



BHUTAN CIVIL AVIATION AUTHORITY

Guidance for Resumption of Schedule Flights

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I. Crew Module

In order to promote safe and sustainable international air travel, a closely coordinated international approach to the treatment of air crews, consistent with recognized public health standards, will be essential to alleviate burdens on critical transportation workers. These currently include screening, quarantine requirements, and immigration restrictions that apply to other travelers. The crew module contains specific guidance addressing the contact of a crew member with a suspected or positive COVID-19 case, reporting for duty, dedicated end-to-end crew layover best practices, crew members experiencing COVID-19 symptoms during layover, and positioning of crew.

Crew Module - Crew Members

To provide harmonised health protection and sanitation considerations applicable to crew members that can be implemented globally.

Considerations

General (applicable to all crewmembers)

Facilitation

- Crew members, maintenance, cargo/load specialized personnel who are involved in flights with a stopover, should follow the MoH COVID-19 protocol
- Crew members should ensure that health screening methods are as non-invasive as possible.
 - all crew members meet all relevant customs, immigration, and health requirements;
 - complete the appropriate forms on arrival and departure; and
 - use the correct customs and immigration channels at the airports.

Health monitoring

- Crew members should monitor themselves for fever, cough, shortness of breath, or other symptoms of COVID-19. A measured temperature of 38 degree centigrade or higher is the WHO case definition.
- Crew members should take their temperature at least twice per day during duty periods and at any time they feel unwell;
- Crew members should stay at home or in their hotel room, notify their employers and not report for work if they develop a fever, shortness of breath, or other symptoms of COVID-19, and should not return to work until cleared to do so by the employers and public health officials.

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Exposure concerns include the following:

- Are within a mandated period quarantine related to previous travel and/or duty;
- Positive test for Covid-19 regardless of symptoms evident;
- Know that they have been exposed to a person showing symptoms of Covid-19;
- Are experiencing any symptoms of Covid-19;
- Have recovered from Covid-19 symptoms but have not been assessed by the employers and/or public health authority.

During Flight:

- If a crew member develops symptoms during flight, the crew member should stop working as soon as practical, put on a surgical mask, notify the pilot in charge, and maintain the recommended physical distance from others, when possible to do so. Upon landing, individuals should follow up with public health officials.

Health protection

- To protect the health of crew and health of others, including co-workers, crew members should:
 - Maintain recommended physical distance from others where possible, when working on the aircraft e.g., while seated on the jump seat(s) during take-off or landing, during ground transportation and while in public places;
 - If hands are not visibly dirty, the preferred method is using an alcohol-based hand rub for 20–30 seconds using the appropriate technique. When hands are visibly dirty, they should be washed with soap and water for 40–60 seconds using the appropriate technique;
 - Along with frequent hand washing/sanitization, crew members should be reminded of the need to avoid touching their face wherever possible, including while wearing gloves;
 - Wear a face covering while around other people, especially in situations where the recommended physical distance from others cannot be maintained. Note, a face covering should not replace the use of surgical masks or other PPE provided in the Universal Precaution Kit (UPK) when interacting with a sick traveler on board an aircraft;
 - Avoid contact with people with a cough, fever, or shortness of breath or otherwise suspected of having COVID-19;
 - Before each flight, inspect and verify contents of the UPKs. Follow existing air carrier policy and procedures regarding

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- the use of PPE in the UPKs, if needed to provide care to a sick traveler on board;
- Follow the guidance and precautions of the state and relevant health authorities related to COVID-19;

Additionally, airlines should:

- Provide sufficient quantities of cleaning and disinfectant products (e.g. disinfectant wipes) that are effective against COVID-19 for use during flight;
- Consider providing face covering to crew members for routine use when on duty, if these do not interfere with required PPE, job tasks and when it is difficult to maintain the recommended physical distance from co-workers or passengers at all times.

Use of lavatories

- Ideally, one or more lavatories should be reserved for crew use, in order to limit the potential for infection from passengers.

Means for uniform implementation

- Ensure that these considerations are fully supported by:
 - The applicable governmental/international agencies
 - Civil Aviation Authorities
- A high degree of collaboration between airport operators and their associated stakeholder community;
- Associated policy, procedures and training are developed to reinforce the importance of these considerations.
- Use the Crew COVID-19 Status Card (PHC Form 1) or a similar one when appropriate

Crew Module - Flight Crew

To provide harmonised health protection and sanitation considerations applicable to Flight Crew which can be implemented globally.

Considerations

- Limit, to the greatest extent possible access to the flight deck;
- Flight crew members should only leave the flight deck for short physiological breaks;
- Carriers should ensure that when face masks are worn by flight crew or other crew members etc., that oxygen masks can be still rapidly placed on the face, properly secured, sealed, supplying oxygen on demand and flight crew are provided with the correct guidance on how to do so;

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- When leaving flight deck, make sure all items are stowed, personal items removed, and flight-deck is ready for cleaning and disinfection;
- Prior to each cockpit crew change, ensure that the flight-deck has been fully sanitized;
- Reduce in person interactions with the cabin crew to a minimum;
- If possible, designate one person only to be able to enter cockpit if necessary;
- Only one member of the flight crew or technical crew should be allowed to disembark the aircraft to complete the external inspection, refueling, etc., in such case direct contact with the ground crew should be avoided.

Means for uniform implementation

- Ensure that these considerations are fully supported by:
 - The applicable governmental/international agencies
 - Civil Aviation Authorities
- A high degree of collaboration between airport operators and their associated stakeholders;
- Associated policy, procedures and training are developed to reinforce the importance of these considerations.
- Use the Crew COVID-19 Status Card (PHC Form 1) or a similar one when appropriate

Crew Module - Cabin Crew

To provide harmonized health protection and sanitation considerations applicable to Cabin Crew which can be implemented globally.

Considerations (in addition to those of a crew member)

- Cabin crew who are in contact with a passenger suspected to be infected should not visit the flight deck unless operationally necessary;
- While limiting the number and frequency of physical flight crew checks, an alternative method of checking on flight crew welfare such as regular interphone calls should be implemented;
- The use of PPE should not impact the ability to carry out normal, abnormal and emergency safety procedures, such as the donning of oxygen masks, carrying out firefighting procedures etc.;
- Safety demonstration equipment should not be shared to the extent feasible to reduce the likelihood of virus transmission. If they must be shared, alternate means of demonstration without the equipment should be considered or the equipment should be thoroughly sanitized between uses.

Means for uniform implementation

- Ensure that these considerations are fully supported by:
 - The applicable governmental/international agencies
 - Civil Aviation Authorities

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- A high degree of collaboration between airport operators and their associated stakeholders;
- Associated policy, procedures and training are developed to reinforce the importance of these considerations.
- Use the Crew COVID-19 Status Card (PHC Form 1) or a similar one when appropriate

Crew Module - Layover

To ensure that all crew that are required to layover or transit at an outstation are aware of the measures necessary to reduce the risk of transmission of COVID-19 (*Refer to ICAO Electronic Bulletin EB 2020/30 or as amended for the most up to date guidance*).

Considerations

Layover/ transits

If crew are required to layover or transit at an outstation, the air operator is to coordinate with the State public health authorities at airports and implement the following:

- Commute arrangements (between airport and hotel, if required): The air operator should arrange for the commute between the aircraft and the crew's individual hotel rooms ensuring hygiene measures are applied and the recommended physical distancing, including within the vehicle, to the extent possible.
- At accommodation:
 - a. At all times, crew must comply with relevant public health regulations and policies
 - b. One crew member to one room, which is sanitized prior to occupancy;
 - c. Crew, taking account of the above, and in so far as is practicable, should:
 - Avoid contact with the public and fellow crew members, and remain in the hotel room except to seek medical attention, or for essential activities including exercise, while respecting physical distancing requirements;
 - Not use the common facilities in the hotel;
 - Dine in-room, get take-outs or dine seated alone in a restaurant within the hotel, only if room service is not available;
 - Regularly monitor for symptoms including fever; and,
 - Observe good hand hygiene, respiratory hygiene and physical distancing measures when required to leave the hotel room only for the reasons specified in (i), (iii) or emergency situations.

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- Crew members experiencing symptoms suggestive of COVID-19 during layover or transit should:
 - a) Report it to the aircraft operator and seek assistance from a medical doctor for assessment of possible COVID-19;
 - b) Cooperate with the assessment and possible further monitoring for COVID-19 in accordance with the evaluation procedure implemented by the State (e.g. assessment in the hotel room, or an isolation room within the hotel, or alternative location);
- If a crew member has been evaluated and COVID-19 is not suspected in accordance with the above procedures implemented by the State, the air operator may arrange for the crew member to repatriate to base; and
- If a crew member is suspected or confirmed as a COVID-19 case by the State and isolation is not required by the State, such crew member could be medically repatriated by appropriate modes; if there is agreement to repatriate the crew member to home base.

Means for uniform implementation

- Ensure that these considerations are fully supported by:
 - The applicable governmental/international agencies
 - Civil Aviation Authorities
- A high degree of collaboration between airport operators and their associated stakeholders;
- Associated policy, procedures and training are developed to reinforce the importance of these considerations.
- Use the Crew COVID-19 Status Card (PHC Form 1) or a similar one when appropriate

II. Aircraft Module

The aircraft module contains specific guidance addressing boarding processes, seat assignment processes, baggage, interaction on board, environmental control systems, food and beverage service, lavatory access, crew protection, management of sick passengers or crew members, and cleaning and disinfection of the flight deck, cabin, and cargo compartment.

The elements of this module are listed below.

Aircraft Module - Passenger and Crew – General

Provide a safe, sanitary operating environment for passengers and crew

Considerations

- Adjust the boarding process. To the extent possible consistent with weight and balance requirements, board and disembark passengers in ways that reduce the likelihood of passengers passing in close proximity to each other.

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- Seat Assignment Processes: Where required, assign seats for adequate physical distancing between passengers. Airlines should allow for separated seating arrangements when occupancy allows it.
- Limit interaction on board. Encourage passengers to travel as lightly as possible with check-in of all luggage except small hand luggage that fits under the seat. Remove newspapers and magazines. The size and quantity of duty-free sales may also be temporarily limited.
- Encourage passengers to stay in the assigned seat as much as possible.
- Limit or Suspend Food and Beverage Service: Limit or discontinue food and beverage service on short-haul flights or require dispensing in sealed, pre-packaged containers.
- Restrict lavatory access. When possible, one lavatory should be designated for crew use only, provided sufficient lavatories remain available for passenger use without fostering congregation by passengers waiting to use a lavatory. Also, to the extent practicable depending on the aircraft, require passengers to use a designated lavatory based on seat assignment to limit passenger movement in flight, which reduces exposure to other passengers.
- Crew protection measures. Prohibit sharing of safety equipment used for safety demonstrations. Instruct crew members to provide service only to specific sections of the cabin.

Aircraft Module - Disinfection – Flight Deck

Provide a safe, sanitary operating environment for crew and ground staff

Considerations

- Frequency of cleaning of the flight deck should account for both separation of the flight deck from the passenger compartment and frequency of crew transitions.
- Clean and disinfect the flight deck at an appropriate frequency to accommodate safe operations for the crew.
- Airframe manufacturers recommend the use of a 70% aqueous solution of Isopropyl Alcohol (IPA) as a disinfectant for the flight deck touch surfaces. Refer to appropriate health organizations for instruction on application to be effective against viruses. Refer to the original equipment manufacturer's instructions to ensure that the proper application, ventilation, and personal protection equipment is used. For more detailed recommendations or additional disinfecting chemicals, please reach out to the specific Airframe Manufacturer.
- Clean surfaces of dirt and debris before disinfecting to maximize effectiveness.
- Apply with pre-moistened wipes or single use wetted cloth and use limited bottle sizes on board to minimize the risk of spilling the IPA solution. Do not spray IPA in the flight deck. Do not allow the liquid to pool or drip into the equipment.
- IPA is flammable, so precautions should be taken around potential sources of ignition.
- Because the frequency of disinfection has significantly increased due to COVID-19, and there is no data on the long term effects associated with this frequent application, the operator should periodically inspect the equipment to ensure that

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there are no long term effects or damage over time. If damage is observed, contact the OEM for guidance on alternate disinfectants. Specific care should be taken for application on leather and other soft goods.

- Given the increased likelihood that switch positions may be inadvertently changed during the cleaning or disinfection process, operators and flight crew should reinforce procedures to verify that all flight deck switches and controls are in the correct position prior to operation of the airplane.
- Some equipment on the flight deck may have additional disinfectant requirements based on usage (e.g. oxygen masks) and procedures should be put in place accordingly.

Means for uniform implementation

- OEM communication through ICCAIA and OEM communication with operators
- Use the Aircraft COVID-19 Disinfection Control Sheet (PHC Form 2) or a similar one when appropriate

Aircraft Module - Disinfection – Passenger Cabin

Provide a safe, sanitary operating environment for passengers, crew, and ground staff

Considerations

- Clean and disinfect the cabin at an appropriate frequency to accommodate safe operations for the passengers and crew. The frequency should account for the operation of the aircraft and the potential exposure of an infected person.
- Airframe manufacturers recommend the use of a 70% aqueous solution of Isopropyl Alcohol (IPA) as a disinfectant for the touch surfaces. Refer to appropriate health organizations for instruction on application to be effective against viruses. Refer to the manufacturer's instructions to ensure that the proper application, ventilation, and personal protection equipment is used. For more detailed recommendations or additional disinfecting chemicals, please reach out to the specific Airframe Manufacturer.
- Clean surfaces of dirt and debris before disinfecting to maximize effectiveness
- Apply with pre-moistened wipes or single use wetted cloth and use limited bottle sizes on board to minimize the risk of spilling the IPA solution. Do not spray IPA in the cabin. Do not allow the liquid to pool or drip into equipment (e.g. In-Flight Entertainment electronic boxes).
- IPA is flammable, so precautions should be taken around potential sources of ignition.
- Because the frequency of disinfection has significantly increased due to COVID-19, and there is no data on the long term effects associated with this frequent application, the operator should periodically inspect the equipment to ensure that there are no long term effects, color shift or damage over time. If damage is observed, contact the OEM for guidance on alternate disinfectants. Specific care should be taken for application on leather and other soft goods. The operator should

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validate disinfecting agents for Buyer Furnished Equipment (e.g. Seats and IFE) with the manufacturer.

- Airlines may wish to review their operating procedures to minimize the number of personnel who need to contact high-touch surfaces such as access panels, door handles, switches, etc. For more detailed recommendations or additional disinfecting chemicals, please reach out to the specific Airframe Manufacturer.

Means for uniform implementation

- OEM communication through ICCAIA and OEM communication with airlines
- Use the Aircraft COVID-19 Disinfection Control Sheet (PHC Form 2) or a similar one when appropriate

Aircraft Module - Disinfection – Cargo compartment

Provide a safe, sanitary operating environment for crew and ground staff

Considerations

- Clean and disinfect the cargo compartment touch surfaces at an appropriate frequency to accommodate safe operations for the ground staff.
- Airframe manufacturers recommend the use of a 70% aqueous solution of Isopropyl Alcohol (IPA) as a disinfectant for the touch surfaces. Refer to appropriate health organizations for instruction on application to be effective against viruses. Refer to the manufacturer's instructions to ensure that the proper application, ventilation, and personal protection equipment is used. For more detailed recommendations or additional disinfecting chemicals, please reach out to the specific Airframe Manufacturer.
- Clean surfaces of dirt and debris before disinfecting to maximize effectiveness
- Apply with pre-moistened wipes or single use wetted cloth and use limited bottle sizes on board to minimize the risk of spilling the IPA solution. Do not spray IPA in the Cargo Compartment. Do not allow the liquid contact critical equipment (e.g. smoke detector, electronic door operation equipment and fire extinguishing discharge nozzle).
- IPA is flammable, so precautions should be taken around potential sources of ignition. Pay particular attention to hidden ignition sources as many aircraft have electronic boxes mounted in the cargo compartment.
- Because the frequency of disinfection has significantly increased due to COVID-19, and there is no data on the long term effects associated with this frequent application, the operator should periodically inspect the equipment to ensure that there are no long term effects or damage over time. If damage is observed, contact the OEM for guidance on alternate disinfectants.
- Airlines may wish to review their operating procedures to minimize the number of personnel who need to contact high-touch surfaces such as access panels, door handles, switches, etc.

Means for uniform implementation

- OEM communication through ICCAIA and OEM communication with airlines
- Use the Aircraft COVID-19 Disinfection Control Sheet (PHC Form 2) or a similar one when appropriate.

Aircraft Module - Disinfection – Maintenance

Provide a safe, sanitary operating environment for passengers, crew and ground staff

Considerations

- Airlines should be mindful of regular maintenance to both air systems and water systems to ensure they continue to protect the passenger and crew from viruses. Airlines should refer to the Airframe OEM for specific maintenance actions and intervals.
- It is recommended that airlines include access panels and other maintenance areas in their disinfection procedures to ensure a safe environment for the maintenance crews.
- Airlines may wish to review their operating procedures to minimize the number of personnel who need to contact high-touch surfaces such as access panels, door handles, switches, etc.
- It is recommended that Airlines establish maintenance procedures applied after disinfection procedures to check Flight Deck, Passenger Cabin and Cargo Compartment for correct positioning of control handle, circuit breakers and control panels switches and knobs. Access panels and doors closure also should be checked.

Means for uniform implementation

- OEM communication through ICCAIA and OEM communication with airlines
- Use the Aircraft COVID-19 Disinfection Control Sheet (PHC Form 2) or a similar one when appropriate

Aircraft Module - Air System Operations

To minimize people generated contaminant concentrations during ground and flight operations, the aircraft manufacturers recommends maximizing total cabin airflow and care should be taken to avoid blocking air vents (particularly along the floor). These are general recommendations for cabin air considerations and there may be exceptions for specific aircraft models. It is strongly recommended that operators consult with the Aircraft OEM for questions specific to an aircraft type.

Considerations

Ground Operations (before chocks-off and after chocks-in)

- Avoid operations without the air conditioning Packs or external Pre-Conditioned Air (PCA) source. External air sources are not processed through a HEPA filter. The aircraft APU should be permitted to be used at the gate to enable the aircraft's air conditioning system to be operated, if equivalent filtration from PCA is not available.
- If the aircraft has an air recirculation system, but does not have HEPA filters installed, refer to OEM published documents or contact the OEM to determine the recirculation system setting.
- It is recommended that fresh air and recirculation systems be operated to exchange the volume of cabin air before boarding.
 - For those aircraft with air conditioning, run the air conditioning packs (with bleed air provided by APU or engines) or supply air via external Pre-Conditioned Air (PCA) source at least 10 minutes prior to the boarding process, throughout boarding and during disembarkation.
 - For aircraft with HEPA filters, run the recirculation system to maximize flow through the filters.

Flight Operations

- Operate Environmental Control Systems with all Packs in AUTO and recirculation fans on.
 - Valid only if HEPA recirculation air filters are confirmed to be installed.
- If non-HEPA filters are installed, contact the Aircraft OEM for recommendations on recirculation settings.
- If the aircraft in-flight operating procedure calls for packs to be off for take-off, the packs should be switched back on as soon as thrust performance allows.

MEL Dispatch:

- Fully operational air conditioning packs and recirculation fans provides the best overall cabin ventilation performance. It is recommended to minimize dispatch with packs inoperative. It is recommended to minimize dispatch with recirculation fans inoperative for aircraft equipped with HEPA filter.
- Some aircraft have better airflow performance with all outflow valves operational. It is recommended the contact with the OEM about the ventilation performance of the aircraft with outflow valves inoperative and the limitations associated with the dispatch in this situation.

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High Flow (max Bleed) Switch:

- If the aircraft has an option for high flow operation, contact the OEM for setting recommendations.
For example:
Boeing recommends that airlines select High Flow Mode for 747-8, MD-80 and MD-90 aircraft, as this will maximize total ventilation rate in the cabin. Note that this will increase fuel burn. However, for the 747-400 and 737, High Flow Mode should NOT be selected as this does not result in an increase in total ventilation rate. For all models, recirculation fans should remain on (when HEPA filters are installed).

Sick Passenger Positioning:

- Separate the ill person from the other passengers by a minimum of 1 meter (usually about two seats left empty in all directions, depending on the cabin design) from the seat occupied by the suspected case. Where possible this should be done by moving other passengers away.

Filter Maintenance:

- Follow normal maintenance procedures as specified by the OEM. Please take note of special protection and handling of filters when changing them.
- Contact OEM or refer to OEM published document to check if an additional sanitization procedure and/or personnel health protection is required to avoid microbiological contamination in the filter replacement area.

Means for uniform implementation

- OEM communication through ICCAIA and OEM communication with airlines
- Use the Aircraft COVID-19 Disinfection Control Sheet (PHC Form 2) or a similar one when appropriate

III. Cargo Module

Cargo flight crews should apply the same health and safety considerations as passenger flight crews and are collectively included in the crew section of this document. Whilst air cargo consignments do not come into contact with the travelling public, the cargo acceptance and hand over process does include interaction with non-airport employees. The Cargo Module addresses aviation public health including physical distancing, personal sanitation, protective barriers point of transfer to the ramp and the loading and unloading, and other mitigation procedures.

The elements of this module are listed below.

Cargo Module - Aircraft Loading - Unloading

To protect ramp handling staff during the loading and unloading of the aircraft performed by multiple crews of 3-4 depending on the operation. Ensuring enhanced bio safety when the number of close contact personnel rises during manual loading of the passenger cabin.

Considerations

- Onsite biosafety principles
 - Physical distance to be kept at all times when operational safety is not compromised or wear the appropriate PPE.
 - Alcohol-based hand sanitizer on entry into common areas
 - Regular cleaning and disinfection of surfaces (handles, mobile devices, kiosks, etc)
 - Alcohol-based hand sanitizer available for users of kiosks, shared mobile devices, etc.
 - Close proximity of staff for loading minimized or PPE used particularly for in passenger cabin loading
- Physical Loading of goods
 - Physical distance kept when operational safety is not compromised (encourage single person operations)
 - close contact of personnel to be limited, wearing appropriate PPE where necessary
 - For “human chain” loading in the cabin, PPE should be used (masks and gloves) and hygiene principles applied between operations.
- Material Handling Equipment (MHE) / Ground Support Equipment (GSE) usage
 - To avoid cross contamination, MHE/GSE should be cleaned and disinfected between users
 - All employees should be educated and practice personal hygiene principles
 -
 - Wear appropriate PPE where necessary

Means for uniform implementation

- Posters in staff rest areas
- Use the Airport COVID-19 Cleaning / Disinfection Control Sheet (PHC Form 3) or a similar one where appropriate

Cargo Module - Cargo facility to ramp - Origin - Transit – Destination

To protect staff during the Cargo facility handover to/from ramp crews in preparation for aircraft loading and unloading.

Considerations

- Onsite biosafety principles
 - Physical distance to be kept at all times when operational safety is not compromised or wear the appropriate PPE.
 - Regular cleaning and disinfection of surfaces (handles, kiosks, etc)
 - Alcohol-based hand sanitizer available for users of kiosks, shared mobile devices, etc.
 - Close proximity for handover minimized (drop zones, etc) or appropriate PPE worn.
- Physical handover of goods
 - Physical distance to be maintained, cargo drop zones used where possible.
 - close contact of personnel to be limited, PPE where necessary
- Ground Support Equipment (GSE) usage
 - To avoid cross contamination, GSE should be cleaned and disinfected between users
 - All employees should be educated and practice personal hygiene principles –
 - Wear appropriate PPE where necessary

Means for uniform implementation

- Posters displayed in staff rest areas

Cargo Module - Road Feeder to Freight Reception and Freight Pick Up

To protect cargo handling staff and truckers during the handover points for physical freight (in warehouse) and documentation (often office).

Considerations

- Onsite biosafety principles
 - Proximity for document handover should be minimized, floor markings should be indicated and / or appropriate PPE to be worn.
 - Wherever possible hand washing or alcohol-based hand sanitizer on entry.

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- Regularly clean and disinfect surfaces (handles, kiosks, etc)
- Alcohol-based hand sanitizer available for users of kiosks, etc.
- Identify area(s) for donning and doffing of PPE as required
- Physical handover of goods (truck offload)
 - Driver to stay in vehicle cabin until instructed (as per relevant procedures)
 - Physical distance to be kept between driver and facility staff where possible
 - Close contact of personnel to be limited, wearing PPE where appropriate
- Documentation handover (office)
 - Implement digital document systems and data exchange wherever possible
 - Physical distancing at least 1 meter to be kept between all parties where possible, use of floor markings or to wear the appropriate PPE;
 - Where physical documents need to be signed, each signatory should do so with their own pen
 - Physical barriers installed (transparent) at counters and reception
 - Alcohol-based hand sanitizer available when entering or exiting common areas
- Material Handling Equipment (MHE) usage (forklifts, hand carts, etc.)
 - To avoid cross contamination, MHE should be cleaned and disinfected after use;
 - Employees should be educated and practice personal hygiene principles –
 - Wear appropriate PPE where necessary

Means for uniform implementation

- Wall posters, handouts, downloadable from carrier and GHA web sites, see attached sample.