

## OIA 19-239: Customs' Operational Procedure document Excerpts

### OPS PRO 030 – Recognised and Spontaneous Refugees

#### Cultural awareness

1. Before arriving in New Zealand refugees (both quota and spontaneous) may have been subject to individual, family, community or religious trauma. They may have experienced long periods of harsh living conditions and separation from their families as well as deprivation of human rights. Officers should remain conscious of this when questioning a refugee or undertaking a baggage search.
2. Offices are also expected to be sensitive of cultural differences when interacting with refugees. Cultural awareness includes (but not limited to) the following:
  - male passengers of some faiths may find it unacceptable have a search undertaken by a female officer. Male passengers with a religious or cultural objection to being searched by a female officer must be searched by a male officer
  - the holy books and religious artefacts of any faith, while being subject to search, must be treated with respect. They should not be handled by dirty hands. Gloves must be worn if an officer needs to pick up any religious artefacts. Objects should not be put on the floor or with shoes or underclothes. The passenger should be allowed to point out holy books and religious artefacts before the search. It is preferable for the passenger to show the book or object themselves when subject to a search
  - images of the Buddha are a key part of Buddhist religious practice and statues of the Buddha are allowed to be held in possession by Buddhist passengers. Buddha images must be handled carefully and with respect. They must not be picked up by the head and the enlightenment flame (the point on the head) should not be cut or filed
  - in some faiths, most notably the Muslim faith, if dog hair or saliva comes into contact with an individual's clothing or religious artefact, it renders these items defiled. If a search dog touches such a passenger they will wish to make ritual ablutions and change clothes. This must be allowed.

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### OPS PRO 038 – Searching of People

#### Cultural awareness

3. All officers are expected to be sensitive of cultural differences when conducting searches.
4. Cultural awareness includes (but not limited to) the following:
  - male detainees of some faiths may find it unacceptable have a search undertaken by a female officer. Male detainees with a religious or cultural objection to being searched by a female officer must be searched by a male member of staff. All female detainees must be searched only by female staff. Some detainees normally wear religious/cultural headwear (for example, Sikh turbans, Jewish yarmulkes, Muslim caps/headscarves, Rastafarian hats). Such headwear is subject to searching, but care must be taken to treat it with respect. Detainees should be asked to remove, and where necessary unwind, headwear themselves in the first instance. Officers should only intervene if the detainee fails to cooperate with the request. In addition to physical searching of headwear, the use of aids should be considered a hand-held metal detector or MPI X-ray
  - the Qur'an forbids the nakedness of Muslims in front of others. However, full searches are allowed under Islamic law when such a search is necessary for the security and safety of individuals or the border
  - Sikh passengers may carry a Kirpan (small knife). Aviation Security rules have been relaxed in some countries and this may be worn through the arrival process
  - the holy books and religious artefacts of any faith, while being subject to search, must be treated with respect. They should not be handled by dirty hands. Gloves must be worn if an officer needs to pick up any religious artefacts. Objects should not be put on the floor or with shoes or underclothes. The detainee should be allowed to point out holy books and religious artefacts before the search. It is preferable for the detainee to show the book or object themselves when subject to a search
  - images of the Buddha are a key part of Buddhist religious practice and statues of the Buddha are allowed to be held in possession by Buddhist detainees. Buddha images must be handled carefully and with respect. They must not be picked up by the head and the enlightenment flame (the point on the head) should not be cut or filed
  - in some faiths, most notably the Muslim faith, if dog hair or saliva comes into contact with an individual's clothing or religious artefact, it renders these items defiled. If a search dog touches such a detainee they will wish to make ritual ablutions and change clothes. This must be allowed
  - if search dogs (DDD or EDD) are used in a room search they should not be allowed to touch holy books and artefacts. Detainees may be issued with, and allowed to cover holy books and artefacts in a clear plastic pouch to prevent dogs touching them directly. The detainee should be allowed to present religious artefacts from their person so that the searching staff can search them by hand before the room is searched. Suspicion that the dogs have conveyed saliva to the book or object would make it defiled in many faiths. Search room blankets, robes etc. should be changed where the detainee feels that it has been defiled.



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### *PO POL 02 – International Gift Exchange Policy*

#### **Appropriate Gifts and Gift Wrapping**

In choosing an appropriate gift, it is important to consider the cultural situation in hand. For example, gifts of alcohol to a Muslim would be highly offensive (see chart below). Gifts should not be overly personal or too extravagant, both of which may cause embarrassment.

<b>Country/Region</b>	<b>Gift giving etiquette</b>	<b>Inappropriate gifts</b>	<b>Wrapping</b>
<b>Middle East or Muslim countries (e.g. Indonesia)</b>	Present gift using right hand or both hands (the left hand is considered unclean).	<ul style="list-style-type: none"><li>▪ Alcohol or any product which contains alcohol (e.g. perfume)</li><li>▪ Leather items (esp. pig skin)</li><li>▪ Items containing non-halal meat.</li><li>▪ Knives or sharp items (including letter opener)</li><li>▪ Artwork depicting the human body.</li></ul>	

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