



衛生防護中心
Centre for Health Protection

Infection Control Branch

**Health Advice for
Handling Mail, Food Product and Packaging
on Prevention of COVID-19
(Interim)**

The risk of contracting COVID-19 from mail, food product or packaging is considered to be low. According to World Health Organization, the delivery was safe provided the provider follows good personal and food hygiene practice. To further minimise the risk of transmission of COVID-19 while handling mail, food product and packaging, members of the public are advised to maintain high standards of hygiene and cleanliness by adopting the following measures:

I. Health Advice for Workers

A. Maintain Good Personal Hygiene

(a) Practise good personal hygiene:

- i. Proper hand hygiene is one of the key infection control measures (e.g. washing hands before or after handling goods, after cleaning-up, after handling refuse or other dirty items and after visiting toilet).
- ii. Avoid touching nose, eyes and mouth.



- (b) Practise good hand hygiene:
 - i. Wash hands with liquid soap and water, and rub for at least 20 seconds. Then rinse with water and dry with a disposable paper towel. When the hands are cleaned, do not touch the water tap directly again (for example, using a paper towel to wrap the faucet before turning it off). If hand washing facilities are not available, or
 - ii. When hands are not visibly soiled, hand hygiene with 70-80% alcohol-based handrub is an effective alternative.
- (c) Check body temperature regularly. Those with fever or respiratory symptoms or sudden loss of taste/smell should refrain from work, wear a surgical mask, avoid going to crowded places and seek medical advice promptly.
- (d) Wear mask and keep adequate social distancing with others when in common facilities (e.g. resting room, changing room, conference room, pantry etc.) of the workplace. In case wearing mask is not feasible, for example when having meal or performing heavy manual work, one should keep adequate social distancing of at least 1.5 metres with others.

B. Maintain adequate social distancing

- (a) Reengineering the work flow and design, e.g. setting up workbench only on one side of the production line to prevent staff having face-to-face situation, excluding non-essential personnel, divide staff into different groups and reduce communication and physical contacts between different groups.
- (b) Add markings at work station to remind staff on social distancing
- (c) Special attention when having meals
 - i. Staff are advised to stagger their meal time
 - ii. Perform hand hygiene before meal, removing or putting on mask.
 - iii. Keep distancing of at least 1.5 metre and avoid sitting face-to face with others when having meals. Or having meals at designated areas with effective partitions.
 - iv. Avoid talking without mask while having meals as far as possible. Talk only after finishing meals and after putting on masks.
 - v. Perform environmental cleaning and disinfection after meal time.

C. Maintain environmental hygiene

- (a) The premises need to be adequately ventilated. Change and clean the filter of the ventilation system regularly according to manufacturer recommendations. Ensure exhaust fans are in proper function.
- (b) Ensure the drainage system functions properly. Pour about half a litre of water into each drain outlet (U-traps) once a week.
- (c) Clean and disinfect frequently touched surfaces such as the equipment and surfaces of (i) working stations; (ii) delivery vehicles; (iii) containers; and (iv) storage areas daily with 1 in 99 diluted household bleach (mixing 1 part of household bleach containing 5.25% sodium hypochlorite with 99 parts of water), leave for 15-30 minutes, and then rinse with water and wipe dry. For metallic surface, disinfect with 70% alcohol.
- (d) Frequently clean and disinfect high touch points/areas such as door knobs, tabletops, containers, and meal areas.
- (e) If places are contaminated by respiratory secretions, vomitus or excreta, use absorbent disposable towels to wipe them away. Then disinfect the surface and neighbouring areas with 1 in 49 diluted household bleach (mixing 1 part of household bleach containing 5.25% sodium hypochlorite with 49 parts of water), leave for 15-30 minutes and then rinse with water and wipe dry. For metallic surface, disinfect with 70% alcohol.
- (f) Cleansing and disinfection of environment and objects with cloth by wiping or physical rubbing is recommended as the most effective means of disinfection. Under special circumstance and sector where wiping or physical rubbing are not practically applicable, spraying of disinfectant to objects should be carried out with caution to avoid possible occupational health risk.
- (g) Rubbish should be properly wrapped up and discarded into garbage bins with lids. Empty garbage bins at least once a day.

D. Measures to be adopted during delivery

- (a) Perform hand hygiene when indicated.
- (b) Remind the customer to wear mask properly while receiving delivery goods.
- (c) The couriers should wear mask properly during the delivery process.
- (d) Keep adequate social distancing as far as feasible.
- (e) Ensure contactless delivery and collection as far as feasible.
- (f) Where possible, encourage customers to choose touchless method to minimise physical contact, e.g. use their own mobile device to confirm receiving of goods, payment by electronic means. Or else, the device need to be cleaned and disinfected after each delivery.
- (g) Car, refrigerator, freezer and container for transportation need to be cleaned and disinfected properly with 1 in 99 diluted household bleach (mixing 1 part of household bleach containing 5.25% sodium hypochlorite with 99 parts of water), leave for 15-30 minutes, and then rinse with water and wipe dry. For metallic surface, disinfect with 70% alcohol.

II. Health Advice for Members of the Public

A. Maintain good personal hygiene

- (a) Wear mask properly while going out for shopping.
- (b) Minimize touching public items or surfaces.
- (c) Perform hand hygiene after touching public items or surfaces.
- (d) Avoid touching eyes, mouth and nose before performing hand hygiene.
- (e) Maintain the reusable shopping bags clean and wash regularly.

B. Measures to be adopted during delivery

- (a) Choose contactless delivery to reduce social interaction if available.
- (b) Wear mask properly while receiving goods.
- (c) Keep adequate social distancing of at least 1 metre from the courier as far

as feasible.

- (d) Use contactless payment as far as feasible.
- (e) Wash hands after handling the delivery.

C. Cleaning and disinfection of packaging

- (a) Perform hand hygiene after touching potentially contaminated items such packaging is most important to prevent the acquisition of COVID-19.
- (b) Points to note if disinfection of packaging would be performed:
 - i. Disinfectant should:
 - Be proofed to be effective against SARS-CoV-2;
 - Compatible to the packaging material;
 - Used according to the manufacturer recommendations.
 - ii. Perform hand hygiene after cleaning and disinfection of the packaging.

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