

The 1.5 metre society and its impact on cleaning

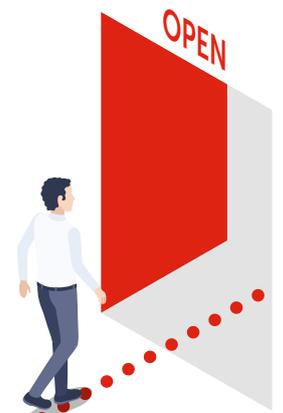
Client information

The coronavirus crisis has had a huge impact on our world. Every sector is busy adjusting to the '1.5 metre society'. And the same applies to the cleaning sector. We aim to optimise our services to match your adjusted working methods and introduce the necessary changes to our cleaning activities. This information sheet details how we can work together to make our transformation to the 1.5 metre society as easy as possible. It also provides an overview of the issues we are both facing. We aim to discuss this in more detail when you meet with your Gom contact person as this will ensure that our services are aligned optimally to the new situation.

Reopening a building - technical cleaning aspects

You are probably already busy rearranging workstations to ensure sufficient distance, establishing walking routes, producing lift use instructions and many other issues. There is a distinct possibility that our current cleaning agreements will no longer tie in with these changed circumstances.

Like us, you may also be considering all the issues that facilitate cleaning, such as the attendance room and any key issue procedures. All new situations require adaptations from building users and probably also from our cleaning. This will enable us to reduce the risk of infection and adapt together to the 1.5 metre guideline.



What we ask of you

If we work in your building when the building is in use, we will also need to enter rooms where your employees are working. This could include smaller office rooms. It is difficult for our employees to work safely within the 1.5 metre guideline, certainly in more confined spaces. They will be wearing a vest with text that requests that others keep a 1.5 metre distance, but could you also please inform your building users of this? Our sector association OSB summed this up nicely with: 'Give the cleaner space'. We would be happy to help you produce information about this, including information at the entrance area for your visitors.

It is also important to check that the cleaning schedule is sufficient for the new wishes and requirements. You can't see the virus, which is why more than before we will also clean to remove

non-visible contaminants. An additional focus on cleaning key touchpoints, for example, is not an unnecessary luxury.

But there are also other issues that are worth communicating to your building users. Such as how the positioning of the computer mouse indicates whether a workstation is clean or not. We have already incorporated this and other points in a handy checklist that your Gom contact person will go over with you. In this way we can together ensure an environment that optimises infection containment and facilitates the 1.5 metre society in the best way possible.

Give the cleaner space

What preparations is Gom making?

Our district management, supported by a training via our Learn Management system, is currently training our operational colleagues regarding the new guidelines. We are giving this a lot of attention in various ways including via our employee portal. The employee instruction sheet, which includes the RIVM and sector guidelines, serves as a starting point. There are posters in cleaning cupboards and in attendance rooms and staff can retrieve information on smartphones.

A few examples of the topics covered on the instruction sheet:

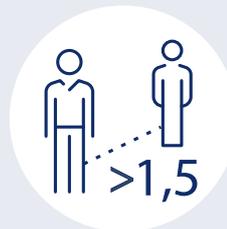
- Legionella instructions (stagnant water in machines, spray bottles and similar).
- Compulsory use of gloves in bathrooms.
- Instructions on restarting machines.
- Clear instruction sheet for cleaning key touchpoints.
- Explanation that disinfection is unnecessary in many cases (good cleaning using the microfibre method is sufficient*).
- Vests should be worn during daily cleaning with text requesting that others keep their distance.
- Instructions for key touchpoints**.
- Position of computer mice to indicate a clean workstation.

We are doing this to ensure that everyone can work safely and that your building users have a pleasant work environment.

* A good quality microfibre cloth used correctly removes all dirt, ensuring that there is no breeding ground for pathogens. The tiny openings between the microfibres make sure water is absorbed together with the dirt. A microfibre cloth can absorb 6 times its own weight in dirt and water (much more than other cleaning cloths). The fibres are also more angular and have a different structure, which ensures that all kinds of contaminants are absorbed.

** Key touchpoints are surfaces that different people touch frequently (meaning everything that you touch with your fingers and hands) such as:

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| <ul style="list-style-type: none">• door handles of internal and external doors• handrails/banisters• light switches and lift buttons• chairs, back and arm supports and underneath the seat• table surfaces• reception desks• telephones• keyboards• computer mice• coffee machines• kitchen appliances | <ul style="list-style-type: none">• doors of kitchen cupboards• taps• TV and remote control• radio equipment• waste bin lid• sanitary facilities:<ul style="list-style-type: none">- toilet seat- flush system- soap dispenser- handrail/support- tap/shower tap- door handle |
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Next steps

It is good to discuss the recommended actions together with your Gom contact person. It will help if you have already considered the points on the checklist on the following page.

Do you have any questions in advance? Please feel free to contact your Gom contact person.





Checklist/discussion points

- Effect of the level of occupancy of a building in the short and long term?
- Has Plexiglass been installed that needs to be included in the cleaning schedule?
- During daily cleaning, are all key touchpoints included in the cleaning schedule at least once a day (see previous page)?
- Is the current cleaning time the most suitable for each room or does this need to change?
- Are there changes/extensions to opening hours, for instance in the restaurant?
- For non-daily cleaning: how do we safeguard that key touchpoints and commonly used areas are cleaned daily?
- Is an inspection round of the bathroom area recommended?
- Is the cleaning we do visible enough, so that your building users feel safe?
- Does equipment need to be added to the schedule (this could include computer mice and keyboards once a week for permanent workstations and once a day for flexible workstations) and what agreements should we make as to when we are allowed to touch this equipment and when not?
- For result-oriented execution: do the agreed cleaning results meet the coronavirus criteria?
- Are building users informed about the impact of cleaning while keeping a 1.5 metre distance, making space and instructions relating to computer mice?
- Issue of keys: introduce tables to create space between people/signing-off measures.
- Discuss agreements on the use of attendance rooms/equipment issue and collecting washing.
- Flexible stations are used by different people. How is it visible that the workstation is clean and ready for use (incl. impregnated cloths or evidence of inspection)?
- Would you like a cleaning station at the reception desk and elsewhere for hand cleaning (service for visitors)?
- Is disinfection required ?(Often this is not required, sometimes it is. We would be happy to inform you of this).
- Are there areas that need additional inspection (commonly used areas) such as the restaurant, bathrooms, entrance, meeting rooms etc?
- Legionella on reopening: In many buildings staffing levels were reduced due to the RIVM measures or the buildings were closed. This increases the risk of legionella infection. Taps, toilets, showers: usually there is sufficient fresh water in the pipes because of the high number of users. But this is possibly no longer the case. You can find information on this [here](#).

Notes (Handy space to list points for discussion)

- changed procedures that impact cleaning
For example: toilets closed due to temporary reduced staffing: more intensive use of other toilets, use of lifts (no. of persons).