a means of maintaining and reinforcing good practice.
- A cleaning schedule should be maintained that documents date and time of when cleaning occurred, as should an auditing or assurance document that identifies any concerns that have been raised with the cleaning staff.

3.1.1 Cleaning of high-touch surfaces (counter tops, handrails etc.)

- High touch surfaces can be contaminated directly by infectious respiratory droplets or indirectly by hands and other items contaminated with respiratory droplets.
- Ensure that baggage trolleys, public use wheelchairs and electric transfer vehicles are included in the cleaning process.
- Ensure that passenger processing stations and eGates are cleaned between flights.
- It is noted that cleaning of baggage trolleys, passenger processing stations and eGates may be undertaken by a different supplier/ contractor.
- For further information on cleaning and disinfecting refer to: www.health.govt.nz/covid-19-cleaning-faqs

3.1.2 Cleaning of toilets/bathrooms

Bathrooms should be cleaned regularly throughout the day when it is safe to do so. It is sufficient to clean and disinfect the bathrooms after each passenger group, unless there is a toileting accident in the bathroom, in which case, it will need to be cleaned immediately before the next occupant.

- Carry out regular and thorough cleaning with approved detergent/disinfectant that is effective against SARS-CoV-2.
- Members of the public should not be able to access the bathroom facilities before they are cleaned.
- Airport cleaning workers should be available to ensure cleaning of the bathrooms takes place, before bathrooms are re-opened for passenger use.
- Those responsible for cleaning bathrooms must be trained in the correct usage of PPE and cleaning processes. Further guidance can be found on the MoH website: [COVID-19: Cleaning FAQs](#)
- Dispensers for bathroom supplies (soap, toilet paper, disposable hand towels) should be cleaned regularly and topped up as needed.

3.2 Cleaning Products

Manual cleaning is necessary to remove dirt and infectious matter before the use of disinfectants unless a '2 in 1' product containing detergent is utilised.

- Ensure that only approved cleaning and disinfectant products are utilised, e.g. hypochlorite disinfectants (bleach), or hospital grade products. All cleaning products should be used in accordance with manufacturer's instructions including additional PPE requirements and be effective against respiratory viruses including SARS-CoV-2.
- Please note - some cleaning products such as sanitising wipes have not been tested to demonstrate effectiveness against viruses.
- If using products that can be used for both cleaning and disinfecting, make sure that the instructions on the label are followed to ensure they work effectively.
- Ensure that product is also approved for use on any sensitive equipment.

3.3 Cleaning Process

- Terminal cleaning can commence immediately after the last passenger from the arrival has cleared the arrival gate lounge.
- Any airport staff passing through affected terminal areas must wear appropriate PPE.
- Standard operating procedures for cleaning should be followed. It should include clear instructions on cleaning responsibilities, products to be used, and systematic cleaning processes to ensure no areas are missed.
- When cleaning tasks are completed, staff should carefully remove PPE on exiting the affected area and immediately wash their hands with soap and water or use an alcohol-based hand sanitiser (Appendix 3).
- Border agencies should ensure cleaning of any agency-controlled areas and equipment not included in the standard airport cleaning process.

Once the cleaning process of the passenger pathway to be used by green flights has started, border workers should refrain from entering that pathway unless necessary. Any border workers passing through the affected terminal areas, prior to cleaning, must wear appropriate PPE.

3.4 Aircraft cleaning process

3.4.1 International and domestic flights

The aircraft is to be empty of people before cleaning starts, and the aircraft should be cleaned as soon as possible after arrival.

Cleaners should perform hand hygiene before putting on PPE according to the task required. Additionally, cleaners should wear any other protective items recommended by the manufacturer of the cleaning products.

Physically wipe the following items using an approved cleaning and disinfectant product:

- All flat surfaces that the passengers were in contact with (i.e. seats)
- All touched surfaces including (*but not limited to*):
 - Handles and trays
 - Seatbelts and seatbelt fasteners
 - Compartment bars, overhead lockers, bulkheads
 - Seats (including back of seat)
 - Emergency cards
 - Headsets should be collected and reprocessed in line with current cleaning guidance for multi-use items.

Electronic devices should be disinfected with a 70% alcohol wipe or as per manufacturer's recommendations for the device.

Dispose of cleaning wipes, medical masks and gloves in appropriate manner. Perform hand hygiene after removing gloves and medical mask.

3.4.2 Aircraft bathrooms

3.4.2.1 Passenger bathrooms requirements

Passengers should be reminded to regularly perform hand hygiene and maintain physical distancing of 2 metres from others where practicable on **red flights**, when waiting to use bathroom facilities.

Passengers should be reminded to regularly perform hand hygiene and maintain physical distancing in accordance with NZ regional alert level requirements on **green flights**, when waiting to use bathroom facilities.

Bathrooms should be cleaned with appropriate cleaning and disinfectant products.

Cleaning and disinfection of bathrooms should be undertaken on a regular scheduled basis, observing times when higher usage may occur i.e. after meals, and as necessary if there is a toileting accident in the bathroom, in which case it will need to be cleaned before the next occupant.

3.4.2.2 Cleaning protocols

Those undertaking cleaning duties, should wear gloves, mask and any other protective items recommended by the manufacturer of the cleaning products.

Wipe with approved cleaning and disinfecting product in accordance with manufacturer's instructions, all touched surfaces including (but not limited to): door handles (inside and outside), taps, toilet seat lid and any other item that is frequently touched.

Dispose of cleaning wipes and gloves in appropriate manner. Perform hand hygiene after removing gloves.

3.5 Laundry

Laundry transport & processing staff and service providers should be compliant with company policies for the safe handling of linen and use of PPE based on AS/NZS 4146 Standards for Laundry Practice.

3.5.1 Principles for management of linen

- Used linen should be separated from clean linen in a way the minimises the risk of clean linen contamination.
- All used linen from red flights should be treated as potentially contaminated until washed and processed/disposed of.
- Handle used linen with care and do not shake or handle vigorously.

3.5.2 External Laundry/Linen Providers Collection and drop off of airport linen

- Airlines are encouraged to have aircrew/passengers contain and bag used linen to assist ground staff prior to arrival.
- Designated staff collecting and handling used linen within cabins and at the receiving laundry facility should wear medical masks or N95/P2 particulate respirators, protective suit/gown, eye protection, and gloves.
- Used linen from aircraft should be collected and carefully placed in plastic bags and secured closed in the passenger cabin prior to transport. Linen bags should be no more than $\frac{3}{4}$ full.
- Ensure hands are cleaned using soap & water or hand sanitiser after PPE is removed and PPE is placed in plastic lined general rubbish containers.

- Any linen not in the original packaging should be considered used and laundered again before use.
- Linen that is soiled from blood and other body fluids should be separated and processed according to laundry providers' policies and procedures.
- Used linen is collected from aircraft into containers/cages to minimise spill and transported to laundry services by designated staff wearing PPE.
- Trucks and cages used for used linen/waste transfer should be cleaned thoroughly prior to transporting clean linen or supplies.
- Clean linen is bagged or plastic wrapped for return to the aircraft. If not bagged, linen cages should be covered while being transported and until unpacked at the destination.
- Laundry workers wearing PPE as per company procedures but including medical mask or N95/P2 particulate respirator⁵, should transfer used linen into machines with minimal shaking or handling.
- Plastic linen bags should be placed in waste bins. Reusable bags should be washed prior to being used for clean linen.
- PPE should be changed and hands washed or hand sanitiser used, before staff move from the dirty to the clean areas of the laundry.

4. Waste Management, IPC signage and Miscellaneous items

4.1 Waste Management

Appropriate handling and management of waste at the border is a key factor in preventing the spread of COVID-19.

Waste from international flights should be bagged, tied closed to prevent spillage and transported to an appropriate MPI international waste disposal facility.

Wear gloves and other PPE appropriate for the level of contact with waste, when collecting and/or disposing of waste.

A regular schedule should be in place to manage the removal of waste from areas

⁵ MoH recommends that N95/P2 particulate respirators be used in spaces with poor ventilation, e.g. inside aircraft cabin, however if there is sufficient airflow and air conditioning systems are functioning, a medical mask may be utilised provided it is donned and worn in compliance with recommended procedures.

General waste generated during air border operation is not classified as medical waste; however, the following principles for waste handling and management are recommended:

- Communal bins (i.e. in corridor spaces) should have hand sanitiser co-located next to the bin, to enable good hand hygiene practices for those disposing of rubbish.
- Waste bins for shared use should not have lids, or if lids are present, should be of the pedal bin type.
- Rubbish bins should be emptied when $\frac{3}{4}$ full.
- Rubbish bins should be lined with a general plastic bin liner.
- When handling rubbish, staff should wear disposable gloves as well as any other PPE as described in company SOP or aligned with any other health and safety requirement.
- The liner should be tied/sealed before removal to general rubbish/waste collection point.
- Disposable gloves should be changed and disposed of after handling rubbish and hand hygiene conducted.

4.2 Displaying IPC information in arrival and departure areas

Information on COVID-19 such as posters or announcements reminding passengers of correct mask use, frequent cleaning of hands, QR Code scanning and physical distancing should be posted throughout the arrivals and departure areas. This should comprise of approved COVID-19 signage and messaging.

Illustrations and posters should be at least A4 size and should be placed in readily visible positions. Posters should be laminated for easy cleaning.

4.3 Soft goods and materials

Soft materials such as leaflets and newspapers should be removed from the arrival pathway; with the exception of NZ Passenger Arrival Cards and COVID-19 health-related documentation.

Agencies and airport companies often supply items that assist with border processing and the COVID-19 response (e.g., pens and instructions for completing Arrival Cards). When selecting these items, special emphasis should be placed on their ability to be easily cleaned/disinfected – for example, posters should be laminated, printed on wipeable paper, or displayed behind glass or plastic that can be easily cleaned.

5. On Boarding and at Arrival

Airlines are asked to maintain a supply of medical masks at check in or boarding (as appropriate) as well as on board for all inbound international flights. Airlines are asked to make these available to passengers in the event that they are travelling without their own medical mask.

Passengers on red flights must ensure they continue to wear a medical mask when disembarking the aircraft and entering the airport terminal.

Passengers travelling on QFTZ green flights are required to wear a face covering for the duration of travel and whilst in airside areas at the airport at which they arrive in New Zealand.

Children 12 years and under are not required to wear a face covering or mask on QFT flights or whilst airside at a NZ international airport.

Airlines are asked to make a medical mask available to any passenger that does not have their own supply.

5.1 Offloading and escorting

Aircrew and ground support should maintain IPC controls throughout the passenger offload and escorting process, including:

- wearing a medical mask for red flights/zones or face covering for green flights/zones;
- maintaining appropriate physical distancing where practicable. See section 1.5 for details.

Wherever possible, aircrew and passengers should disembark and travel through the airport as a flight group and not mix with other flights. They must also maintain 2 metres physical distancing (for red zones) and any regional requirements in accordance with local alert levels (for green zones) from all others except those in their personal or family “bubble” wherever possible.

Ground staff escorting passengers should maintain physical distancing and refrain from carrying passenger’s personal items where possible. If pushing a wheelchair, ground staff should ensure the wheelchair has been thoroughly disinfected after the previous passenger, and wear appropriate PPE (medical mask or N95/P2 particulate respirator⁶ [or face covering for green flights/zones], eye protection and apron/gown depending on the degree of assistance required) for the duration of the escort.

⁶ MoH recommends that N95/P2 particulate respirators be used in spaces with poor ventilation, e.g. inside aircraft cabin, however if there is sufficient airflow and air conditioning systems are functioning, a medical mask may be utilised provided it is donned and worn in compliance with recommended procedures.

Unless it is deemed unsafe to leave the passenger alone, escorting staff should not travel in lifts with passengers.

6. Arrival pathway through the airport

6.1 Health pre-screening/screening

A two-stage health screening system is in place for all passengers entering New Zealand on a red flight/zone.

Stage One: Arrivals undergo temperature checks and are asked if they have COVID-19 symptoms.

Stage Two: Those that have a temperature greater than 38°C and/or report COVID-19 symptoms then undergo a second, more comprehensive assessment by the border health team.

For both stages for all Health staff, Contact and Airborne Precautions should be adhered to, and the following PPE worn:

- N95/P2 particulate respirator.
- eye protection (goggles or face shield).

In addition, for Stage Two:

- Long sleeve fluid resistant gown and gloves (if used as part of normal agency procedure, e.g. when further assessing a passenger experiencing COVID-19 symptoms and/or has a temperature reading greater than 38°C).

Regular hand hygiene should be performed before and after passenger assessments, and before and after donning or doffing PPE.

QFTZ passengers are to be randomly selected for temperature checking upon arrival. Passengers may also be referred for a secondary health assessment if they return a high temperature reading (>38 degrees Celsius).

Please note that secondary health assessment and/or random temperature checking does not extend to those who are departing from a New Zealand airport.

6.2 Urgent medical care required

Passengers who present at the border who are in urgent need of medical care are to be transferred directly to hospital following airport procedures for managing ill travelers. The airport incident control room will coordinate any ambulance response as requested.

The Emergency Operator should be informed of the following:

- Patient condition;
- Current test and symptom status; and
- If there is a potential risk of COVID-19.

The RIQCC/RIQCC Health Lead should be informed of any passenger medical emergencies.

The receiving Hospital Duty Nurse Manager/Emergency Dept should be informed of the incoming passenger by the Border Health Lead.

Support persons are not to accompany any urgent medical transfers without authorisation of the RIQCC Health Lead.

6.3 Passport control (including manual processing and eGate)

At passport control, passengers must remove their medical mask or face covering (for QFTZ passengers) to enable a face-to-passport or biometric check to be conducted. Passengers should be provided with a means of performing hand hygiene prior to removing and replacing their masks or coverings. The following process should be followed:

- Passenger arrives at passport control.
- Passenger must continue to maintain 2 metres physical distancing for **red zone(s)** or in line with regional alert requirements for **green zone(s)** from passengers not in their travel bubble to the greatest extent practicable.
- Passenger should perform hand hygiene before removing their mask or covering for identification purposes.
- When identification has concluded, passenger must refit their mask or face covering and should perform hand hygiene.
- Passenger should perform hand hygiene before and after each time they touch their mask or face covering.
- Spare masks should be made available.

Pictorial representation of mask removal and re-application procedure should be displayed at passport control (Appendix 2).

6.4 Luggage Handling and Collection

6.4.1 Baggage handlers at the airport

For baggage handlers working in areas that are not accessible to international arriving or transiting passengers, who are unloading baggage from an aircraft to be transferred trolley to a carousel, PPE should be worn as normal, aligned with health and safety protocols. Baggage-related workers who need to assist international arriving and transiting passengers from **red flights** should wear a medical mask and clean their hands immediately after the task has been completed. It is also recommended they perform hand hygiene before and after handling any passenger belongings.

Workers in a **green zone** who need to assist international arriving and transiting passengers from **green flights** must wear a face covering at all times throughout any airside areas of the airport. It is also recommended they perform hand hygiene before and after handling any passenger belongings.

6.4.2 Passengers

Passengers arriving on a **red flight/zone(s)** must wear a medical mask and maintain physical distancing wherever possible throughout their time at the airport, including during baggage collection.

Passengers arriving on a **green flight/zone(s)** must wear a face covering through all airside areas at the airport and maintain physical distancing in accordance with the regional alert level requirements at the time.

Appendix 1 : How to use PPE (including medical masks) and gloves safely

It is important that masks are put on, worn, removed and disposed of correctly. Masks should fit snugly and fully cover the nose and mouth.

Pictorial representations are also provided for putting on and removing medical masks (Appendices 2 and 3).

1.1. General principles for safe use of medical masks

- Always perform hand hygiene before putting on a mask, after removing a mask and disposing of it.
- Do not touch the front of your mask, your face, or rub your eyes while wearing a mask.
- Do not re-use single-use masks. Dispose of them immediately after removing.
- Replace the mask every 4 hours or earlier if it becomes damp, damaged or soiled.
- Some people are exempt from wearing masks, including people who have medical conditions that prevent them from doing so, young children under 6 years of age or anyone unable to remove them without assistance.⁷
- Please refer to The COVID-19 website at <https://covid19.govt.nz/health-and-wellbeing/protect-yourself-and-others/wear-a-face-covering/> for details on exemptions.

1.2. How to put on a mask

- Clean your hands with soap and water or use hand sanitiser (containing at least 60 percent alcohol). Ensure your hands are dry before touching the mask.
- Check there are no obvious tears or holes in either side of the mask.
- Place the mask over your nose and mouth and secure with ties or ear loops.

⁷ Although children under 6 years of age are exempt from wearing a face mask, their parent or care giver may have provided them with a face mask to wear and they should be allowed to do so, ideally a medical mask that should be disposed of after use. Face masks should not be worn by children less than 2 years of age because of safety concerns. Parents or care givers should be encouraged to assist children to perform hand hygiene.

Please note that the threshold of 12 years old per NZ domestic health requirements does not apply to an international scenario as the risk thresholds are different. There is an increased risk profile of international travel when compared with the low risk associated with domestic travel within New Zealand.

- For masks with ties – bring the mask to your nose level and place the top ties over the crown of your head and secure with a bow. Once you have made sure that the mask fits snugly, molded to your face and around your nose, fully covering your nose mouth and chin then take the bottom ties, one in each hand, and secure with a bow at the nape of your neck.
- For mask with loops – ensure these do not cross over as this widens the gap between the face and the mask.
- Make sure the mask fits snugly, molded to your face and around your nose. Make sure the mask fully covers your nose, mouth and chin. Your mask should be comfortable, with no gaps around the mask and your face, and allow you to breathe easily.
- Always perform hand hygiene before putting on and after removing a mask.
- Ensure you know how to put on and remove your mask safely.

1.3. While wearing a mask

- Do not touch the front of the mask. If you do, clean your hands with soap and water or use hand sanitiser (containing at least 60 percent alcohol). Ensure your hands are dry.
- Avoid touching your face, as infection can still be introduced by touching your eyes, mouth or nose, or if you are not wearing your mask correctly.
- Masks should not be moved or adjusted during use. This includes being pulled up or pulled down below your chin. If you need to remove your mask - remove it safely (as below), dispose of it appropriately and clean your hands.
- Replace the mask every 4 hours or earlier if it becomes damp, damaged or soiled.

1.4. How to remove a mask and dispose of it safely

Use hand sanitiser (containing at least 60 percent alcohol) or clean your hands with soap and water. Ensure your hands are dry. **Any worker who is required to wear an N95/P2 respirator should have undertaken the requisite fit testing and be trained in fit checking.**

For further information on safe use of face masks, please refer to : www.health.govt.nz/our-work/diseases-and-conditions/covid-19-novel-coronavirus/covid-19-health-advice-general-public/covid-19-use-face-masks-community/covid-19-how-use-face-mask-safely

1.5. Glove use if required *(for example when conducting personal or baggage searches)*

- Please follow normal agency procedure for use of gloves.
- Gloves if used, should be disposable (e.g. vinyl, latex and nitrile).

- Choose the right size glove, check for tears or holes.
- Always perform hand hygiene before putting on gloves. Once you have completed the task, remove gloves using the correct technique, and dispose into designated bin, and perform hand hygiene.
- Gloves (if used) should be changed between each passenger when having direct contact with the passenger or their luggage.
- Avoid touching your face, mouth, nose or eyes when wearing gloves.

For further information on hand hygiene and safe use of PPE refer to www.health.govt.nz/ppe-workers#ppeinfo

1.5.1 Notes on Glove Use

- Please follow normal agency procedure for use of gloves.
- Regular hand hygiene is preferable to glove use.
- Inappropriate or incorrect use of gloves increases virus transmission risk.
- Remove gloves safely and perform hand hygiene immediately.
- Gloves, if used, must be changed between tasks.
- Alcohol hand rub is not to be used on gloves.

1.6. Order for putting on and removing PPE

1.6.1 Order for putting on PPE (all PPE items included)

Perform hand hygiene then:

- Put on long sleeve fluid resistant gown (if required).
- Put on mask or respirator (if required and ensuring that fit checked performed each and every time).
- Put on gloves.

1.6.2 Order for removing PPE (mask, eye protection and gloves)

Ensure that each item of used PPE is placed into waste bin carefully:

- Remove gloves.
- Perform hand hygiene.

- Remove fluid resistant gown (if applicable).
- Perform hand hygiene.
- Remove mask/particulate respirator.
- Perform hand hygiene.

Appendix 2 : How to wear a mask safely

How to wear a face mask safely

PUTTING ON A FACE MASK:



Clean your hands.
Before you put on your face mask, wash and dry your hands or use hand sanitiser.



Check your face mask.
Make sure it is clean, dry and not damaged.



Put on your face mask.
Place the face mask over your nose, mouth and chin, and place the loops over your ears to hold the mask in place.



Replace the face mask every four hours or earlier if it becomes damp, damaged or dirty.
Dispose of face masks in a rubbish bin.



Clean your hands.
Wash and dry your hands or use hand sanitiser.

WHEN WEARING A FACE MASK YOU SHOULD AVOID:



Touching the front of your mask.



Touching your face.



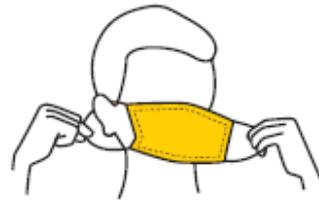
Moving your face mask.

How to remove a face mask



Clean your hands.

Before you put on your face mask, wash and dry your hands or use hand sanitiser.



Remove your face mask.

Take your face mask off by removing from the earloops.



Dispose of face masks in a rubbish bin.

Do not re-use or try to disinfect single-use face masks.



Clean your hands.

After you take off your face mask, wash and dry your hands or use hand sanitiser.

Appendix 3: How to safely remove PPE

Note: This diagram may contain references to PPE that may not be applicable to all persons.

How to safely remove Personal Protective Equipment (PPE)

Safely remove PPE without contaminating your clothing, skin or mucous membranes with potentially infectious materials. **Remove PPE in the following sequence:**

1. GLOVES

- > Using a gloved hand, grasp the palm area of the other gloved hand and peel off first glove
- > Slide fingers of ungloved hand under remaining glove at wrist and peel off second glove over first glove
- > Discard gloves into a waste container
- > Perform hand hygiene



2. GOWN

- > Unfasten gown ties, taking care that sleeves don't contact your body when reaching for ties
- > Pull gown away from neck and shoulders, touching inside of gown only
- > Turn gown inside out
- > Fold or roll carefully into a bundle and discard into a waste container
- > Perform hand hygiene



3. EYE PROTECTION

- > Remove goggles or face shield from the back by lifting head band or ear pieces
- > If the item is reusable, place in designated receptacle for reprocessing.
- > Perform hand hygiene



4. MASK

- > Untie the bottom ties or elastics of mask and remove without touching the front
- > Discard into a lined waste container
- > Perform hand hygiene



WASH HANDS

REMEMBER TO WASH HAND OR USE AN ALCOHOL BASED HAND SANITISER EACH TIME YOU REMOVE AN ITEM OF USED PPE.

