

AVINOR Guide

Infection prevention measures in public areas at Avinor airports



Contents

1	Introduction	3
2	Infection prevention measures at Avinor Airports	3
2.1	Health measures	3
2.1.1	Health checks on / temperature screening of passengers	3
2.1.2	Dealing with people with suspected illness in the terminal	4
2.1.3	Quarantine information for arriving international passengers	4
2.1.4	Personal protective equipment (employees)	4
2.1.5	Personal protective equipment (passengers)	4
2.2	Hygiene measures	4
2.2.1	Enhanced cleaning of frequent contact points	4
2.2.2	Availability of hand sanitiser for passengers	5
2.2.3	The closure of areas with specific features	5
2.2.4	Paper towels rather than air hand dryers	5
2.2.5	Printed matter and similar materials that are shared	6
2.2.6	Cashless/contactless payments	6
2.3	Distancing measures	6
2.3.1	Current information measures - reminders to maintain distancing	6
2.3.2	Distancing measures between kiosks	7
2.3.3	Distancing measures between seats/blocking off seats	7
2.3.4	Distancing measures in passenger lifts	7
2.3.5	Distancing measures - maximum number of people in rooms	7
2.3.6	Distancing measures on escalators and travelators	8
2.3.7	Distancing measures between employees at service/check-in and gate counters	8
2.3.8	Distancing measures between passengers and employees at service/check-in and gate counters	8
2.3.9	Distancing measures in the gate area/when boarding and on the jetbridge	8
2.3.10	Distancing measures on buses to/from aircraft	8
2.3.11	Distancing measures in the baggage hall	8
2.4	Employee measures	9
2.5	More information	9
2.6	Annexes	9

1 Introduction

This guide provides information on infection prevention measures in public areas at Avinor airports. The guide is based on advice issued by the Norwegian health authorities, including the document '[Guide to Infection Prevention Practices on Public Transport in Aviation](#)', public knowledge and experience of infection conditions, infection prevention measures and recommendations relating to infection control issued by Avinor HSE department.

This is an updated version of the previous guide dated 07/04/2020, and it defines clearer standards for infection prevention to be implemented at Avinor airports.

The guide is a supplement to existing regulations and guidelines at airports, and provides advice and instructions on how to deal with infection prevention measures in a uniform and justifiable manner.

The guide is effective as of its date of publication on 07/05/2020. Developments in the Covid-19 pandemic may necessitate updates/supplements to this guide. The volume of traffic may also necessitate adjustments to the guide. New versions will therefore be published on an ongoing basis in line with the issuance of new guidelines, and the emergence of new knowledge and experiences in relation to the situation.

All businesses/operators at Avinor airports are responsible for assessing whether the fundamental requirements in relation to infection prevention have been fulfilled in a satisfactory manner. As the airport owner and coordinator, Avinor will facilitate infection prevention in public areas, but individual businesses must also assess whether measures must be adapted to their business and local conditions.

The basic infection prevention measures are as follows:

- Ill people should remain at home
- Good hygiene
- Contact reduction measures

2 Infection prevention measures at Avinor Airports

2.1 Health measures

Avinor follows the advice and guidance issued by national and local health authorities in relation to health measures at its airports.

2.1.1 Health checks on / temperature screening of passengers

Health checks and/or temperature checks of passengers are not recommended by national health authorities in Norway. Avinor will therefore not provide or facilitate such services.

If airlines require health checks and/or temperature checks upon departure and/or arrival, this must be organised and paid for by the airline. The measure must also be implemented in coordination with the local health authorities. This includes procedures for passengers who are rejected as a result of any checks or tests carried out. The airport (Duty Manager or equivalent) shall be informed by the handling agent or airline if health checks and/or temperature checks are implemented.



2.1.2 Dealing with people with suspected illness in the terminal

The following document, 'Action card - suspected coronavirus infection in persons in the terminal' (IN04076), found in Annexe 1, has been prepared and describes the immediate actions to be taken in the case of suspicions that individuals in the terminal building may be ill as a result of Covid-19. All entities must follow these instructions when dealing with people with suspected cases of Covid-19.

2.1.3 Quarantine information for arriving international passengers

Passengers arriving from abroad will be issued with information about the health and quarantine provisions in place upon arrival at the airport. The parties responsible for the information are the local health authorities, and its distribution shall be coordinated by Avinor.

2.1.4 Personal protective equipment (employees)

The national health authorities in Norway do not require or recommend the use of facial masks and/or gloves as personal protective equipment for either passengers or employees in airports. Avinor will therefore not offer or facilitate the use of such equipment.

Any business that wishes its own employees to use masks and/or gloves must procure such equipment independently and ensure that employees have adequate knowledge of how to use the equipment correctly, including the proper disposal of it following use.

Businesses that are in direct contractual relationships with Avinor shall not use masks and/or gloves when carrying out their duties unless these already constitute part of the equipment used on an ordinary basis. If there are health-related assessments supporting the use of personal protective equipment, businesses shall consult their contract manager regarding temporary measures.

2.1.5 Personal protective equipment (passengers)

No businesses at Avinor airports may require or urge passengers to wear facial masks and/or gloves on Avinor premises. See also point 2.1.4

2.2 Hygiene measures

Avinor follows the advice and guidance issued by national and local health authorities in relation to hygiene measures at its airports.

2.2.1 Enhanced cleaning of frequent contact points

Local cleaning schedules at Avinor airports shall be reviewed and adapted to ensure they satisfy requirements for proper infection prevention cleaning routines based on use and volumes of traffic. Avinor shall assess whether it is necessary to make adjustments to its regular routines. Businesses at Avinor airports undertake to carry out cleaning in accordance with the guidelines applicable to the areas they have responsibility for cleaning. The entity defined as responsible for cleaning in each area is also responsible for ensuring the implementation of enhanced infection prevention cleaning.

There should be an increased focus on frequent contact points in connection with the following services:

- Check-in kiosks
- Self-service baggage drop-off points
- Security control
- Border control
- Customs

- ATMs
- Check-in counters
- Service counters
- Gate areas
- Baggage claim
- Public areas
- Shops, kiosks and food outlets
- Waiting areas
- Toilets and baby changing facilities

Cleaning personnel must not use any personal protective equipment in excess of what is usually used.

2.2.2 Availability of hand sanitiser for passengers

The availability and location of hand hygiene facilities is important in order to allow passengers to comply with advice and recommendations relating to good hand hygiene. Hand washing facilities are available in all public toilets. Additionally, hand sanitiser should be clearly visible and available in immediate proximity to areas where there is frequent contact between people. This location should be appropriate and predictable, and should be based on an analysis of workflows and passengers flows at each individual airport. At smaller airports, it may be advantageous to make hand sanitiser available at the entrances. To the extent that it is possible, contactless dispensers for hand sanitiser should be deployed.

As assessment should be carried out to and there should be a particular focus on the availability of hand sanitiser for passengers in the following areas:

- Check-in kiosks
- Self-service baggage drop-off points
- Security control
- Border control
- Customs
- ATMs
- Check-in counters
- Service centres
- Gate areas
- Baggage claim
- Public areas
- Shops, kiosks and food outlets

2.2.3 The closure of areas with specific features

Play areas/rooms, public pianos, etc. should be closed in order to prevent the spread of infection, and should be signed with the informational material provided in the toolbox.

2.2.4 Paper towels rather than air hand dryers

Insofar as it is possible, paper towels should be used in favour of air hand dryers in all toilet facilities at Avinor airports.

2.2.5 Printed matter and similar materials that are shared

Newspapers, magazines and similar materials that are shared by passengers shall be removed from public areas at Avinor airports. All businesses at Avinor airport are urged to do the same on their own premises.

2.2.6 Cashless/contactless payments

All businesses at Avinor airports who carry out payment transactions shall strive to implement contactless/cashless payments.

2.3 *Distancing measures*

Avinor follows the advice and guidance issued by national and local health authorities in relation to distancing measures at its airports.

The airports shall provide information and install measures that raise awareness among passengers about the importance of distancing from relevant points of contact. Local assessments will be carried out to determine which distancing measures are relevant in relation to the prioritised areas at each individual airport. Avinor will not carry out formal checks or issue fines to passengers who do not adhere to distancing requirements.

There should be an increased focus on maintaining a safe distance between passengers in relation to the following services:

- Check-in kiosks
- Self-service baggage drop-off points
- Security control
- Border control
- Customs
- ATMs
- Check-in counters
- Service centres
- Gate areas
- Public areas
- Shops, kiosks and food outlets
- Waiting areas
- Toilets and baby changing facilities

2.3.1 Current information measures - reminders to maintain distancing

2.3.1.1 *The use of screens and monitors in the terminal*

Airports shall identify and select relevant screens/monitors that can be used for the delivery 'Maintain your distance' information. Materials for screens/monitors may be obtained from the toolbox.

2.3.1.2 *Posters on stud walls*

Airports shall identify and select, where relevant, locations that can be used to display the information posters on stud walls etc. in relation to 'Maintain your distance' information. Materials for posters may be obtained from the toolbox.

2.3.1.3 Distance markers on the floor

Airports shall identify and select, where relevant, appropriate locations for the use of yellow distance markers on the floor. Different versions of possible distance markers may be obtained from the toolbox.



2.3.1.4 Announcements

Airports shall assess the need for extra announcements concerning the importance of maintaining distancing - both generally inside the terminal and during boarding announcements in particular. The toolbox will contain defined suggestions for announcements.

2.3.2 Distancing measures between kiosks

Airports shall identify and, where relevant, implement the closure of kiosks to ensure that the recommendations concerning distancing are maintained.

2.3.3 Distancing measures between seats/blocking off seats

Airports shall identify and, where relevant, implement measures that ensure recommended distancing guidelines can be adhered to around seating in public areas.

Where seats are moveable, seats shall be positioned at intervals of at least 1 metre in all public areas. Where seating is fixed/connected, the closure of seats shall be implemented in order to ensure that distancing guidelines can be adhered to.

More information will be provided in the toolbox about the standardised methods for blocking off seats.



2.3.4 Distancing measures in passenger lifts

Airports shall post notices in/by passenger lifts stating that only one passenger and one travel companion may use the lift simultaneously.

2.3.5 Distancing measures - maximum number of people in rooms

Airports shall post notices by the entrance to smaller, enclosed rooms (quiet spaces etc) about the maximum number of people permitted in the room at any one time. This number will be assessed on the basis of what is possible while maintaining distancing measures.

2.3.6 Distancing measures on escalators and travelators

Airports shall assess whether it is necessary to impose measures on escalators and travelators in order to adhere to guidelines concerning distancing.

2.3.7 Distancing measures between employees at service/check-in and gate counters

Airports shall assess whether it is necessary to close counters or positions in order to ensure that the recommended distancing guidelines can be adhered to.

2.3.8 Distancing measures between passengers and employees at service/check-in and gate counters

Based on the location, surroundings and other conditions, airports shall assess all necessary measures for ensuring distance is maintained between passengers and employees.

In some situations, the use of queuing systems in front of the counter will ensure sufficient distance is maintained. In other situations, the use of plexiglass should be assessed in order to ensure that employees and passengers are protected from infection.

More information will be provided in the toolbox about the standardised methods for using plexiglass.



2.3.9 Distancing measures in the gate area/when boarding and on the jetbridge

Airports shall use appropriate tools to ensure that reminders about distancing guidelines are issued in gate areas (see point 3.3.1).

The handler, in cooperation with the airline, shall be responsible for ensuring that the boarding process from the gate until the passenger is in their own seat on board the aircraft is conducted in a manner that ensures distancing guidelines are adhered to.

Avinor shall facilitate announcements of reminders by the handler at all gates.

2.3.10 Distancing measures on buses to/from aircraft

Airports shall implement measures to ensure distancing measures are safeguarded on board buses to/from aircraft.

2.3.11 Distancing measures in the baggage hall

Airports shall identify and, if relevant, implement measures to ensure that recommended distancing guidelines are maintained around the baggage belt in the arrivals hall.

More information will be provided in the toolbox about the standardised methods for distance markers.

2.4 Employee measures

All businesses at Avinor airports undertake to inform their employees about general infection prevention advice, and to ensure that infection control is taken into account when carrying out work.

- Employees should remain at home even in the case of mild symptoms/acute respiratory infections.
- Employees who are in quarantine or home isolation should not come to the airport.
- Employees should maintain a good distance between themselves and passengers.
- Employees should reduce all unnecessary contact with passengers.
- Employees should maintain a distance between themselves and other employees where this is possible.

Anyone with an airport ID card is expected to be alert when passing through the terminal building or the airport area, and to assist passengers in maintaining distancing.

Avinor is evaluating whether to draw up a separate information/training package relating to infection prevention for employees at its airports.

2.5 More information

If you require more information about infection prevention measures in public areas:

[Norwegian Public Institute of Health's website](#)

[Helsenorge.no](https://helsenorge.no)

Corona Task Force email address:: Corona@avinor.no

For Avinor: [Corona portal](#) on intranet

2.6 Annexes

1. Action card - suspected coronavirus infection in persons in the terminal (IN04076)

1 BESKRIVELSE

Instruksen beskriver hvilke strakstiltak som bør gjennomføres når det er mistanke om at enkeltpersoner i terminalbygget kan være syke av koronavirus. Informasjonen om den mulig smittede kan komme via telefon, fra andre ansatte eller ved direkte henvendelser.

Personen er **IKKE** smittebærer før vedkommende selv er syk med ett eller flere av følgende symptomer:

- Feber
- Hoste
- Sår hals
- Brystsmerter
- Pustevansker
- Smerter i ledd

2 GJENNOMFØRING

Nr	Steg	
1	Varsle AMK (Akuttmedisinsk akuttsentral - 113) via Driftsentralen/lufthavnvakt på lufthavner der dette er tilgjengelig Evt. Varsle lokal legevakt på 116117	
2	Hvis man selv er i situasjonen på stedet med den mistenkt smittede, gjelder følgende regler for egen sikkerhet: <ul style="list-style-type: none">• Hold en avstand på 1 – 2 meter• Ikke ha kroppskontakt• Stå på siden av personen for å unngå kroppsvæske i form av spytt eller oppkast• Anmod den reisende å ta på munnbind dersom dette er tilgjengelig• Opprett kontakt med personen• Snakk rolig• Forklar din plassering, som forebygging, for å unngå eventuell smitte• Forklar at helsepersonell er varslet og underveis for å hjelpe• Om mulig, anvis plass til et rolig område uten andre mennesker i nærheten. Følg personen til sykerom der dette er tilgjengelig.• Noter personalia på andre ansatte som er i kontakt med mistenkt smittet• Følg for øvrig anvisningene fra AMK/113 eller legevakt.	

3	Få oversikt over situasjonen for å informere AMK/113 eller legevakt AMK/113 og legevakt vil vanligvis etterspørre opplysninger som grunnlag for å få oversikt over den mulig smittede og situasjonen rundt vedkommende. Relevante opplysninger kan være: <ul style="list-style-type: none">• Personalia på vedkommende• Hvor har vedkommende reist fra?• Hvilken flight?• Reist alene eller sammen med andre?• I så fall hvem og hvor befinner de seg?• Hva er årsaken til at vedkommende selv mistenker å være smittet og av hva? Forbered deretter mottak av helsepersonell.	
4	Hvis det medfører avsperring av deler av Terminalen og/eller andre driftsforstyrrelser: <ul style="list-style-type: none">• Informer relevant leder	
5	Oppfølging av eksponert personell <ul style="list-style-type: none">• Ved bekreftet smitte vil Helsemyndighetene ta kontakt for oppfølging av eksponert personell• Personell som har eller mistenker egne sykdomssymptomer (se over, pkt 1) skal ta kontakt med lege/legevakt pr tlf., samt nærmeste leder.	

3 REGISTRERINGER

Loggføres.

4 GRENSESNIITT OG REFERANSER TIL ANDRE PROSESSER OG DOKUMENTER

Ingen.

5 VEDLEGG

Ingen.