
**Healthcare organization
management — Infection prevention
and control (IPC) measures for cross-
border workers**

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Foreword

ISO (the International Organization for Standardization) is a worldwide federation of national standards bodies (ISO member bodies). The work of preparing International Standards is normally carried out through ISO technical committees. Each member body interested in a subject for which a technical committee has been established has the right to be represented on that committee. International organizations, governmental and non-governmental, in liaison with ISO, also take part in the work. ISO collaborates closely with the International Electrotechnical Commission (IEC) on all matters of electrotechnical standardization.

The procedures used to develop this document and those intended for its further maintenance are described in the ISO/IEC Directives, Part 1. In particular, the different approval criteria needed for the different types of ISO document should be noted. This document was drafted in accordance with the editorial rules of the ISO/IEC Directives, Part 2 (see www.iso.org/directives).

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For an explanation of the voluntary nature of standards, the meaning of ISO specific terms and expressions related to conformity assessment, as well as information about ISO's adherence to the World Trade Organization (WTO) principles in the Technical Barriers to Trade (TBT), see www.iso.org/iso/foreword.html.

This document was prepared by Technical Committee ISO/TC 304, *Healthcare organization management*.

Any feedback or questions on this document should be directed to the user's national standards body. A complete listing of these bodies can be found at www.iso.org/members.html.

Introduction

Since the outbreak of COVID-19, each country is taking precautionary measures against the influx of infected patients from overseas through entry restrictions (see [Annex A](#)). Such restrictions on cross-border movements deter economic, social, and cultural exchanges and cooperation, and threaten the business continuity of companies, thereby adversely affecting the global economy (−4,9 % 2020 global economic growth rate, source: IMF).

During a pandemic such as COVID-19, industries most directly affected by the discontinued business operations are energy, construction, and manufacturing due to their heavy dependence on overseas production. The business entities that fall under these industries require constant movement of their staff to overseas production sites; and when the onsite absence of essential dispatch staff is prolonged, production and developments are disrupted.

Such disruptions can lead to a vicious cycle in the global economy and ultimately the global community where production plunges and the plunge affects corporate revenue and employment capacity causing market demand to diminish. To prevent such a situation from becoming structured, a set of standardized cross-border travel procedures facilitating the movement of workers vital to the continuity of the economy during a pandemic becomes essential.

This document focuses on practical information for facilitating the full cycle of cross-border business travel amidst a pandemic when the majority of nations are restricting entry.

NOTE COVID-19 is an exemplary disease for which the infection prevention and control (IPC) measures are developed.

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Healthcare organization management — Infection prevention and control (IPC) measures for cross-border workers

1 Scope

This document specifies the infection prevention and control (IPC) measures for cross-border workers. It is applicable only in the circumstance of novel infectious disease outbreak while valid vaccine or drug for treatment are not available. It can be used for the purpose of maintaining economic activities when a country that workers need to enter blocks its border due to a pandemic or epidemic ([Annex A](#)).

This document provides information on the key aspects and details of the process requirements, procedures for selecting service providers, such as travel management company, and procedures for cross-border workers amidst a pandemic, encompassing the complete set of stages from 'pre-departure', 'border crossing', 'quarantine and commute', to 'return', and is addressed to all stakeholders involved in travel, whether from the public or private sector.

NOTE Stakeholders are comprised of but not limited to health authority, healthcare organization and screening stations, accommodation services, transportation services, travel agencies, and private companies including their contractors and providers.

2 Normative references

There are no normative references in this document.

3 Terms and definitions

For the purposes of this document, the following terms and definitions apply.

ISO and IEC maintain terminology databases for use in standardization at the following addresses:

- ISO Online browsing platform: available at <https://www.iso.org/obp>
- IEC Electropedia: available at <https://www.electropedia.org/>

3.1

border crossing

place on a shared border between two countries where people cross

3.2

business trip

single round journey an individual makes on business

3.3

charter flight

hired flight in an aircraft for a predetermined payment

3.4

commute

travel regularly between two points in space

3.5

company

owner, operator, or license or duty holder of the authorized work

[SOURCE: ISO 35101:2017, 3.4]

3.6

contactless

without physical touch or interaction between people

3.7

disinfection

process to reduce the number of microorganisms, but not usually of bacterial spores, without necessarily killing or removing all organisms

[SOURCE: ISO 15190:2020, 3.9]

3.8

droplet

very small drop of liquid

[SOURCE: ISO 15190:2020, 3.10, modified — The term has been changed to singular form; notes to entry have been removed.]

3.9

entry permit

official document with permission to enter a country of which the owner of the document is not a national

3.10

health authority

organization responsible for health care facilities and their services in a particular jurisdiction

3.11

health questionnaire

structured health-related questions for collecting data about an individual's health

3.12

immigration authority

official government body that regulates and enforces laws on immigration and immigrants

3.13

kiosk

separate physical device that is part of the automated border control systems which can be used for assessing the eligibility of travellers for self-process

[SOURCE: ISO/IEC TR 29195:2015, 2.5, modified — “ABC” has been replaced with “automated border control”.]

3.14

landing permit

authorization to land at a given airport

3.15

medical certificate

document that proves that its holder is in good health

3.16

pandemic

worldwide spread of a disease

[SOURCE: ISO/PAS 45005:2020, 3.5]

3.17**public agency**

entity that regulates public affairs

3.18**screening station**

disinfected area with or without negative, positive or an adaptable pressure in which the screening process of individuals occurs

3.19**service provider**

organization that contracts to provide one or more service instances to a customer

[SOURCE: ISO/IEC/IEEE 8802-1Q:2020, 3.225]

3.20**symptom**

untoward medical occurrence in a patient or clinical investigation subject administered a pharmaceutical product that does not necessarily have a causal relationship with this treatment

[SOURCE: ISO/TR 21835:2020, 3.13]

3.21**travel management company****TMC**

agent that manages business travel requirements of others such as individuals and *companies* (3.5)

3.22**travel manager**

person who operates and administers travel programs for other entities such as *companies* (3.5) and travel agencies

3.23**travel restriction**

rule that limits the availability of services related to travel

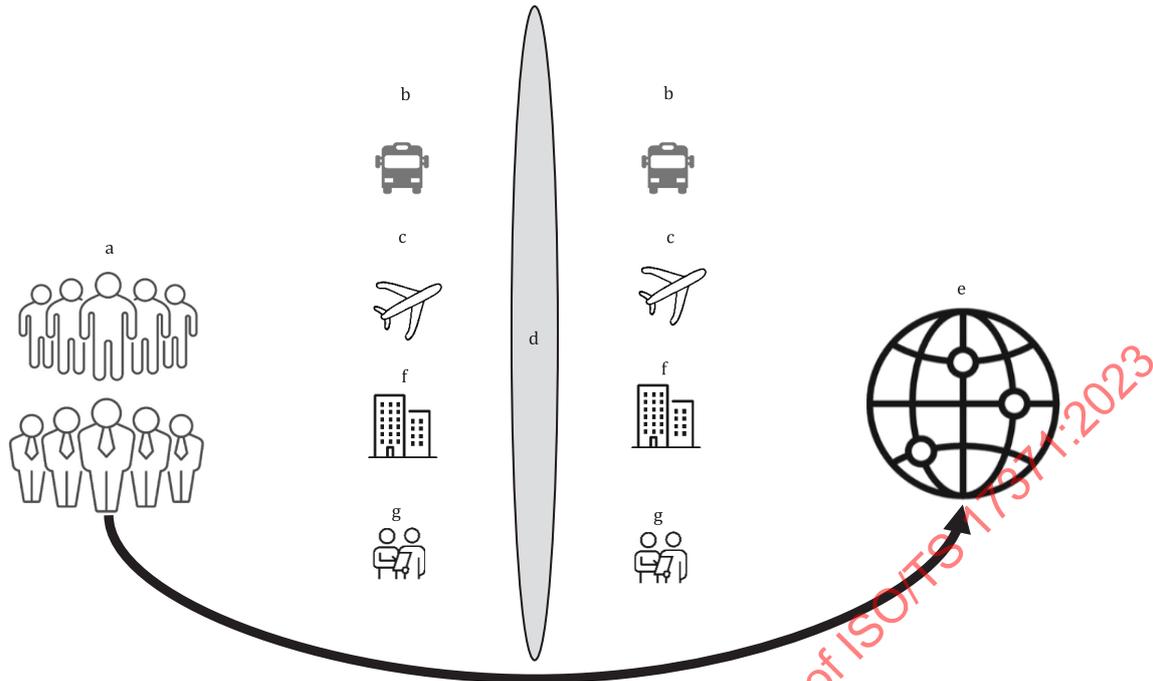
4 Abbreviated terms

COVID-19	coronavirus disease 2019
PPE	personal protection equipment
IPC	infection prevention and control

5 Process requirements**5.1 Overview**

During an overseas business trip amid a pandemic, ensuring the prevention of infectious disease for cross-border workers should be top priority.

To prevent viral infections during an overseas business trip, a cross-border movement process which incorporates pre-emptive measures aligned with the relevant government policies and regulations of both the origin and destination countries shall be established (see [Annex B](#)). Such a process consists of pre-departure, border crossing, quarantine and commute, and return stage of a trip ([Figure 1](#)).



Key

- a cross-border workers in departure country
- b charter bus
- c charter flight
- d border control
- e arrival country
- f public health authority
- g healthcare professionals in hospitals and screening stations

NOTE This figure illustrates when there is no valid vaccine or drug for novel infectious disease.

Figure 1 — Overview of IPC measures for cross-border workers

The above-mentioned stages can be subdivided into the 8 steps shown in [Figure 2](#).

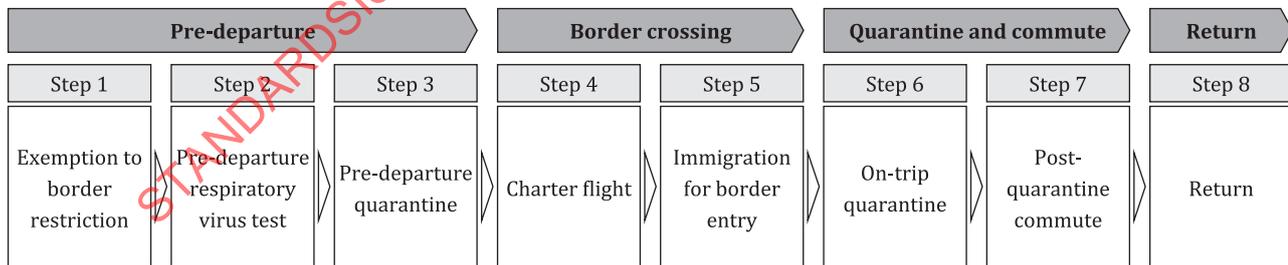


Figure 2 — Travel process during a pandemic

a) Pre-departure

The pre-departure stage consists of three steps to be conducted prior to departure.

1) Step 1: exemption to travel restriction

Companies submit required documents citing the purpose of entry to the relevant public agency (e.g. immigration authorities) of the destination country.

2) Step 2: pre-departure respiratory virus test

When entry is permitted, cross-border workers test for viral infection by the testing method designated by the relevant public agency (e.g. health authorities) of the destination country.

3) Step 3: pre-departure quarantine

Cross-border workers quarantine until departure to prevent the risk of infection after testing.

b) Border crossing

The border crossing stage consists of two steps to be conducted to cross and enter the border of the destination country.

1) Step 4: charter flight

Cross-border workers use charter flight services for the purpose of border crossing.

2) Step 5: immigration for border entry

Upon arrival cross-border workers undergo immigration screening.

c) Quarantine and commute

The quarantine and commute stage consists of two steps to be conducted following immigration.

1) Step 6: on-trip quarantine

Following border entry, cross-border workers self-quarantine for a period specified by the destination country.

2) Step 7: post-quarantine commute.

Following the release from quarantine, cross-border workers begin daily commute in compliance with the procedure on infectious disease control and prevention specified by the destination country.

d) Return

1) Step 8: return.

Cross-border workers return to the home country following completion of trip.

5.2 Pre-departure

5.2.1 General

The pre-departure stage is the process of preparing entry permit and documents required by the destination country before departure. This stage consists of exemption to travel restriction in step 1, pre-departure respiratory virus test in step 2, and pre-departure quarantine in step 3 ([Figure 3](#)).

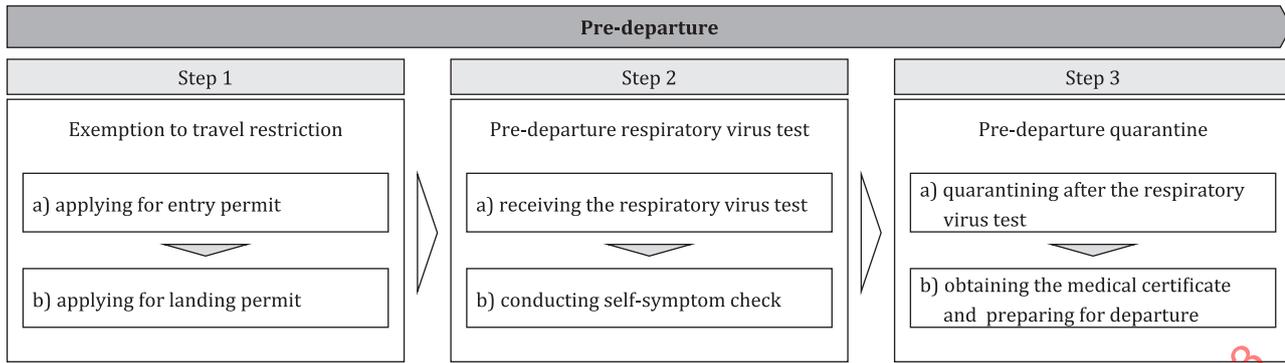


Figure 3 — Pre-departure stage

‘Step 1 exemption to travel restriction’ consists of the procedures ‘applying for entry permit’ and ‘applying for landing permit.’

‘Step 2 pre-departure respiratory virus test’ consists of the procedures ‘receiving the respiratory virus test’ and ‘conducting self-symptom check.’

‘Step 3 pre-departure quarantine’ consists of the procedures ‘quarantining after the respiratory virus test’ and ‘obtaining the medical certificate and preparing for departure.’

The details of each procedure are specified in [5.2.2](#) to [5.2.4](#).

5.2.2 (Step 1) Exemption to travel restriction

Step 1 is a procedure for permitting border entry when national borders are blocked due to government restrictions amidst a pandemic. In order to proceed with exemption to travel restriction, an approval of entry to the destination country and a landing permit can be obtained.

- a) Applying for entry permit
 - 1) companies obtain an entry permit for business trips from the relevant public agency (e.g. immigration authorities) of the destination country;
 - 2) cross-border workers obtain the relevant visa when required by the relevant public agency (e.g. immigration authorities) of the destination country.
- b) Applying for landing permit
 - 1) companies obtain a landing permit from the relevant public agency (e.g. immigration authorities) of the destination country;
 - 2) airlines that operate charter flight submits the landing permit to the relevant public agency (e.g. civil aviation authorities) of the country of departure.

5.2.3 (Step 2) Pre-departure respiratory virus test

Following the acquirement of entry permit, cross-border workers receive the respiratory virus test to obtain a medical certificate and conduct self-symptom checks as required by the destination country. The medical certificate and self-symptom records are submitted as proof of health during immigration for border entry in step 5 ([5.3.3](#)).

- a) Receiving the respiratory virus test
 - 1) Scheduling the test

The company schedules the test within the time limit for a valid medical certificate specified by the destination country.

For example, if the destination country requires a medical certificate issued within 48 h prior to entry, cross-border workers enter the destination country within 48 h after receiving the medical certificate.

- 2) Receiving the test
 - cross-border workers conduct pre-testing procedures (e.g. body temperature measurement, health questionnaire) as required by the screening station;
 - cross-border workers receive a respiratory virus test using the method required by the destination country.
- b) Conducting self-symptom check
 - 1) Checking for respiratory virus symptoms
 - cross-border workers should conduct self-symptom checks on a daily basis;
 - cross-border workers should sustain self-symptom checks for the maximum incubation period (e.g. 2 weeks in the case of COVID-19) of the virus;
 - symptoms include fever, sore throat, cough, and difficulty breathing;
 - digital solutions such as smart devices (e.g. mobile, wearable) and applications may be utilized to check symptoms and store results;
 - when digital solutions are unavailable self-symptom check results should be recorded on a paper form;
 - self-symptom checks should be continued until the day of departure in step 4.
 - 2) Submitting self-symptom check records
 - cross-border workers should submit self-symptom check records to the relevant public agency (e.g. health authorities) of the destination country in [5.3.3](#) (sub-item titled “border entry screening”);
 - record submission follows the terms (e.g. following each check, once a day) specified by the destination country;
 - record submission follows the methods (e.g. application, off-line submission) specified by the destination country;
 - the destination country shall receive consent from cross-border workers in advance on the collection of personal data.

5.2.4 (Step 3) Pre-departure quarantine

Following the pre-departure respiratory virus test, cross-border workers should quarantine at a quarantine accommodation or at home in order to prevent the spread of infection due to additional external contact. During quarantine, cross-border workers receive the test results and, if negative, obtains a medical certificate.

- a) Quarantining after the respiratory virus test
 - 1) Cross-border workers should quarantine in a quarantine accommodation or at home.
 - when quarantining in a quarantine accommodation, a facility should comply with procedures introduced in Reference [\[10\]](#);
 - when quarantining at home, quarantining space should be separated and unshared.

- 2) The duration of quarantine should begin as soon as cross-border workers are tested and be sustained until the day of departure in step 4.
- b) Obtaining the medical certificate and preparing for departure
 - 1) Confirming the respiratory virus test result
 - when negative, cross-border workers obtain a medical certificate and continues to quarantine until departure;
 - when positive, follow-up measures are conducted in compliance with the regulations of the departing country.

5.3 Border crossing

5.3.1 General

The border crossing stage is the process of movement to the destination country and border entry screening. This stage consists of charter flight in step 4 and immigration for border entry in step 5 (Figure 4).

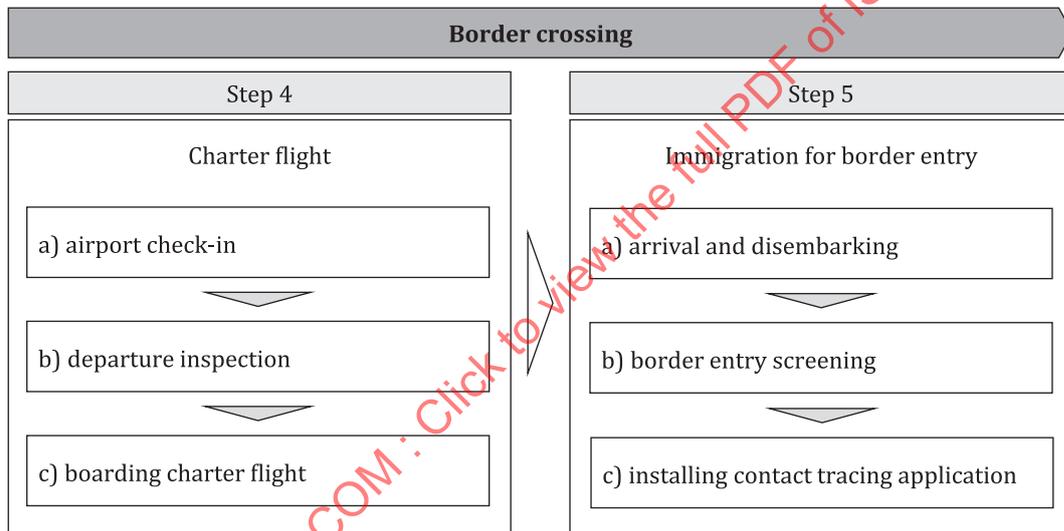


Figure 4 — Border crossing stage

‘Step 4 charter flight’ consists of the procedures ‘airport check-in’, ‘departure inspection’ and ‘boarding charter flight.’

‘Step 5 immigration for border entry’ consists of the procedures ‘arrival and disembarking’, ‘border entry screening’ and ‘installing contact tracing application.’

The details of each procedure are specified in 5.3.2 and 5.3.3.

5.3.2 (Step 4) Charter flight

After completing quarantine, cross-border workers move to the airport and undergo departure procedures. Cross-border workers who have completed the departure screening board the charter flight and move to the destination country.

- a) airport check-in;
- b) departure inspection;
- c) boarding charter flight.

5.3.3 (Step 5) Immigration for border entry

Upon arrival, cross-border workers undergo border entry screening for inbound cross-border workers. As part of standard procedure, cross-border workers submit the documents required by the destination country.

a) Arrival and disembarking

Cross-border workers disembark from the charter flight and move to the immigration site complying with the procedure on infectious disease control and preventions of the destination country.

b) Border entry screening

- cross-border workers submit or present the medical certificate and results for self-symptom check conducted in pre-departure stage to the immigration authorities;
- if receiving a respiratory virus test upon arrival is a prerequisite for entry, it is conducted as a part of the immigration process.

c) Installing contact tracing and self-symptom check application

- 1) Cross-border workers install the contact tracing and self-symptom check application specified by the destination country if any.

Such an application should be designed to support the prevention of the spread of respiratory viruses by analysing cross-border workers' proximity records or tracks of movements by utilizing mobile device functions (e.g. Bluetooth, GPS, Wi-Fi.).

- 2) For the purpose of personal data protection, the application shall be operated in accordance with the following privacy policy.
 - The collected data shall be stored in the cross-border workers' mobile device.
 - The collected data shall be automatically removed from the mobile device after the maximum incubation period (e.g. 2 weeks in the case of COVID-19) of the virus.
 - The collected data shall not include any personally identifiable information.
 - The destination country shall receive consent from cross-border workers in advance on the collection of personal data.

5.4 Quarantine and commute

5.4.1 General

The quarantine and commute stage is the process of quarantining and commuting at the destination country. This stage consists of on-trip quarantine in step 6 and post-quarantine commute in step 7 ([Figure 5](#)).

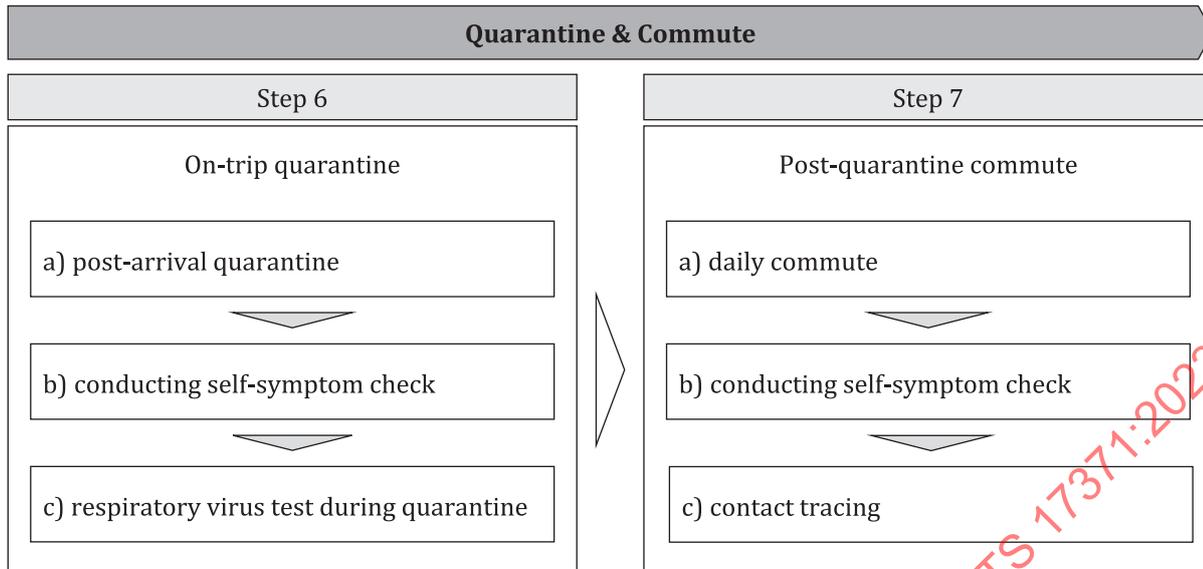


Figure 5 — Quarantine and commute stage

‘Step 6 on-trip quarantine’ consists of the procedures ‘post-arrival quarantine’, ‘conducting self-symptom check’ and ‘respiratory virus test during quarantine.’

‘Step 7 post-quarantine commute’ consists of the procedures ‘daily commute’, ‘conducting self-symptom check’ and ‘contact tracing.’

The details of each procedure are specified in [5.4.2](#) to [5.4.4](#).

5.4.2 (Step 6) On-trip quarantine

Following immigration, cross-border workers quarantine for the duration specified by the destination country. During quarantine, cross-border workers should conduct self-symptom checks on a daily basis and submit records to the relevant public agency (e.g. health authorities) of the destination country. In addition, a respiratory virus test may be required as a condition for release from quarantine.

a) Post-arrival quarantine

- 1) Cross-border workers quarantine in compliance with the regulations of the destination country.
 - cross-border workers use the quarantine accommodation designated by the destination country if any.
 - cross-border workers may use self-arranged accommodation for quarantine in countries where the use of designated quarantine accommodation is not mandated.
 - the duration of quarantine is subject to the regulations of the destination country.

b) Conducting self-symptom check

- 1) Checking for respiratory virus symptoms
 - cross-border workers should conduct self-symptom checks on a daily basis;
 - symptoms include fever, sore throat, cough, and difficulty breathing;
 - digital solutions such as smart devices (e.g. mobile, wearable) and applications may be utilized to check symptoms and store results;

- when digital solutions are unavailable self-symptom check results should be recorded on a paper form;
 - self-symptom checks should be continued until release from quarantine.
- 2) Submitting self-symptom check records
- cross-border workers submit self-symptom check records to the relevant public agency (e.g. health authorities) of the destination country;
 - record submission are conducted under the terms (e.g. following each check, once a day) specified by the destination country;
 - record submission are conducted using the methods (e.g. application, off-line submission) specified by the destination country;
 - the destination country shall receive consent from cross-border workers in advance on the collection of personal data.
- c) Respiratory virus test during quarantine
- 1) depending on the regulations of the destination country, a respiratory virus test may be required as a condition for release from quarantine;
 - 2) confirming the respiratory virus test result:
 - when negative, quarantine is lifted and on-site commute can be commenced;
 - when positive, follow-up measures are conducted in compliance with the regulations of the destination country.

5.4.3 (Step 7) Post-quarantine commute

Following the release from quarantine, cross-border workers should check-in to the self-arranged accommodation. During on-site commute, cross-border workers may sustain self-symptom checks.

a) Daily commute

cross-border workers commute from the accommodation to the workplace.

b) Conducting self-symptom check

1) Checking for respiratory virus symptoms

- cross-border workers may conduct self-symptom checks on a daily basis;
- symptoms include fever, sore throat, cough, and difficulty breathing;
- digital solutions such as smart devices (e.g. mobile, wearable) and applications may be utilized to check symptoms and store results;
- when digital solutions are unavailable self-symptom check results may be recorded on a paper form;
- self-symptom checks may be continued until return in step 8 ([5.4.4](#)).

2) Submitting self-symptom check records

- cross-border workers may submit self-symptom check records to the company in order for the company to manage cross-border workers' safety and take prompt action against the risks of infection;

- record submission follows the terms (e.g. following each check, once a day) specified by the company;
- record submission follows the methods (e.g. application, off-line submission) specified by the company;
- the company shall receive consent from cross-border workers in advance on the collection of personal data;
- when the company identifies any sign of symptoms while monitoring cross-border workers' health, the company shall immediately notify the relevant public agency (e.g. health authorities) of the destination country.

c) Contact tracing

When confirmed to be infected, cross-border workers should utilize the contact tracing application installed upon arrival in step 5 (5.3.3) to alert the subjects of physical contact during the effective period (e.g. 2 weeks in the case of COVID-19).

5.4.4 (Step 8) Return

The 'return' stage is the process in which cross-border workers return to the home country. In returning, cross-border workers follow the procedure on infectious disease control and prevention specified by the home country.

6 Selecting service providers

6.1 General

Cross-border travel amidst a pandemic requires a diverse group of stakeholders to participate in enabling the trip. The group of stakeholders include cross-border workers and travel managers belonging to the company on the consuming end, the public agencies and service providers on the delivering end, and travel agents connecting the two ends together.

[Figure 6](#) presents the roles and responsibilities of each stakeholder across the progressive stages of the trip.

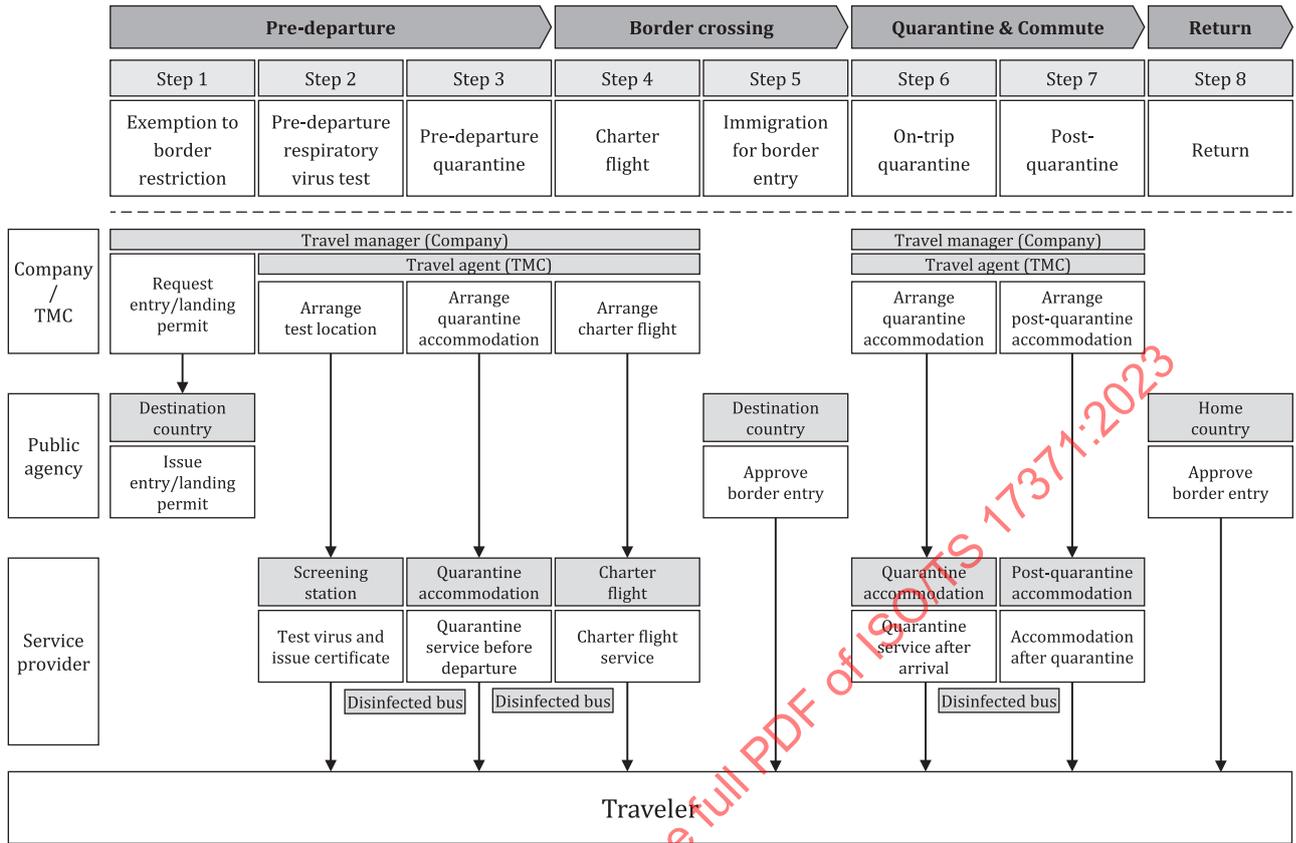


Figure 6 — Example of role and responsibility of related parties

To summarize, the roles and responsibilities of each group of stakeholders are as follows:

- company (travel manager):
 - request entry and landing permit;
- company (travel manager) or TMC (travel agent);
 - arrange screening station, quarantine accommodation, charter flight, post-quarantine accommodation, and disinfected bus;
- public agency:
 - issue entry and landing permits;
 - approve entry at the points of arrival;
- service provider:
 - deliver services for respiratory virus test, quarantine accommodation, charter flight, and ground transportation.

As Figure 6 shows, travel managers of a company with the assistance of travel agents conduct administrative procedures and schedule the necessary arrangements on behalf of cross-border workers. Therefore, it is essential that travel managers and travel agents have ready a checklist of requirements that assist in selecting the service providers equipped with pre-emptive measures against viral infections in each step of the journey.

6.2 Screening stations

Screening stations diagnose respiratory virus of cross-border workers before departure and issue medical certificates.

The company and TMC should consider a list of items, including but not limited to the following, when arranging a screening station for respiratory virus test:

- a) test site:
 - the test site operates a dedicated treatment area separated from respiratory virus/non-respiratory virus patients;
 - the test site is prepared by partitioning off separate waiting areas, reception counters, medical examination areas, and sample collection areas;
 - secure sufficient space for each area to maintain a safe distance between cross-border workers;
- b) test method:
 - tests are conducted in adherence with the method required by the destination country;
- c) test result:
 - medical certificate, a document proving negative for a respiratory virus, is issued according to the requirements specified by the destination country.

6.3 Charter flights

Charter flights are unscheduled flights that have been permitted to operate in countries where regular flight operations have been suspended.

The company and TMC should consider a list of items, including but not limited to the following, when arranging a charter flight service:

- a) prior to departure:
 - send a contactless check-in information message so that cross-border workers can check-in via web or mobile device;
 - conduct in-flight sterilization;
- b) check-in:
 - if possible, install a self-check-in kiosk for contactless procedures;
 - install a droplet prevention partition at the check-in counter;
 - place hand sanitizers for passengers on the counter;
 - utilize social distancing floor stickers to maintain a 2 m gap between passengers;
 - allocate seats to maintain sufficient space between passengers;
- c) boarding:
 - divide the passengers into a small group and guide boarding sequentially from the back row to the front row;
 - utilize social distancing floor stickers to maintain a 2 m gap between passengers;
 - check all passengers for fever;

d) on board:

- cabin crew should wear PPE while on board;
- in-flight meals should be provided in a pre-packaged or sealed form, tableware replaced with single-use items.

6.4 Quarantine accommodations

A quarantine accommodation is a facility cross-border workers use for a period specified by the destination country which, in general, is equivalent to the maximum incubation period.

The company and TMC should consider a list of items, including but not limited to the following, when arranging a quarantine accommodation:

a) check-in:

- to minimize human contact for cross-border workers, check-in counters are placed in independent spaces and room keys prepared in advance to shorten the waiting time in the lobby;
- guidelines for precautions (e.g. meals, laundry) during the quarantine period are provided at check-in or in advance in the room;
- luggage goes through disinfection procedures outdoors and are delivered to the guest rooms under a contactless procedure;

b) meal service (in-room dining):

- meals are delivered to each room in a contactless manner, and cross-border workers are notified of the arrival of the meal through a knock/bell or phone calls;

c) housekeeping (guest room):

- given the length of quarantine period, room amenities (e.g. toiletries, towels) are sufficiently provided in advance and be delivered under a contactless procedure if necessary;
- eliminate housekeeping tasks that require hotel staff to enter the guest room during the quarantine period;
- hotel staff collects waste from the guest room under a contactless procedure;
- laundry detergents are placed in the guest rooms for guests to use when necessary;
- when a guest checks out, all surfaces are sterilized with extra care on high-contact areas.

6.5 Disinfected buses

Disinfected buses refer to the ground transportation vehicles used for group movements in the course of the business trips. The primary uses of the disinfected buses are for transporting cross-border workers to screening stations, quarantine accommodations, airports or commuting as a group.

The company and TMC should consider the a list of items, including but not limited to the following, when arranging a disinfected bus:

a) securing a vehicle:

- a sufficient number of vehicles is secured to ensure physical distancing between passengers (e.g. 23 passengers for a 45-passenger bus);
- a spare vehicle is secured for passengers displaying symptoms;

- b) vehicle disinfection:
 - keep windows and doors open before departure to enable ventilation;
 - disinfect high touch surfaces (e.g. doorknobs) at least once a day;
 - provide preventative equipment (e.g. hand sanitizer, thermometer);
- c) seating assignments:
 - allocate window seats as much as possible and leave adjacent seats empty;
 - assign designated seats for effective tracking in order to check passengers in close-contact when a patient is confirmed;
 - seat assignment information is given in a contactless manner via smart devices (e.g. mobile) to prevent passengers from gathering in one spot to check their seats.

Figure 7 is an example of a seating assignment.

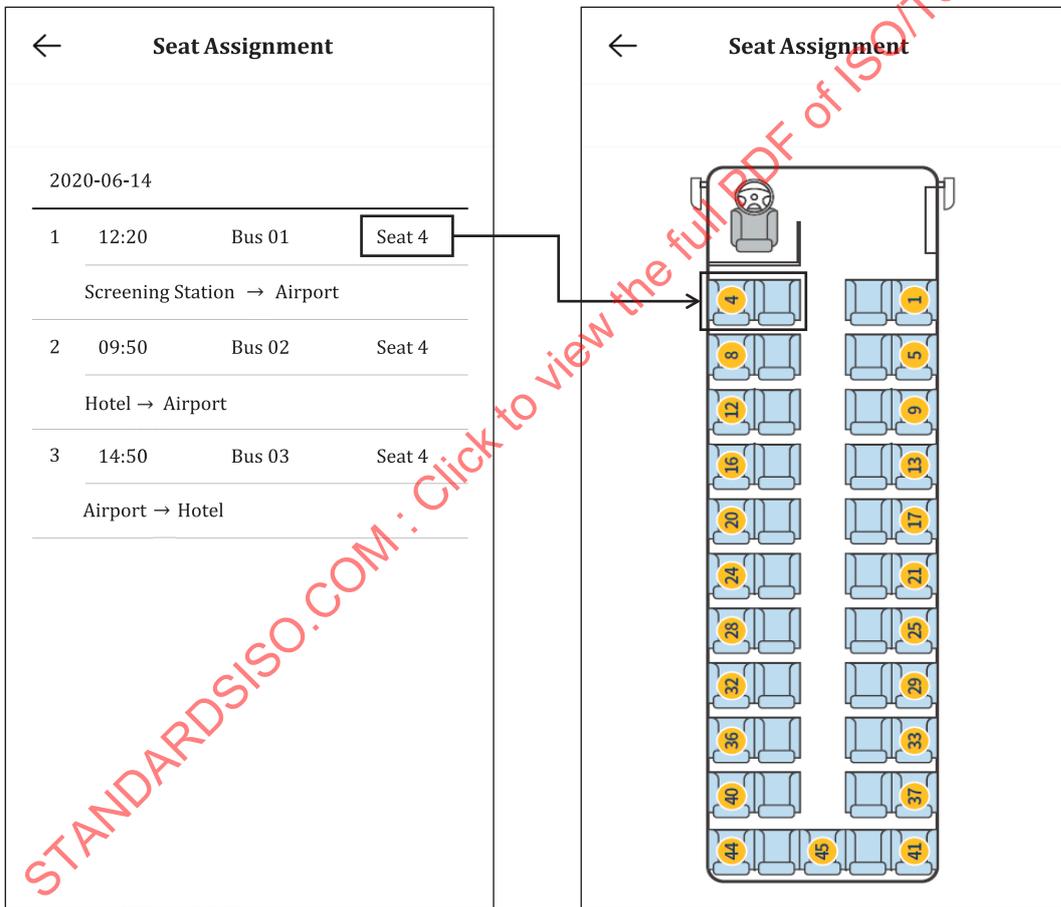


Figure 7 — Example of seat assignment information provided via digital application

7 Cross-border workers

7.1 General

During the entire business trip amidst a pandemic, it is most important for cross-border workers to practice preventive measures for personal hygiene in order to prevent viral infections.

Basic personal hygiene measures include washing hands, wearing masks, and social distancing.

In addition to the above basic hygiene measures, the preventive measures specified in 7.2 to 7.6 should be taken when using services of each service provider.

7.2 Testing for respiratory virus

The following measures should be taken when undergoing a respiratory virus test:

- remain seated within the designated waiting area keeping a safe physical distance;
- while waiting to be tested, refrain from eating and talking to other people in the room or on the phone;
- face covers should be worn at all times except when being tested.

7.3 When using charter flights

The following measures should be taken when using a charter flight:

- a) upon check-in and boarding:
 - use self-service technology such as check-in kiosks, or airline website or application to minimize contact;
 - while waiting to board, refrain from visiting densely populated areas such as duty-free shops, restaurants, convenience stores;
 - refrain from changing seats unless guided to by the airline staff to maintain physical distance from other passengers throughout the flight;
- b) in-flight:
 - except for in-flight meals, refrain from eating and drinking, and wear a mask immediately after eating;
 - avoid lavatory queuing;
 - minimize requests and orders from the cabin crew;
 - notify the cabin crew of any symptomatic event;
- c) when disembarking:
 - when disembarking, except in unavoidable circumstances (e.g. health and security issues), the passengers in the front row will get off in order according to the guidance of the cabin crew;
 - adhere to the instructions of the airline staff and ensure physical distancing is observed.

7.4 When staying in quarantine accommodation

The following measures should be taken when staying in a quarantine accommodation:

- a) check-in:
 - following arrival, check-in to the room assigned and refrain from visiting any other facility;
- b) quarantine after check-in:
 - observe the procedures provided by the quarantine accommodation;
 - remain within the assigned room at all times;

- requests are made via phone calls and answered to through a knock-and-drop delivery;
- conduct daily self-symptom check and submit records to the relevant public agency (e.g. health authorities) of the destination country;
- after eating, place any trays and/or utensils outside the room so that it can be retrieved from the room;
- waste created within the guest room should be sterilized, sealed, and placed outside the room for pick-up;
- laundry generated during a stay is self-washed in the room.

7.5 After being released from quarantine

The following measures should be taken after being released from quarantine:

- use a disinfected vehicle when commuting;
- avoid densely populated areas and refrain from touring or visiting unknown places;
- prepare a packed meal or use take-out services;
- conduct self-symptom checks daily and share recorded data with the company.

7.6 When using a disinfected bus

The following measures should be taken when using a disinfected bus:

- a) when boarding:
 - check for fever before boarding, and take a separate vehicle if temperature exceeds 37,5 °C;
 - sit in the assigned seat;
- b) when on-board:
 - refrain from talking to others or talking on the phone;
 - when coughing or sneezing, cover the mouth and nose with a tissue or sleeve;
- c) when disembarking:
 - maintain a proper distance (1 m to 2 m) when disembarking from the vehicle.