



**PAPUA NEW GUINEA  
JOINT AGENCY TASK FORCE  
NATIONAL OPERATIONS CENTRE 19  
(JATFNOC19)**



**STATE OF EMERGENCY**

**OFFICE OF THE CONTROLLER**

**EMERGENCY DIRECTION - QUARANTINE**

**Quarantine Instructions – International Travellers**

Specific Instructions have been developed for the processes of individual agencies at various stages of the entry and quarantine:

Check-in – Self-Funded

- PNG Citizens PNG Permanent Residents seeking to return to Papua New Guinea (PNG) should contact the Department of Foreign Affairs and International Trade (DFAIT) to arrange travel.
- Non-PNG citizens are required to make application in writing to the National Operations Centre at [covid19-admin.logistics@police.gov.pg](mailto:covid19-admin.logistics@police.gov.pg) to enter PNG. The National Operations Centre will process these applications and forward them to the Emergency Controller for approval. (No one else has been delegated to approve this other than the Emergency Controller.)
- Self-Funded Travellers are required to provide evidence to Immigration officials with relevant information relating to intended travel to PNG including hotel booking details.
- PNG citizens requiring Government funded accommodation and travel are to liaise with DFAIT who will make appropriate arrangements.
- Self-funded travellers are to provide evidence that they have already paid 14-days quarantine at an approved hotel, or provide a copy of the document signed by the SOE Controller exempting them and stating where they will quarantine instead. (No one else has been delegated to approve this other than the Emergency Controller.)

Airport process – Pre-arrival and arrival processing – all agencies

AIRLINE FACILITATION

Refer to the Airline standard operating procedure covering the following areas;

- PA Announcements incorporating 5 precautionary measures to take.
- Pre-Flight.
- Inflight.
- Social Distancing.
- Potential Suspect Traveller on Board.
- Clearing Flight.
- Baggage Handling.



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- Aircraft Fumigation.
- Aircraft Waste Management.

#### IN FLIGHT

- All cabin crew will wear face masks at all times.
- All passengers will be provided hand sanitiser when boarding aircraft.
- All passengers will be provided a face mask that must be worn at all times whilst on board.
- No in-flight catering to be provided.
- All passengers are to maintain social distancing.
- Family members who reside in the same dwelling may be excluded from social distancing measures.
- All passengers will be provided hand sanitiser when disembarking aircraft.
- It is mandatory for all arriving passengers including Aircrew to complete a Health Declaration Form (HDF) in-flight.

#### TERMINAL – PRE-ARRIVAL Facilitation

- All inbound International Flights will be directed to the VVIP (APEC) Terminal at Jacksons International Airport.
- Airline must provide passenger data on booked Passengers on Board (POB), including Aircrew, the day before any of their flight movements – for resource planning and to ensure concurrence with number of Health Declaration Forms collected.
- All personnel working at the airport are to be fully equipped with personal protective equipment (PPE) prior to arrival of all International Inbound Flights.
- Respective airlines are to be responsible for Public Announcements in relation to COVID-19 awareness (emphasis on social distancing).
- Airline representatives, NDOH/WHO staff, and airport security are to be on site at their deployment locations prior to arrival of all International Inbound flights.
- NAC duty teams are visible and on site to support NDOH/WHO team where needed for all international inbound flights.
- NAC Airport Operations Control Centre (AOCC) to confirm if there are any changes to flight timings and advise NAC duty teams at the international terminal accordingly. NAC duty team to then inform respective concerned airport stakeholders including NDOH/WHO team.

#### TERMINAL - ARRIVAL (DISEMBARKATION INTO TERMINAL)

- All inbound passengers and Aircrew will be subject to the Health Screening process prior to entering into the country through CIQ processing.
- Any inbound passenger refusing to undergo the health screening will be answerable to the Airport Police and NAC AVSEC.
- Any inbound passenger making snide and disrespectful comments/remarks about the health screening process will be answerable to the Airport Police and NAC AVSEC.



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NATIONAL DEPARTMENT OF HEALTH (NDOH) – HEALTH SCREENING OF  
INBOUND PASSENGERS

- All arriving passengers including Aircrew will be subject to thermal screening measures in place.
  - a) The first temperature reading is conducted using the Thermal guns; and
  - b) The second temperature reading is a full body thermal scan conducted using a Thermal camera.
- If the temperature reading is below 37.4°, the passenger or Aircrew proceeds to hand in their HDF to the NDOH/WHO team and proceed down the ramp to CIQ processing in the Arrival Hall.
- Any passenger or Aircrew with a consistent high temperature reading of 37.4° or above after 3 Temperature readings will be immediately separated and taken to the isolation room for NDOH further assessment. NDOH will then decide to invoke the national Quarantine/Isolation procedure based on their further assessments.
- Any passengers that have answered “YES” to any of the questions in the form will be subjected to further interview and action from NDOH at their Health Desk.
- NDOH Rapid Response Team will attend to the passenger or Aircrew and collect samples for further testing.
- For any Aircrew member, NDOH must advise the concerned Airline, NAC, and CIQ accordingly.

TERMINAL – FACILITATION OUT OF TERMINAL BUILDING (POST-CIQ  
PROCESSING)

- After all passengers (excluding Aircrew) have completed CIQ processing, they are to exit (with their baggage) out of the Arrival Hall through the designated exit and out to Airside.
- A clear pathway will be cordoned off for passengers to walk further down to the Ceremonial Carpark.
- There will be designated areas, cordoned off and signposted for each Hotel for the assigned buses for immediate transporting of passengers to the Quarantine locations.

TERMINAL – ARRIVAL WAITING CONCOURSE

- Public will be restricted from all and any access to the APEC terminal.
- No Meeter and Greeter’s (including family, friends) will be allowed to wait outside the APEC terminal.
- No public loitering at the airport will be allowed. There must be a specific and valid reason for being on site at the airport. NAC AVSEC and contracted security officers will remove anyone found to be loitering.

TRANSPORT – AIRPORT TO QUARANTINE FACILITY

- Following CIQ processing arriving passengers are sorted into groups, for each Hotel registered to receive passengers from that flight. Buses allocated for carriage of passengers



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and luggage to each Hotel will collect their allocated passengers. Drivers will be wearing face masks. Passengers must wear masks and gloves prior to boarding buses.

- Buses may have Corrections Officers of RPNGC personnel on-board. Personnel assigned to buses must be issued with PPEs relevant to task being performed.
- Passengers prior to embarking transports must have their particulars taken and luggage must also be recorded. Passengers wear masks and gloves upon entry and load own luggage onto vehicle designated for luggage from Airside Jackson's International Terminal. Passengers must practice social distancing protocols from each other and assigned security personnel.
- Buses to exit international terminal from Ceremonial Car park and driven directly to quarantine sites.
- In the unlikely event of any traffic incident the following should happen:
  - a) Escort vehicles and personnel lock down scene and form perimeter, advise NOC and redirect traffic.
  - b) Traffic units to be called in to investigate and make report.
  - c) Assess damage to vehicles, injuries security personnel and passengers prior and update NOC.
  - d) NOC to call for ambulance and advise emergency responders of nature of convoy, its passengers and intended destination. In the event a passenger or passengers sustain injuries NOC must alert PMGH of incoming patient to prompt PMGH to put in place protocols for patient.
  - e) Another bus to be dispatched to assist in evacuation of passengers to intended quarantine site.
- Any other incidents such as reaction of crowds towards convoy its passengers and quarantine site must be reported to NOC.
- Buses are to avoid stoppages along the route. Windows on all vehicle to be closed.
- Passengers handed off to security personnel at quarantine sites after head count of passengers.
- Buses and Vehicles to have all commonly touched surfaces and windows wiped down at respective quarantine sites after every drop off until next tasking.

#### SECURITY AT QUARANTINE SITES

- Security at quarantine sites to be layered into:
  - Layer 1: Private Security Contractor to manage security of site perimeter.
  - Layer2: Correctional Service members may provide security of NDOH staff within site and ensure those in quarantine strictly adhere to NDOH quarantine requirements, guidelines and processes.
  - Layer 3: Police may provide security outside site and erect cordon to create buffer between site and main public road ways.



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- CS and NDOH personnel to take headcount and record all disembarking from bus. Records must also include luggage.
- NOC shall take note of areas where subjects are quarantined and make regular checks to ensure those in quarantine strictly adhere to NDOH quarantine requirements, guidelines and processes.
- NDOH and CS personnel must be in appropriate PPE and exercise social distancing when documents or items are exchanged. Social distancing must also be followed by all quarantined persons when out of their lodgings.
- All information is to be passed electronically by email.
- Contracted security to provide site security to ensure integrity of site. Access into the quarantine facility is controlled by the contracted security provider, whose personnel must also be issued with PPE such as gloves and face masks.
- Entry to the accommodation blocks is to be restricted. Touch points are to be disinfected by contracted firm / establishment cleaners
- There are to be no visitors for persons in quarantine.
- All layers of security to ensure safety of all on site from external threats and prevent movement of those in quarantine outside of assigned lodgings or site.

#### Quarantine location protocols

- Each facility identified as appropriate to locate persons undertaking isolation are to ensure high standard of cleanliness, housekeeping at all stages of processing and management of rooms.
- The protocols that are in place are to ensure the safety of staff, persons in isolation, security personnel and other guests.
- The protocols are also to reduce the risk of cross contamination.
- Recognised PPE is to be utilised at all stages of dealing with guests, administration, reception and housekeeping.
- Where possible, air conditioner filters are to be replaced, bagged and disposed of as toxic waste

#### Testing

During the period of quarantine each person will undertake a Covid19 test, conducted by a relevant professional at the cost of the Government. The result of that test will NOT affect the duration of the quarantine.



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Expectation of Quarantined Persons

- Pax will go directly to their assigned room.
- Contact with any guest or staff member shall not occur.
- Upon entry to their room, the door will be locked, and the Pax will remain within the room for the duration of the 14 days.
- No visitors allowed into rooms.
- Meals will be delivered to the rooms, 3 times per day as per the schedule.
- Meals will be delivered to the door for the occupant to collect.
- There will be no contact with staff members.
- There will be a set menu per day, and assistance will be provided for any specific dietary requirements;
- Meals will be served with disposable cutlery and crockery;
- All room waste will be placed in rubbish bags provided;
- All waste bags will be retained within the room until a coordinated collection is arranged;
- Cleaning and housekeeping services will not be provided;
- Fresh towels, linen and additional amenities will be available upon request, delivered to the door;
- Room service (food) and other items (books, magazines, alcohol (limits apply)) may be purchased through the Hotel at the discretion of the Hotel at the occupants' expense;
- Alcohol consumption is to be moderated;
- The health and wellbeing of the Pax is to be monitored throughout the duration of the quarantine period;
- Police and/or Correctional Services staff may conduct random compliance testing to ensure the integrity of the quarantine;
- All breaches of the quarantine protocols are to be reported;
- A mask and surgical gloves are to be provided to each Pax for use only in the case of an Emergency evacuation;
- There shall be no Pax access to any Hotel facilities including but not limited to the bars, gym, pools, lounges etc;
- Should an alarm sound and an evacuation is required, contact is to be minimised and social distancing adhered to;
- Should a Pax become ill or start showing any symptoms of the Covid19 virus, contact medical services;
- No person with Covid19 like symptoms shall leave their room without the written authority of the Emergency Controller except in the case of an emergency.



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Emergency/medical assistance

- In case of an emergency where the facility is required to be evacuated, PPE is to be used by all staff involved in quarantine process, along with person subject of quarantine. Should the facility be no longer available for use, the NDoH and NOC are to arrange for alternate accommodation.
- In the case of medical assistance being requested, NDoH personnel are to arrange medical treatment at the earliest possible time, at the facility. Should the person require transport to a medical facility, appropriate protocols for transport of suspected COVID19 cases is to be followed.
- Persons may only leave their designated room prior to the expiration of their 14-day quarantine:
  - a. for the purpose of obtaining emergency medical care;
  - b. with authorisation of the Emergency Controller for seeking non-emergency medical care or medical supplies;
  - c. in an emergency; or
  - d. for any reason approved in advance by the Emergency Controller or his delegate.
- Non-compliance with the Order by a non-PNG Citizen or non-PNG Permanent resident shall result in the either:
  - a. Immediate deportation, the cost of which shall be borne by that person, and /or
  - b. Legal action taken for the breach of the Controllers Order.
- Non-compliance with the Order by a PNG Citizen or PNG Permanent resident shall result in the either:
  - a. Legal action taken for the breach of the Controllers Order.
- Responsibility for compliance will also be borne by each Hotel and any breaches may result on punitive action.
- Notwithstanding the content of the above direction, reasonable assistance will be provided in the event of a medical or other emergency.





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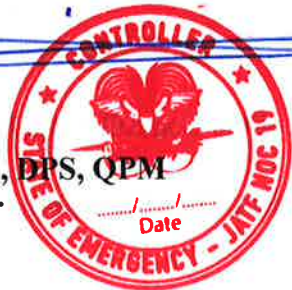


**Legislative authority**

The legislative documents that supports authority includes;

- *State of Emergency State of Emergency*
- *International Health Regulations (2005)*
- *National Agriculture, Quarantine, and Inspection Authority Act 1997*
- *National Health Administration Act 1997*
- *Customs Act 1951*
- *Migration Act 1978*
- *Civil Aviation Act 2000*
- *Criminal Code Act 1974*
- *Internal Security Act 1993*
- *Correctional Services Act 1995*
- *Other legislation as necessary*

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Emergency Controller



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