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## WHSE ALERT - Coronavirus (COVID - 19) – Hygiene

### You are attending an occupied site – what to do

You have been engaged to undertake a repair at an occupied site. Like yourselves we wish to ensure your workers are able to undertake the repair in a safe and efficient manner. The following are some tips that we ask you consider to assist us to complete the repair in a safe and efficient manner. By working together we can both ensure works are still completed during this time.

### Attending Client Sites

When attending sites it is important that we maintain our hygiene and be visible about this in the current environment. With shortages in hand hygiene materials there are a number of options available to our site staff and contractors when attending sites.

### Customer Contact

It is important that you feel safe when attending sites. If there are any concerns when making a customer booking or when at site contact should be made with the Bay Building representative.

When making contact with a client to booking a time to attend the property politely ask the following:

*“Is anyone in the premises in isolation due to the virus?”*

If the answer is **“yes”** then:

*“Is the reason for the isolation because someone is affected by the virus or has travelled overseas”*

Please let your BBG representative know if the insured has answered yes to the above and if possible the reason for the isolation. If a customer or anyone in their home are affected by the COVID-19 (Coronavirus) virus do not proceed with booking repairs until you have received communication from your BBG representative.

### Contractors and Site Staff Attending Site

Do not attend site if you have been exposed to the conditions that make you a potential carrier of COVID-19, including:

1. No international travel within 14 days of the proposed visit
2. No signs of flu like symptoms
3. No known direct contact to confirmed carriers of COVID-19 and/or if you have been diagnosed with COVID-19 virus.

### Hand Hygiene

There are a number of ways to maintain your hand hygiene when attending site:

*Option 1 – Antiseptic Hand Sanitiser (Anti-bacterial sanitisers are not effective on COVID-19)*

- Use hand sanitiser prior to visiting the occupant
- Greet the occupant maintain the social distancing requirements (1.5m outside is the best arrangement)
- Inspect works and complete works maintaining social isolation. Avoid touching face and eyes during works and regularly maintain hygiene if works are of a longer duration.
- Use hand sanitiser when works/inspection have been completed.

Issued By: Chris Munday

Date : 23<sup>rd</sup> March 2020

Doc No. WHSMS-7.4.3/SA/014

### *Option 2 – Disposable Gloves & Soap/Sanitiser*

- Put on disposable gloves prior to attending occupied site.
- Greet the occupant maintaining the social distancing requirements (1.5m outside is the best arrangement)
- Inspect works and complete works maintain social isolation. Avoid touching face and eyes with gloves during works/inspection and replace gloves (after washing hands with soap or sanitiser) if they become damaged.
- When removing gloves wash hands with soap and water or use sanitiser. Ask the occupant if you can access the outdoor tap to wash hands with soap or if they are fine with using the in-door sink.

### *Option 3 – Soap and Water*

- Using this option will require the use of soap/water and the drying of hands on a quick drying towel (your own). Consider carrying soap and a water container in your vehicle for washing your hands.
- Greet the occupant maintain social distancing requirements (1.5m outside is the best arrangement)
- Ask the occupant if they can use their facilities to wash your hands and be directed to the nearest outdoor tap or if they are fine with you using the in-door sink.
- Wash hands with soap or liquid soap. Dry on a quick drying towel (your own).
- Inspect works and complete works. Avoid touching face and eyes during works and regularly maintain hygiene if works are of a longer duration.
- Wash hand with soap and water using the tap as directed by the occupant once work has been completed.

## **Towel**

Disposable towel (such as paper towels) are the best option to use bagging the used towel and disposing at the end of the day. Alternately a quick dry towel is another option with the towel bagged at the end of the day for laundry. It is possible to launder these towels with normal household laundry:

- Remove the clothing to be laundered using disposable gloves
- Do not shake the dirty laundry
- Launder the items as per the manufacturers instructions. Use the warmest appropriate setting and dry items completely
- Dirty washing from COVID-19 affected areas can be washed with other peoples items

## **General Prevention – Hygiene**

As with most viruses, the best way to help prevent spreading it is to maintain good hygiene by adopting the following techniques:

- Practice good hand hygiene – wash your hands often with soap or alcohol-based solutions, particularly before and after eating, as well as after using the bathroom.
- Cover your nose and mouth when coughing and sneezing with tissue or a flexed elbow
- Avoid close contact with anyone with cold or flu-like symptoms.
- Practice cough etiquette, cover coughs and sneezes with disposable tissues or clothing, and clean your hands.
- Avoid shaking people's hands to minimise the risk to yourself and others.
- Maintain social distancing whenever possible by keeping 1.5m away from other people.