



## NOVEL CORONAVIRUS (COVID-19) UPDATE

UPDATED: 16 MARCH 2020

As you are likely aware, a recent outbreak of Flu strain COVID-19 (Coronavirus) has led to significant challenges within in the aviation industry. Barrier Air has put in place a stringent response to containing any threat of contamination within our aircraft and offices, as well as aligning our protocols with the most up to date information and advice from the New Zealand Ministry of Health, Immigration NZ and Auckland Airport Company.

The latest Immigration NZ advisory states: *“As part of its response to managing the COVID-19 outbreak the New Zealand Government has travel restrictions in place for some foreign travellers. This decision will be reviewed every 48 hours and the Government is due to decide whether the travel restrictions need to remain in place.”*

The New Zealand Government has advised International Airports of further temporary travel restrictions as part of its ongoing COVID-19 prevention efforts.

Depending on the nature of international travel, these range from:

- Promoting awareness of symptoms and Healthline resource,
- Undertaking self-isolation for 14 days and registration with Healthline,
- Refusal of entry into NZ (except for NZ citizens and permanent residents).

Screening stations have been set up at the Auckland and Christchurch airports in New Zealand with more measures expected to be implemented in the future.

**Effective immediately Barrier Air has the following protocols implemented:**

### CHECK IN

- Hand sanitizer provided to all passengers and staff at our check-ins.
- Regular cleaning of any reusable boarding passes and a focus on using disposable paper passes.
- A 4-hourly cleaning roster of our check-in and offices using hospital grade disinfectant which includes eftpos terminals.
- Gloves are worn by staff at check-in and for all baggage handling procedures.
- Staff will be screening for passengers who are displaying flu-like symptoms and denying carriage if required.

## **AIRCRAFT**

- A wipe down of all seats and surfaces using Hospital Grade disinfectant between every flight and at the start and finish of each day.
- Removal of inflight magazines.
- Hand sanitizer on board each aircraft for our crew.
- Passenger briefings will be conducted using the aircraft PA System.
- Encouragement for our staff to adhere to the Ministry of health guidelines for containing Coronavirus and internal education regarding the recommendations.

We believe this practical approach will significantly minimise the risk of traveling on our network.

Barrier Air management will be reviewing our procedures daily, considering any further developments.

For any further information please don't hesitate to contact our customer service team on **0800 900 600**.