
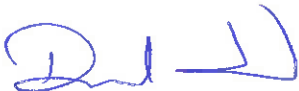


# Business Continuity Manual

## Business Continuity Plan: G1

### Public Health & Pandemics

		Signature	Revision	Effective Date
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## **A. Introduction**

1. The Department of Health:
  - a. Responsible for monitoring the development of the outbreak of serious infectious disease locally and overseas.
  - b. Will decide upon the precautionary and quarantine measures that have to be taken to prevent the introduction and spread of such a disease into Hong Kong.
  - c. Will decide when these measures will be initiated and rescinded.
2. If the measures to be taken involve aircraft, air passengers, air-crew and/or cargo arriving from the port(s) concerned, the Director of Health will convene meeting(s) with the Airport Authority (AA), airlines/passenger & passenger handling agents, ramp handling agents and various operators concerned, Immigration Department, Customs and Excise Department, Hong Kong Police Force, Auxiliary Medical Service, Fire Services Department, Food and Environmental Hygiene Department, and / or other relevant departments as necessary to coordinate the action(s) to be taken.
3. The Airport Authority:
  - a. Responsible for disseminating information to the airport community for any updates, news, and advice by the Department of Health.
  - b. Develop contingency and response plan to ensure the level of response is commensurate with the risk involved.
  - c. Coordinate health measures and risk mitigations to be implemented at the Hong Kong International Airport (HKIA) to support and facilitate the Government's anti-pandemic strategy and initiatives.

## **B. AA Preparedness Planning**

1. HKIA is an integral part of Hong Kong's aviation sector and travel industry as well as being an integral part of the overall Special Administrative Region of Hong Kong.
2. It is of utmost importance for the AA to have a comprehensive preparedness and response plan to protect the community at large in addition to protecting passengers as well as the tens of thousands of staff working for companies based at the HKIA from public health risks such as influenza and COVID-19 pandemic.
3. The AA also works in partnership with the Port Health Division to prevent the import and / or export of health risks via HKIA.
4. As such, the AA has developed the HKIA Stepped Response Plan to correspond with the Government's plan.
5. The HKIA Stepped Response Plan aims to :
  - a. Safeguard the health of all airport users; i.e., passengers, airport staff, air crew and airport users;
  - b. Be compatible with the Government's three-tier response level;
  - c. Establish a reporting scheme among business partners on suspected, confirmed and close contact cases;
  - d. Ensure appropriate health screening / disinfection system is in place to prevent import and / or export of active cases; and
  - e. Determine effective response measures to be undertaken for each response level.

### C. HKIA Stepped Response Plan

1. The HKIA Stepped Response Plan will tie in with the three-tier response level under the Government's Preparedness and Response Plan for Novel Infectious Disease of Public Health Significance.
2. The Airport Authority will implement the health measures according to the response level and/or any developed plan / measures issued at any given time by the Government.
3. Everyday preventive health measures and good personal hygiene measures should include the following :
  - a. Vaccination and/or testing
  - b. Staff education
  - c. Maintain personal and environmental hygiene
  - d. Maintain adequate supply of personal protective equipment for staff e.g. masks, face shield, protective gown, alcohol swabs, etc.
  - e. Provide adequate facilities and cleaning materials for disinfection
  - f. Stockpile anti-viral equipment with health care providers

#### 4. The AA Stepped Response Plan includes:

	Response Measures	Alert Response Level	Serious Response Level	Emergency Response Level	Owner
1.	Maintain close contact with the Department of Health	√	√	√	SSBC/TOD/LD
2.	Passengers temperature screening and health declaration	√	√	√	TOD/LD
3.	Facilitate Government's arrival testing and quarantine measures	---	---	√	All Departments
4.	Set up designated zones/facilities/teams for handling passengers/flights to/from high risk countries for better segregation	---	---	√	TOD/LD/AD/ABD
5.	Airport staff and visitors temperature monitoring	---	√	√	All Departments
6.	All staff to wear proper personal protective equipment during work	---	√	√	All Departments
7.	Provide adequate equipment for protecting frontline staff and passengers as appropriate	---	√	√	All Departments
8.	Step up cleaning and disinfection of AA	√	√	√	Admin/TOD/LD/TSI/TSS

	Response Measures	Alert Response Level	Serious Response Level	Emergency Response Level	Owner
	offices and public installations/equipment where appropriate				
9.	Restrict access to critical operation control centres	---	√	√	AOFP/TOD/LD/AD/ABD/TSI/TSS/ITD/CWC/CWM/TRD
10.	Access registration for visitors to AA offices and control centres	---	---	√	Admin/AOFP/TOD/LD/AD/ABD/TSI/TSS/ITD/ CWC/CWM/TRD
11.	Staggered work deployment to avoid cross contamination	---	√	√	All Departments
12.	Split team, operations and/or separate seating locations to retain team resilience	---	---	√	All Departments
13.	Minimize large meetings, adopt online meeting method	---	√	√	All Departments
14.	Maintain social distancing and enforce physical distancing throughout the airport	---	√	√	All Departments
15.	Case reporting	---	√	√	All Departments

5. The response measures items listed in the table above will be undertaken subject to:

- a. the direction of the Department of Health; and/or
- b. the final decision by the departments concerned; and/or
- c. the disease and its development status concerned.

6. Maintain close contact with the Department of Health

- a. AA shall maintain a close liaison with the Department of Health on general health policy and measures to be implemented at the HKIA.
- b. On the operation level, the Integrated Airport Centre (IAC) shall liaise with the Port Health Division of the Department of Health to facilitate the implementation of health measures in day-to-day operation and report on any abnormal cases.

7. Passengers temperature screening and health declaration

- a. The Airport Authority has promulgated a procedure called “Quarantine Handling” (Procedure No. TLPM/036).
- b. The procedure stipulates the implementation of anti-infectious disease measures for passengers departing, arriving and transiting/transferring at HKIA.
- c. Similar procedures will be adopted for handling of the quarantine health measures for similar flu viruses.



- d. The procedure stipulates the requirement for passengers using HKIA to undergo temperature screening, either by handheld infrared detector or infrared screening system as primary screening, to be conducted by the executive agent appointed by the Department of Health as per its Directive.
  - e. Passengers failing the temperature check will be referred to a medical post for further examination.
  - f. Departing and arriving passengers shall complete a Health Declaration Form as may be required by the Department of Health for purpose of quarantine, contact tracing etc..
  - g. Set up designated areas for passengers arriving from countries with active community transmission, perform temperature check and examination. Designated entry for passenger buses, crew buses, parking stands, and baggage reclaim belts will also be prepared.
8. Facilitate Government's arrival testing and quarantine measures
- a. Special quarantine measures to minimize the risk of importation and spreading of the virus/disease infection in the community.
  - b. In the event all arrival passengers are required by law for compulsory testing and quarantine, specimen collection stations may be required to be set up at HKIA to provide testing for passengers and air crews before they can proceed with immigration and customs clearance.
  - c. An isolation area should be set up for holding of person who is tested positive or identified as close contact of a tested positive person before he/she is sent to hospital / quarantine camp and an exclusive route for transporting the person to hospital / quarantine camp is to be identified.
9. Set up designated zones, facilities or teams for handling passengers/flights to/from high risk countries for better segregation, the following measures might be in place where appropriate:
- a. Set up designated zones, facilities and/or teams such as security screening, food and beverage areas, restrooms, waiting areas for transit/transfer passengers (including stranded passengers) to/from countries with active community transmission.
  - b. Set up designated areas for the stranded passengers who from high risk countries announced by the Centre for Health Protection.
  - c. Segregate the compartment of Automated People Mover (APM) or deploy separate buses for low risk passengers / staff.
  - d. Separate the resting, dining area and changing room for the staff who involved in passenger servicing or flight handling at different risk level, works at operation control center and patrol team.
  - e. Subject to the situation, designated zones / teams arrangement should also consider to be set up for segregated handling of passenger's flights from different risk level of places.
    - i. For passengers who travels from high risk places:
      - Assign the flights at designated zone.
      - Separate the Customs, Immigration, Quarantine and transfer facilities, if possible, also separate the testing handling procedures for arriving passengers and staff.

- Separate dining areas, restrooms and waiting areas for passengers from high risk places.
  - Assign designated in-terminal transport for passengers from high risk places and carry out disinfection after each trip.
  - ii. For staff who works at high risk flights' zones:
    - Split staff into two teams to handle passengers / flights exclusively for high risk places.
    - Separate resting, dining, changing and briefing areas for two staff teams.
    - Separate the staff egress/ingress and transport during their work shift.
    - Not allowed to mix two staff teams during their work shift.
10. Airport staff and visitors temperature monitoring
- a. Airport staff are encouraged to have their temperature taken before reporting for duty at the airport.
  - b. Staff who has a temperature of over 37.5°C should not report for duty but immediately seek medical advice.
  - c. Detail of the arrangement is stipulated in the procedure named "Quarantine Handling" (Procedure No. TLPM/036).
  - d. Set up temperature screening points/equipment to monitor staff and visitors' entry to HKIA towers and terminal buildings.
  - e. Employees with flu symptoms to self-quarantine and seek medical attention from doctors or hospitals.
11. All staff to wear proper personal protective equipment during work
- a. Staff must wear surgical masks and/or proper personal protective equipment at work or as when required / advised by the Government to prevent transmission of respiratory viruses. In case face-to-face interaction is unavoidable, staff might be required to wear face shield in addition to surgical mask and maintain 1.5m social distance from passenger / air crew as per Government's advice.
  - b. Frontline and kitchen staff working in restaurants to wear surgical masks at work.
12. Provide adequate equipment for protecting frontline staff and passengers as appropriate for different response level :
- a. Surgical mask
  - b. Alcohol swab
  - c. Disposal gloves
  - d. Eye protection (e.g. goggles, face shield)
  - e. Isolation gowns, caps and shoe covers
  - f. Disinfecting gel / alcohol based hand sanitizers at strategic locations with busy flow in the Terminals and concourses, and around high-touch surfaces and communal facilities
  - g. Disposable paper towel in toilets

- h. Protective screens at check-in counters, ticketing desks, boarding gates and customer service counters where passengers interact directly with staff
    - i. Alcohol-based sanitizers and serving utensils in the dining areas
- 13. Step up cleaning and disinfection of AA offices and public installations/equipment where appropriate:
  - a. Increase cleaning and disinfection activities / frequency including:
    - i. Offices, duty staff changing rooms, staff resting area, office toilets, meeting rooms and office lift halls
    - ii. Carpets
    - iii. Desks and office appliances
    - iv. Air-filters
    - v. Air-conditioning systems
    - vi. Indoor ventilation systems
  - b. Thorough cleaning to common-use operating equipment in the center will be conducted between shifts.
  - c. Deploy vacuum-cleaning and UVA disinfection robots at high flow area and toilets.
  - d. Adjust ambient air temperature and strengthen air ventilation.
  - e. Remove potential transmission media e.g. removal of candies, closure of drinking fountains.
  - f. Set up sterilization teams to support airport tenants.
  - g. Suspend auto-flush function in public toilets.
  - h. Disinfect APM, passenger and crew buses after each trip.
  - i. Step up pest control measures:
    - i. Pest surveys shall be increased to a frequency appropriate for different specific pests.
    - ii. Pest elimination treatment shall also be performed if infestation is detected.
    - iii. Good housekeeping practices shall be ensured and monitored to prevent pest infestation.
    - iv. Airport business partners shall be advised to step up their pest control measures as a parallel action.
- 14. Restrict access to critical operation control centers
  - a. IAC and critical operation control centers shall restrict access to essential personnel only so that the risk of virus introduced to staff in these key facilities is reduced.
  - b. Minimize visits, training and non-necessary access of personnel.
- 15. Access registration for visitors to AA offices and control centres
  - a. Only approved and registered visitors are allowed to enter AA offices and control centres.
- 16. Staggered work deployment to avoid cross contamination

- a. Patrol staff need not be deployed to work in the operation control center during each shift.
  - b. Staff flexible work hours considered to avoid using public transports during peak congestion hours.
  - c. Special work from home arrangement for non-essential service staff, for specific periods and duration, subject to the condition that direct and indirect services and development work of the airport will not be affected.
- 17. Split team, operations and/or separate seating locations to retain team resilience
  - a. Split operations may be considered whereas backup sites may be activated and staffed by two separate duty teams;
  - b. Split office team into at least 2 groups. One of the group to remain at current location and allow more spatial separation between staff. Deploy other group(s) to other areas (e.g. backup offices) and swapping of seating across different office floors.
  - c. Staff are assigned to workstations that are more spatially spread out or alternate with another departments.
- 18. Minimize large meetings, adopt online meeting method
  - a. Minimize large meetings and shorten meeting duration to avoid cross contaminations or exposures.
  - b. Conduct meetings via online platform or in open area if practical.
- 19. Maintain social distancing and enforce physical distancing throughout the airport
  - a. Maintain social distancing for at least 1.5 metres or as appropriate.
  - b. Prohibit group gatherings with group size larger than the size allowed by the government in all public areas.
- 20. Case reporting
  - a. All department heads or their designated representatives shall report to the Terminals & Landside Duty Manager (email: [airportamduty1@hkaairport.com](mailto:airportamduty1@hkaairport.com)) for any confirmed / suspected / close contact cases of their staff / key contractors / service providers under their respective functional / operational areas.
  - b. A report template is attached in Item F.
  - c. The report will be collated and reviewed by the Airport Duty Manager (ADM) and senior management of the AA to decide if there is any impact to airport operation so that relevant contingency measures could be implemented.
  - d. Other airport business partners are required to notify the Terminals & Landside Duty Manager (email: [airportamduty1@hkaairport.com](mailto:airportamduty1@hkaairport.com)) direct of the same information and to adopt measures to disinfect the premises if necessary.
- 21. Staff education

- a. AA will promulgate to the airport community the latest information on infectious diseases, and work hand in hand with airport business partners to educate their staff on health information and advice through any of the following means :
    - i. HKIA News
    - ii. Health talks / seminars / training
    - iii. Airport circulars
    - iv. HKIA Operations Portal
    - v. Emails / briefings / meetings
    - vi. Videos
22. Implementation of the Stepped Response Plan
- a. The plan has identified process owners for each response measure.
  - b. The ADM will inform the department heads (or deputies in case the department heads cannot be contacted) on the alert level issued by the Government.
  - c. Owners of the response measures are required to implement the measures as laid down in this Plan or other measures as advised, according to the alert level given by the Port Health Division.
  - d. When the response levels at a graded risk of the pandemic affecting HKIA and its health impact on the Hong Kong airport community, the respective Emergency Response Level will be activated by the Department of Health.
  - e. Port Health Division may amend certain measure's implementation as they see fit in response to changing situations.

## D. Airport Authority HKG Register of Significant Public Health Risks

Identified Risks	Possible Occurrence within 12 Months / 5 Years	Legal and other Requirements	Departmental Responsibilities	Active Risk Management Initiatives
1. Infectious disease outbreak within HKG SAR – risks up to & including temporary airport closure	12 months = Low  5 years = Medium	<ul style="list-style-type: none"> <li>- Port Health Division liaison</li> <li>- Centre for Health Protection (CHP) liaison</li> <li>- Department of Health / Health Bureau liaison</li> <li>- Prevention and Control of Disease Ordinance CAP 599</li> <li>- Public Health and Municipal Services Ordinance CAP 132</li> </ul>	<ul style="list-style-type: none"> <li>- TOD = T1 + T1S + T1M &amp; relevant tenants and contractors coordination</li> <li>- LD = SkyPier Terminal tenants &amp; relevant contractors coordination</li> <li>- TSI/TSS = Technical services &amp; relevant contractors coordination</li> <li>- CWC/CWM = Capital work services &amp; relevant contractors coordination</li> <li>- TRD = TRD work services &amp; relevant contractors coordination</li> <li>- AD = Airfield &amp; relevant franchisees and contractors coordination</li> <li>- ABD = Baggage Hall, APM &amp; relevant franchisees and contractors coordination</li> <li>- CAF = Media management plan involving all HKIA stakeholders</li> <li>- ALD = Franchisees (cargo etc.) coordination</li> <li>- LPAF = Franchisees (air caterers etc.) coordination</li> <li>- RAD = Retailers &amp; terminal buildings F&amp;B franchisees coordination</li> <li>- ITD = IT applications / mainframes support &amp; relevant contractors coordination</li> <li>- HRD/Admin = Staff HR issues, HKIA Office Contingency Plan</li> <li>- SSBC = AEC operations</li> <li>- AOFP = IAC operations</li> </ul>	<ul style="list-style-type: none"> <li>- Regular review and revision of EPM, BCM and operation procedures</li> <li>- Regular coordination with Port Health Division, CHP</li> <li>- Implementation of Annual Preparedness Schedule</li> </ul>

<p>2. Passenger(s) suspected of having an infectious disease onboard inbound aircraft</p>	<p>12 months = Medium</p>       <p>5 years = Medium</p>	<ul style="list-style-type: none"> <li>- Port Health Division liaison</li> <li>- Centre for Health Protection (CHP) liaison</li> <li>- Department of Health / Health Bureau liaison</li> <li>- Prevention and Control of Disease Ordinance CAP 599</li> <li>- Public Health and Municipal Services Ordinance CAP 132</li> </ul>	<ul style="list-style-type: none"> <li>- TOD = T1 + T1S + T1M &amp; relevant tenants and contractors coordination</li> <li>- LD = SkyPier Terminal tenants &amp; relevant contractors coordination</li> <li>- TSI/TSS = Technical services &amp; relevant contractors coordination</li> <li>- AD = Airfield &amp; relevant franchisees and contractors coordination</li> <li>- ABD = Baggage Hal, APM &amp; relevant franchisees and contractors coordination</li> <li>- CAF = Media management plan involving all HKIA stakeholders</li> <li>- ALD = Franchisees (cargo, etc.) coordination</li> <li>- LPAF = Franchisees (air caterers, etc.) coordination</li> <li>- RAD = Retailers &amp; terminal buildings F&amp;B franchisees coordination</li> <li>- ITD = IT applications / mainframes support &amp; relevant contractors coordination</li> <li>- HRD/Admin = Staff HR issues, HKIA Office Contingency Plan</li> <li>- SSBC = AEC operations</li> <li>- AOFP = IAC operations</li> </ul>	<ul style="list-style-type: none"> <li>- Regular review and revision of EPM, BCM and operation procedures</li> <li>- Regular coordination with Port Health Division CHP</li> <li>- Implementation of Annual Preparedness Schedule</li> </ul>
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3. Passenger(s) suspected of having an infectious disease onboard inbound cross-border ferry	<p>12 months = Low</p> <p>5 years = Medium</p>	<ul style="list-style-type: none"> <li>- Port Health Division liaison</li> <li>- Centre for Health Protection (CHP) liaison</li> <li>- Department of Health / Health Bureau liaison</li> <li>- Prevention and Control of Disease Ordinance CAP 599</li> <li>- Public Health and Municipal Services Ordinance CAP 132</li> </ul>	<ul style="list-style-type: none"> <li>- TOD = T1 + T1S +T1M &amp; relevant tenants and contractors coordination</li> <li>- LD = SkyPier Terminal tenants &amp; relevant contractors coordination</li> <li>- TSI/TSS = Technical services &amp; relevant contractors coordination</li> <li>- AD = Airfield &amp; relevant franchisees and contractors coordination</li> <li>- ABD = Baggage Hall, APM &amp; relevant franchisees and contractors coordination</li> <li>- CAF = Media management plan involving all HKIA stakeholders</li> <li>- ALD = Franchisees (cargo, etc.) coordination</li> <li>- LPAF = Franchisees (air caterers, etc.) coordination</li> <li>- RAD = Retailers &amp; terminal buildings F&amp;B franchisees coordination</li> <li>- ITD = IT applications / mainframes support &amp; relevant contractors coordination</li> <li>- HRD/Admin = Staff HR issues, HKIA Office Contingency Plan</li> <li>- SSBC = AEC operations</li> <li>- AOFP = IAC operations</li> </ul>	<ul style="list-style-type: none"> <li>- Regular review and revision of EPM, BCM and operation procedures</li> <li>- Regular coordination with Port Health Division, CHP</li> <li>- Implementation of Annual Preparedness Schedule</li> </ul>
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**E. AA Daily Review Of Suspected Public Health Cases**

1. Vigilant monitoring and assessment of developing public health cases (e.g. SARS, AI, HSI and COVID-19) are important to daily operations and its future planning requirements when in the midst of a public health outbreak.
2. To facilitate the communications of the public health situation and the suspected/confirmed/close contact cases at the airport, the Executive Director, Airport Operations (EDAO), or his/her deputy, will communicate with ADM and department heads of AD, ABD, SSBC, TOD, LD, TSI and TSS via a social media platform (e.g. WhatsApp) every day to review the situation and to prepare for next day operation as appropriate.
3. To facilitate timely reporting of all cases, actions set out below are to be undertaken by AA :
  - a. The Terminals & Landside Duty Manager (TLDM) will collect updates of any suspected/confirmed/close contact cases reported by the AA departments and airport organizations.
  - b. All department heads or their designated representatives shall inform the TLDM daily for any suspected/confirmed/close contact cases of key contractors / service providers under their respective functional / operational areas by returning the form as attached under Item F.
  - c. The TLDM is responsible to consolidate the above information to the ADM for his/her onward reporting to EDAO or his/her deputy on a daily basis.
  - d. ADM would report the situation and all essential information to senior management in the IAC daily report and disseminate the report by e-mail.
  - e. This report would include, but not limited to the following:
    - i. Number of new suspected, confirmed and close contact cases
    - ii. Actions that have been taken by the affected companies
    - iii. Possible impact to operations
    - iv. Activation of any necessary contingency plans
  - f. All suspected/confirmed/close contact cases of AA staff shall be reported by respective department head to HRD for record and immediate follow up.
4. For any suspected/confirmed/close contact cases at HKIA which are make known to Port Health Division (PHD), the follow steps should be adopted:
  - a. Staff from PHD will contact IAC-TOD or respective organization for updates on the confirmed cases related to any airport staff.
  - b. Respective departments/organizations of the airport community shall report all confirmed / suspected / close contact cases to ADM or via TLDM. (see also item E, paragraph 3b)
  - c. TLDM or his/her deputy will then approach relevant departments/ organizations for details and record the cases accordingly.

## F. Public Health Cases Reporting Form

**To:** Terminals & Landside Duty Manager (TLDM)  
Terminal Operations Department, Airport Authority

**From:**

**Email:** airportamduty1@hkairport.com

**Department/  
Organization:**

**Date:** (dd/mm/yyyy)

**Tel:**

**Infectious Disease:** ( ) [name of disease]

Company	Case Description	Close Contact (✓)	Suspected Case (✓)	Confirmed Case (✓)	Actions Taken / Follow-Up Action	Operational Impact
e.g. XYZ Co.	<ul style="list-style-type: none"> <li>Staff "A" visited doctor on dd/mm/yyyy suffering from fever .....</li> <li>Last working date at airport was dd/mm/yyyy</li> <li>The staff visited XX catering outlet / terminal facilities at HKIA in past 7 days</li> </ul>				Rest room A disinfected at xxxxhrs dd/mm/yyyy Rest room A closed until further notice.	

Remarks: "Close Contact" / "Suspected Case" / "Confirmed Case" to be reported after identification by the Department of Health

**G. AA Staff Handling Procedures for Public Health Cases**

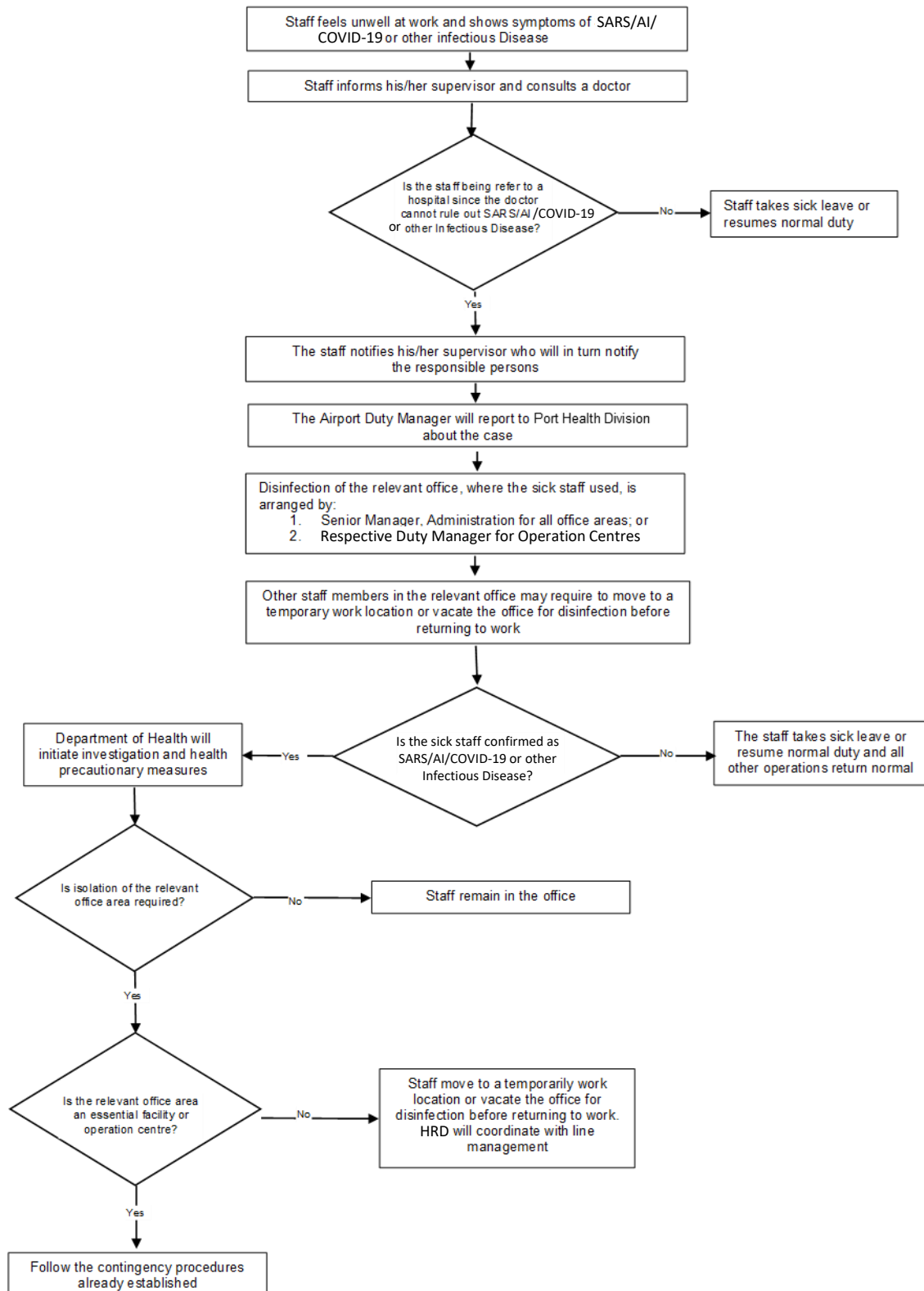
1. If a staff member feels unwell while at work and shows symptoms of infection, the staff member must immediately inform his/her supervisor and consult a doctor.
2. If the doctor cannot confirm whether it is a true case after diagnosis and refers the staff member to the hospital, the staff must notify his/her supervisor immediately and follow the doctor's instruction.
3. If a staff member who has been in close contact with a person suffering from infectious disease (such as SARS, COVID-19) and/or identified by Department of Health (DoH) / Port Health Department (PHD) / Centre for Health Protection (CHP) as a close contact person, the staff member shall also report to his/her direct supervisor, self-isolated and/or as per DoH/CHP instructions.
4. The supervisor shall alert the following responsible persons :
  - a. Terminals & Landside Duty Manager (TLDM) on behalf of ADM
  - b. Manager, HR Relationship Management
  - c. Senior Manager, Administration
5. ADM will be the contact point for PHD.
6. PHD will be advised of the case (PHD contact tel: 2182 1302) and will be asked for advice on office disinfection materials to be used, methodology and extent of disinfection of the relevant office area and necessary health precautionary measures.
7. To disinfect the affected areas, cleaning instructions will be issued as follows :

AA Office Areas	By Senior Manager, Administration
Operation Centres	By respective Duty Manager

8. Subject to the advice of DoH and office space availability, other staff members in the affected office area may be required to move to a temporary work location as precautionary measures or vacate for a certain period before returning to the disinfected area.
9. HRD will coordinate with line management to communicate detailed arrangements to the affected staff members.
10. If the staff fallen sick is subsequently confirmed to have contracted the infection, DoH will initiate necessary investigation and health precautionary measures, such as surveillance and prescription of prophylaxis, for other staff members working in the relevant office area.
11. If deemed necessary or advised by DoH, the relevant office area will be isolated pending clarification.

12. ADM will maintain close contact with PHD so that when the DoH decides to cease isolation, ADM will inform Senior Manager, Administration to resume occupancy of the relevant office area.
13. IAC and HRD will be at the center of information flow.
14. A flow chart illustrating the process flow above is attached in item H.

## H. AA Staff Handling Procedures Flowchart



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