



China Southern Airlines Epidemic Prevention & Control Measures on International Return Flights

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China Southern Airlines

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I. Infection Risk Classification on International Flights

The Epidemic Prevention and Control Office of the Company categorizes international flights into three risk levels: high-risk, medium-risk and low-risk flights, based on an evaluation of the epidemic outbreak at the place of origin of the flights and in accordance with the standards for grade level of flight infection risks set forth by the Civil Aviation Administration of China (CAAC), and differentiated prevention and control measures must be applied accordingly.

Risk levels should be subject to dynamic adjustment in line with the development of the epidemic.

II. Temperature Screening

1. All China Southern cabin crew should take the body temperature of every passenger before they board all international return flights - no exceptions!
2. Prior to boarding, passengers with a fever ($\geq 37.3^{\circ}\text{C}$, the same as below) should be asked to take a rest for no less than five minutes before another temperature check is performed. If the passenger's body temperature remains at $\geq 37.3^{\circ}\text{C}$, China Southern Airlines' local office should coordinate with local health authorities in the follow-up handling of the passenger in question.
3. For high-risk long-haul (>4h) flights, in-flight examination of body temperature of all passengers must be conducted prior to departure and throughout the flight. "Suspicious" passengers who are found with symptoms including fever, fatigue or dry cough should be handled in compliance with in-flight emergency handling measures issued by the Epidemic Prevention and Control Office.

III. Personal Protection for Crew Members

1. Low-risk flights:
Crew members must wear disposable medical masks or masks of a higher standard.
2. Medium-risk flights:



Crew members must wear surgical masks or masks of a higher standard.

3. High-risk flights:

1. The flight crew must wear surgical masks or masks of a higher standard. All cabin crew should wear KN95/N95/medical masks, goggles and disposable rubber/nitrile gloves. Two sets of protective suits should be prepared as backup for each flight, which can be used by passengers with a fever as needed.

The receipt and use of protective suits shall be kept on record and unused protective suits should be collected by the Cabin Service Division.

2. Crew members should avoid frequent entry into and exit from the cockpit and use a separate lavatory. The intercom system is recommended for communication among crew members to avoid close contact.

3. Discarded disposable prevention and protection supplies (such as masks) should be placed in double-layer garbage bags, marked and stored in a designated place for disposal by the cleaning crew.

IV. Provision of In-flight Prevention and Control Materials

According to different risk levels, all China Southern flights should be equipped with varied prevention and control materials shown as below:

| Prevention & Control Materials | Low/Medium-Risk Flights | | High-Risk Flights | |
|-----------------------------------|-------------------------|--------------------|----------------------|--------------------|
| | Narrow-body aircraft | Wide-body aircraft | Narrow-body aircraft | Wide-body aircraft |
| Disposable medical/surgical masks | 10 | 20 | 60 | 70 |
| KN95/N95 masks | 5 | 10 | 10 | 20 |
| Disposable rubber/nitrile gloves | — | — | 20 | 20 |
| Hand sanitizers | 1 | 2 | 1 | 2 |
| Electronic forehead thermometers | 2 | 3 | 2 | 3 |

Note:



1. Each member of the cabin crew is provided with one pair of goggles, which should be kept, cleaned and disinfected by the cabin crew for long-term use and will not be recycled. In case of damage, cabin crew members should trade in the old goggles for a new one.
2. Two sets of protective suits are prepared as backup for each high-risk flight, which can be used by the cabin crew as needed when there are passengers with a fever onboard the aircraft.
3. The number of prevention and control materials should be increased or reduced in line with the changes of the epidemic.

IV. In-flight Service

1. Low- and medium-risk flights

Food preparation procedures should be simplified with pre-packaged meals provided. The service of cold meals and ice should be suspended at this time to reduce exposure risks and avoid cross infection.

Lavatories should be cleaned every two hours during flight and once cleaning is finished, hands should be immediately cleaned and disinfected.

2. High-risk flights

1) The cabin crew should avoid close contact with passengers and only provide necessary in-flight service. It is recommended that cabin crew dispense pre-packaged food and bottled water to passengers before or during boarding. Unless it is required, catering services should not be provided onboard.

2) Cabin attendants should be assigned to provide service in different areas of the cabin, and if needed, a cabin attendant can be assigned to provide basic service to the flight crew. Efforts should be made to arrange passengers to sit in separation.

Lavatories should be cleaned at least every hour during flight, and once cleaning is finished, hands should be immediately cleaned and disinfected.

3) The last three rows of seats in the cabin should be reserved as “quarantine areas” for handling possible in-flight emergencies.

V. Crew Health Management

1. Low- and medium-risk flights

Crew members (including cargo crew, the same as below) who execute



low-risk or medium-risk flights shall be provided with personal protection materials when they are on duty.

After each flight, crew members will not be put under centralized or house quarantine for medical observation purpose. They should be responsible for their own health management. In case of fever and other abnormal conditions, they should promptly report to their own division and responsible aviation doctor to seek medical advice or treatment.

2. High-risk flights

1) Each work unit shall strictly control the number of crew members executing high-risk international flights and maintain a fixed crew mix. Personal protection shall be provided to crew members when they are on flight duty.

The management of crew members should be enhanced during their overseas or overnight stay. When at their final flight destination, all crew members should remain in their hotel for rest, not to go out and reduce access to crowded areas.

2. Crew members who have executed high-risk overnight flights shall be put under centralized or house quarantine for medical observation purpose for 14 days after the conclusion of their flight(s).

During centralized medical observation, each crew member should remain in a single room under closed management and they can execute flights on the same route. Except for flight execution, crew members should not leave their designated hotels.

If they execute another flight, the quarantine period shall be recalculated.

If crew members stay at home for medical observation/quarantine after their flights, they are not permitted to leave their residence or execute any flight(s) during this period.

Flight missions can be rescheduled after a 14-day centralized or house quarantine period.

3. Crew members who have executed high-risk but non-overnight flights will not be put under centralized or house quarantine for medical observation purpose. They should be responsible for their own health management. In case of fever and other abnormal conditions, they should



promptly report to their own division, the responsible aviation doctor and seek medical advice or treatment in a timely manner.

4. All work units shall make proper flight scheduling arrangements for crew members executing high-risk flights to optimize their duty period. In case of continuous duty, the name list of crew members who need to stay overnight in a designated place/hotel should be reported to the prevention and control office of each work unit in advance.

5. If the cargo crew stays overnight in a country/region that has a high risk of epidemic infection, the above prevention and control requirements shall be followed.

VI. Personal Protection for Cleaning Crew

1. Low- and medium-risk flights

Workers must wear disposable medical/surgical masks or masks of a higher standard, uniforms, disposable snood caps, disposable rubber/nitrile gloves, work shoes (as necessary), waterproof aprons and protections against chemicals such as disinfectants.

2. High-risk flights

Workers should wear disposable surgical/KN95/N95 masks, disposable snood caps, goggles, disposable protective suits, disposable rubber/nitrile gloves and disposable shoe covers.

VII. Personal Protection for Cargo Handling and Ground Handling Crew

1. Low- and medium-risk flights

Workers must wear disposable medical/surgical masks or masks of a higher standard, uniforms and disposable rubber/nitrile gloves.

2. High-risk flights

Designated ground handling personnel should be assigned daily to meet and manage high-risk international return flights. Baggage handling personnel should wear disposable medical/surgical masks, uniforms and disposable rubber/nitrile gloves.

Personnel who are responsible for meeting the aircraft upon arrival, assisting customs in distributing documents (if any), way-guiding and other personnel who need to have close contact with passengers shall wear disposable surgical/KN95/N95 masks, disposable rubber/nitrile gloves, goggles, protective suits and disposable shoe covers.



VIII. Personal Protection for Maintenance Crew

When replacing a high efficiency particulate air (HEPA) filter, the maintenance crew should take the following prevention and protection measures:

1. Workers should wear KN95/N95 masks, snood caps, goggles, disposable protective suits, medical rubber gloves and disposable shoe covers.
2. The mask should be close to the face. Do not touch or adjust the mask or goggles during operation.
3. Avoid hitting, dropping or shaking the HEPA filter. Do not use compressed air to clean the filter. Used HEPA should be placed in a special plastic bag, soaked and disinfected with chlorine disinfectant and then disposed of as scrapped aviation materials.
4. After tasks are completed, the maintenance crew should disinfect their hands first, then remove the protective equipment in order and then disinfect their hands again.
5. Discarded disposable protection(s) should be placed in dedicated plastic bags and sealed for centralized disposal.

IX. Aircraft Disinfection

1. Preventative disinfection should be performed on a regular basis, at least once a week, for low-risk flights.
2. Preventative disinfection should be performed after each medium- or high-risk flight.
3. Post-flight terminal disinfection should be conducted after carriage of confirmed or suspected cases of COVID-19 (definition of suspected cases: the passenger shows a fever and has a history of residence, travel or contact in a high-risk country/region within 14 days).
4. If animal corpses or suspicious contaminants of a contagious nature are found in the cargo hold, post-flight terminal disinfection should be performed.
5. The cabin of the aircraft, if contaminated with body fluids/substances (such as respiratory secretions, vomit, blood, diarrhea), should be



disinfected immediately according to the procedures in *Emergency Medical Equipment Installation and Training for Large Transport Aircraft* (AC-121-102R1 issued by the CAAC).

6. Aircraft cleaning and disinfection products that have been approved for airworthiness should be used to avoid damage to aircraft structure and equipment.

X. Procedures for Handling Passengers (with Normal Body Temperature) from High-risk Countries Transferring at Domestic Airports

1. The China Southern Ground Handling Division shall keep meticulous records of passengers transferring from high-risk flights onward to other destinations via domestic airports.

2. The China Southern Ground Handling Division shall coordinate with local airports and customs to set up a special waiting area, coordinate with the Public Security Department and health quarantine or disease control department(s) to quarantine the passengers in question, arrange for body temperature checks and provide basic daily necessities such as meals and beverages.

For passengers staying overnight, the China Southern Ground Handling Division shall make timely contact with the local airport which shall make arrangements to place the passengers under quarantine in a designated venue. After the passengers' departure, terminal disinfection shall be performed in the quarantine waiting area.

3. Accompanying airport staff should wear masks, gloves and goggles.

4. Measures should be taken such as streamlining boarding formalities, setting up a quarantine passage and assigning ground handling staff to monitor the passengers, in order to prevent cross infection at the airport.

5. The China Southern Ground Handling Division shall promptly provide the cabin crew and ground handling staff at the destination airport with information about the passenger(s) in question, enabling them to make preparations for the proper handling of the incoming passengers.

6. The passenger(s) in question shall enplane before others and deplane after others. They shall be arranged by the airline to sit by the window in the last three rows of seats, and exclusively use the lavatory on the rear right side of the cabin. The airline should provide them with pre-packaged



meals and water in advance, and should not provide any direct in-flight service.

7. Passengers with abnormal body temperature and those who will not transfer to another flight, after landing, shall be transferred to the relevant local departments for follow-up action.

XI. Waste Disposal of International Flights

1. Before cleaning after the flight, the cleaning crew shall spray a chlorine disinfectant (500mg/L-1000mg/L) on the discarded prevention and protection supplies on the aircraft, tighten the mouth of the plastic bag and conduct centralized harmless treatment.

2. During the COVID-19 outbreak, wastes from all international flights cannot be recycled but will need to be treated harmlessly. Catering units should conduct harmless treatment of meals recovered from international flights.