

THE FOLLOWING IS AN EXTRACT OF INFORMATION PROVIDED BY

OCS SERVICES

CORRECT AS OF 17 AUGUST 2020

Contact Information

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General Pricing Information

COVID-19 Deep Cleaning Rates

- Metro (min 3 hours) (Normal) - \$356.00
- Metro (min 3 hours) (After Hours) - \$383.60
- Metro (min 3 hours) (Saturday) - \$452.60
- Metro (min 3 hours) (Normal) - \$563.00
- Outer Metro (min 3 hours) (Normal) - \$494.00
- Outer Metro (min 3 hours) (After Hours) - \$535.40
- Outer Metro (min 3 hours) (Saturday) - \$638.90
- Outer Metro (min 3 hours) (Sunday) - \$804.50
- Sub Regional (min 6 hours) (Normal) - \$632.00
- Sub Regional (min 6 hours) (After Hours) - \$687.20
- Sub Regional (min 6 hours) (Saturday) - \$825.20
- Sub Regional (min 6 hours) (Sunday) - \$1,046.00
- Regional (min 10 hours) (Normal) - \$816.00
- Regional (min 10 hours) (After Hours) - \$889.60
- Regional (min 10 hours) (Saturday) - \$1,073.60
- Regional (min 10 hours) (Sunday) - \$1,368.00
- Misting ADDITIONAL - \$300.00

Notice of Engagement Conditions

- Not provided.

Other information provided

- Certificate of completion sample (see following)
- Further commercial background information (see following)



OCS capability and expertise in
the delivery of COVID-19
decontamination cleans

August 2020



April 2020

Thank you for your interest in our capability and capacity to deliver specialist decontamination cleans in response to viral outbreaks such as COVID-19.

Our experience and expertise in providing deep cleans and/or decontamination cleans is unparalleled and with offices across Australia, we have the capability to deliver quick response decontamination cleans to our customers nationwide.

This information pack outlines our key capabilities. It includes a summary of the decontamination process and key considerations such as PPE, chemicals, health and safety considerations and response times. We also illustrate additional COVID-19 information which we believe will be of value to you.

We would welcome the opportunity to discuss our capabilities in more detail and how we can add real value in the delivery of decontamination cleans across any site nationwide.

Please feel free to contact me should you require clarification or further detail on the information contained in this information pack.

Kind regards,

B. Conway

Brad Conway
General Manager Operations, Eastern Region

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A handwritten signature in black ink, appearing to read 'Santhy Pallotta'.

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Introduction

OCS is a recognised local and global leader in Facilities Management Services, and we offer over 100 years of experience in a wide variety of sectors, including Government and Public, Aviation, Commercial, Education, Health and Aged Care and Retail. OCS has been operating in Australia for over **17** years.

OCS Australia is wholly owned by OCS Group Limited, United Kingdom, our corporate governance processes are managed via our parent company. OCS Group Limited is committed to a Board that is responsive to our shareholders and regularly meets in executive sessions presided over by our lead director, who also is the chair of our Corporate Governance and Nominating Committee. Under the leadership of our Corporate Governance Committee, our Board engages in an annual self-evaluation for the purpose of improving performance.

OCS has local capability to provide the following service lines:

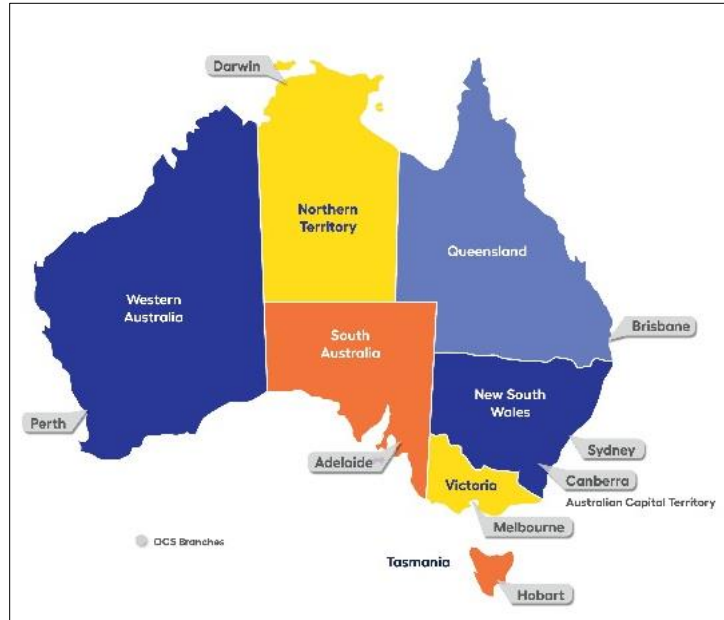
- Commercial cleaning
- General cleaning
- Specialised cleaning services including decontamination cleaning
- GMP and HCAAP accredited
- Facilities management
- Grounds maintenance
- Passenger assistance (PRM) and Aviation support
- Pest control
- Serviced office solutions
- Washrooms & hygiene
- Waste management & recycling
- Preventative and reactive maintenance – electrical, HVAC, handyman, plumbing, painting, fire, carpentry, mechanical & hydraulics, project management.



Coverage

In Australia, OCS employs approximately 1,000 employees and has an annual revenue which exceeds \$70 million. Nationally, OCS services over 100 customers across the corporate, government, education, and small and medium size enterprise sectors.

Our objective is to ensure our customers' experience is second to none. It is therefore fitting you have OCS as a trusted facilities management supplier to partner with you in delivering the cleaning services being sought for your sites. We can operate centrally while still having the ability to deliver locally and ensure you receive prompt and professional services in both routine and emergency situations.



COVID-19 capability

People

In these unprecedented times, OCS has experienced the closure and suspension of a huge number of our regular cleaning sites and now have less than 50% of our staff working. The teams that are working are supporting essential services organisations including healthcare, government, and aviation customers. Our national operation continues to *redeploy* and *reskill* a growing number of our team members to support our customers across Australia. We provide this cleaning to prevent the inadvertent spread of virus and keep our clients essential services operational. We also deploy our specialist service in the case of suspected or confirmed COVID-19 exposure.

In line with our family values, OCS made the decision to invest in our staff and support the government initiative of keeping Australian people available and employed. No matter how tough these times are, we are taking the opportunity to demonstrate to our team members and customers what OCS is made of. We provide this cleaning to prevent the inadvertent spread of virus and keep our clients essential services operational. We also deploy our specialist service in the case of suspected or confirmed COVID-19 exposure.

This approach enables us to meet the needs of our customers. With the downturn in non-essential services a number of our clients have significantly reduced services which means that we have staff all across Australia available to support your evolving needs. Upskilling and training staff new to your sites is simple thanks to having all required systems, processes and procedures already in place.

Even when non-essential businesses are ready to reopen, OCS has many part time and casual team members looking for additional work if the opportunity arises. Therefore, surge capacity is not a problem under any circumstances.



Technology and equipment

Across the board, OCS' focus on innovation provides a point of difference and is one of the strengths of our business. A key to our success is our ability to adapt to client needs to assist in delivering better products and services.

We use the latest approved equipment and chemicals available. For example, right now we have 5 fogging machines across our Australian business to provide the highest levels of protection from COVID-19 to our customers.

Significant experience in the delivery of decontamination cleans

We are trusted by many of Australia's largest organisations to deliver specialist cleans including cleaning of contaminated sites and we have been delivering this specialist service for the several years.

We have also been engaged to deliver a significant number of deep cleans / decontamination cleans for a number of customers in response to the COVID-19 pandemic and at different stages of operations across Australia.

Perth International Airport (PAPL) – OCS has been providing support to PAPL for over 8 years with the provision of specialist cleaning work including hygiene and bio security services to Terminals T1/T2/T3/T4, Alpha Building, Bravo Building, Airside, Landside, Outer Buildings.



We have designed and put together specific SOPs and best practice processes for bio security services. OCS acquired the management of the Airport's bio-security waste directly from The Department of Agriculture. This was done with the support from our regional hubs, training teams, Health & Safety department and wellbeing specialists.

In the past 8 years we have completed numerous jobs in many situations including several for PAPL. These included Clorox T360 fogging and office and cell cleaning, along with surface wipe down and sanitisation in a variety of situations. Our national footprint and infrastructure ensured OCS managed to meet all demands for deep and special cleans in a prompt and professional way.

7-Eleven – We are engaged by 7-Eleven retail stores nationally to provide preventative, reactive maintenance and floor maintenance cleaning services.



In this new COVID-19 environment we are now being engaged in deep cleans as a preventative measure. We have also demonstrated our incident response capability to complete full deep, sanitising, and misting services in the event a contact or direct case is identified.

BUNZL Outsourcing – To support the supply chain network we have been engaged to mist the administration, washrooms, lunchrooms, and despatch areas of key logistics locations in NSW as a preventative measure. This has been undertaken to mitigate risk and provide peace of mind to employees that continue to work and cannot work at home.

Carlton United Breweries (CUB) – As a recognised specialist cleaning provider (GMP & HACCP certified), we have undertaken numerous deep cleans and decontamination cleans for CUB across Australia including QLD, NSW, VIC, SA, WA. This covers numerous office facilities, HACCP cleaning standards and special ad-hoc projects.





OCS' business model

Our business model is one of self-delivery and accountability. This ensures local accountability and a robust support infrastructure ensuring consistency and which follows strict SOPs.

OCS values the relationships we build with our customers and during our journey together we work closely with their teams to deliver tailored solutions that are transparent and cost effective. We do this while remaining agile, robust and proactive.

Since COVID-19

We are leveraging our strong cleaning DNA and our supply chain experts both locally and globally to ensure we can maintain appropriate stock to support our clients. There is unprecedented global competition for the supply of appropriate and effective PPE and chemicals, among other basic items such as bottles, sanitising agents and wipes.

Of course, there are alternative options in the market that claim to deliver many benefits, however these do not meet the globally recognised **TGA – Therapeutic Goods Administration which is a division of Australian Department of Health levels standards**. We take our role and responsibility seriously and our priority is to keep our customers and their staff healthy and safe.

Despite the incredible pressure and demand in the market worldwide, OCS is leveraging from our local and global partnerships with best in class suppliers. We are successfully securing ongoing supplies of the very best products and solutions to ensure seamless protection and support to our customers' frontline staff and wider support teams.

We have leveraged our strong relationship with key essential services customer, Perth International Airport, who we are working with to airfreight in quantities of PPE, chemicals and products. At the same time, we are having daily meetings with our Government clients' personnel to ensure we are listening to and meeting the changing needs.

Our commitment towards our customers is well demonstrated. At the outset of the outbreak, OCS worked with our customer's team to set up the additional onsite cleaning required. This ensured that trained teams were on the ground focussing on regular cleans of high use contact and touchpoints to protect staff and limit risk.

Following this, we sourced cleaning products that were safe and required minimal PPE but were proven to be effective protection against the virus. The concentrated product was delivered and dispatched to all OCS sites across AU. Using its large infrastructure, OCS managed the logistics given the current challenges in moving product and stock.

Throughout the last few weeks, OCS performed multiple special cleans and fogging of offices, full sites and vehicles at many locations across the country and was able to respond quickly and appropriately in all circumstances.

We fully understand the benefits of working in partnership, and therefore OCS works with other stakeholders of our customers to provide collective support and solutions.

The way forward

OCS is working with our global supply partners to secure regular supply of PPE and sanitising agents and products. We have also secured 5 portable fogging units that will support our existing units.

- **Preventative Cleaning** - cleaning of high contact touch points, end of shift cleaning and increased cleaning regimes. This can be supported with periodic misting services as a preventative measure. This service is designed to mitigate risk and provide peace of mind to employees that cannot work from home and must operate within an essential service location.

- **Sanitising & Decontamination of sites**

A two-step decontamination specialist process will be performed. All surfaces need to be thoroughly clean / deep cleaned before they can be misted

- **Deep Cleans** (where areas are soiled) before misting A deep clean is the first phase of any sanitising process. By cleaning and sanitising surfaces to remove oil / dirt and dust that can support and harbour pathogens. We work on a full clean of all surfaces with an approved sanitising agent using a spray bottle and disposable cloths.
- **Misting**, once the location has been deep cleaned misting can be undertaken to improve the sanitisation outcomes. Misting allows chemical to get into areas that may not be obvious or are hard to reach. These areas can still be impacted by droplet exposure and misting assists in mitigation. The added advantage of misting is the residual impact. Most virus need a contact time for chemicals, misting accommodates this process.

Misting can also be used on a periodic basis as a preventative measure in conjunction with a preventive cleaning regime.

We believe that setting up the COVID-19 cleans at your sites is the safest and best approach in prevention or in the event of a known or suspected carrier of the virus being present. And the introduction of the fogging units across Australia will ensure we can respond anywhere very quickly and give you peace of mind.



Global, World Class Partners

OCS is recognised as a leading cleaning organisation in Australia. Due to this, key product and equipment suppliers approach OCS for testing, trialling and validation of their new technologies.

Our day to day and specialist operations are supported by a number of distinguished global best in class supply partners selected very carefully. Our priority is to ensure the supply of proven products that support our delivery of best practice across all the sectors in which we operate.

This strong supply chain puts OCS in a primary position, allowing us to deliver a proven effective solution against COVID-19.

Diversey

OCS and Diversey share a common purpose to protect and care for people every day. As our partner, Diversey provides OCS with cleaning, sanitation and maintenance products, systems and services that efficiently integrate chemicals, machines and sustainability programmes.



OCS and Diversey are combining over 200 years combined experience to bring the right solutions to our clients to win the fight against COVID-19. Global demand is challenging however thanks to our local and global relationship with Diversey we can secure the continuous sourcing of the appropriate cleaning products for all Police sites. These include

- **Virex II 256** – a high level disinfectant for surfaces and critical instruments
- **Crew Smartdose** – is an ethanol-based floor and surface disinfectant and cleaner
- **Divercleanse** – cleaning Hospital Grade Disinfectant Agent suitable for use in shower recesses, bathrooms, washrooms, on tiles, floors and other hard surfaces such as bins.
- **Oxivir Five spray and wipes** – a one-step hospital grade disinfectant cleaner effective against pathogenic micro-organisms including viruses, bacteria, fungi, mould, and mildew.



Bunzl

Operating in 29 countries across 4 continents, Bunzl is another leading global supply partner to OCS. We have a solid standing partnership with Bunzl and they provide OCS with efficient and innovative equipment and products for our cleaning operations. Currently, Bunzl supply OCS with fogging machines and chemicals.



Specialist Plant and Equipment

OCS has invested in specialist plant and technology to facilitate the delivery of decontamination cleaning.

We use a **Clorox Total 360** fogging system which is rated in the top ten products globally and kills all bacteria and viruses on hitting the surface with a quick re-entry time. We use products designed for the use in electrostatic and ULV foggers that fit are for purpose and recognised for their effective against the family of encapsulated viruses like COVID-19. We have included the relevant details on these products in **Appendix 5**.

We currently have Clorox machines in every major centre across Australia (5 in total) to ensure we can provide the highest levels of protection to our customers in the event of an outbreak

We first put in place the Clorox T360 system in conjunction with the PAPL (Perth International Airport). This was to treat and sanitise terminals and areas travelled by those returning to Australia on the repatriation flights at the commencement of the global outbreak. The Clorox system met all PAPL requirements of as an effective solution to effectively sanitise and eliminate any COVID-19 contamination. This high-profile exercise proved the rightfulness of Clorox T360 to bring environments back to a neutral state to protect staff and the public.

Cleaning essential sites: ULV Cold Fogging Machine



The BRC Jh130 is one of the multi usable hand mister / foggers.

Features include a 5 litre tank, a strong motor, high outflow, adjustable droplet size between 5-15 microns and a multiple speed output control.

This is ideal for sanitising and disinfecting large areas.

Clorox Total 360

Clorox Total 360 System is an electrostatic sprayer paired with trusted solutions. It provides superior coverage through proven electrostatic technology and delivers disinfectant and sanitising agents onto hard to reach surfaces. This electrostatic technology enables the sprayed product to reach sides, underneath and behind surfaces. The system is up to four times faster than traditional methods with up to 65% reduction in chemical use with no reduction in effectiveness.

Unlike the traditional trigger or pump sprayer, electrostatic cleaning technology delivers uniform wraparound coverage. Traditional cleaning and disinfecting tools, like trigger sprayers or pump sprayers, aren't designed to efficiently or effectively cover all areas of a surface, increasing the risk of illness throughout your facility.



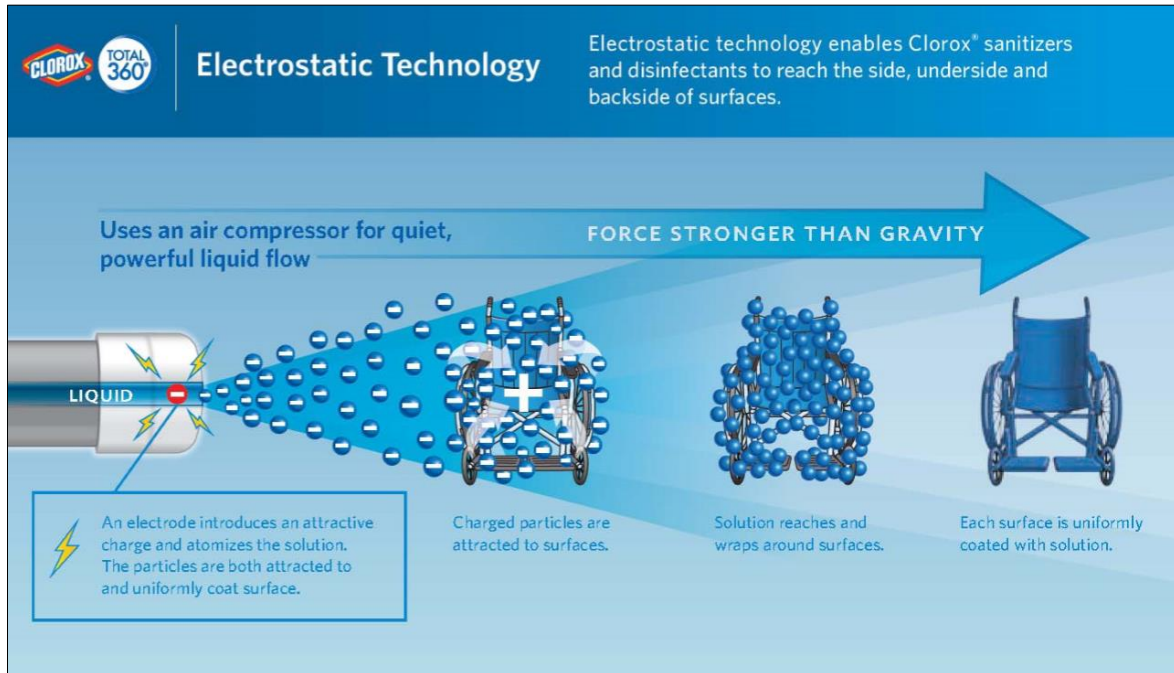
The Total 360® is great for coverage of large square footage areas such as in airports, ambulances, athletic facilities, public restrooms, correctional facilities, offices, and schools. This innovative equipment allows workers to cover up to 18,000 square feet per hour, greatly improving worker productivity.

It is also great for small, hard to reach areas. This equipment is especially useful in situations that typically require workers to spend extra time cleaning tight or small spaces, cracks, and crevices.

Instead of having to use scrub brushes or cloths, cleaning staff only have to point and spray. The wide dispersion of the mist allows the product to coat surfaces evenly, and envelope objects.

Electrostatic technology

- Disinfectant application with a force stronger than gravity
- Attracts solutions to all surfaces, underneath, back, sides and in between. The attraction enables the liquid to adhere to and spread over the entire object or surface evenly.



0.3% Dual Superquat

- Kills 99.9% of bacteria in 5 seconds
- 44 organism claims: influenza viruses, mycobacteria, novovirus in <2mins
- One step disinfectant
- Eliminates odours
- Sanitises soft surfaces
- Inhibits the growth of mould and mildew for up to 7 days
- Designed for healthcare, commercial and childcare applications.

CloroxPro products[†] eligible to be used against virus causing COVID-19 based on the EPA's Emerging Viral Pathogen Guidance

CloroxPro™ Product Name	UPC	EPA Reg. No.	Follow Directions For Use Against Stated Virus (Contact Time)
Clorox Commercial Solutions® Clorox® Disinfecting Wipes	15948 15949 31428 31547	67619-31	Rotavirus (4 min)
CloroxPro™ Clorox® Germicidal Bleach	31009 30966	67619-32	Rhinovirus (5 min)
Clorox Commercial Solutions® Clorox® Clean-Up® Disinfectant Cleaner with Bleach, (Spray)	35417	67619-17	Rhinovirus (30 sec)
Clorox Commercial Solutions® Clorox® Clean-Up® Disinfectant Cleaner with Bleach, (Diluted)	35420	67619-17	Rhinovirus (5 min)
Clorox Commercial Solutions® Clorox® Disinfecting Spray	38504	67619-21	Rhinovirus (30 sec)
CloroxPro™ Clorox® 4-in-One Disinfectant & Sanitizer	31043	67619-29	Rhinovirus (5 min)
Clorox® Total 360® Disinfecting Cleaner	31650	67619-38	Adenovirus Type 2 (2 min)
Clorox Commercial Solutions® Toilet Bowl Cleaner with Bleach	00031	67619-16	Rhinovirus (10 min)
Clorox Commercial Solutions® Clorox® Disinfecting Bio Stain & Odor Remover	31903 31910 31911	67619-33	Rhinovirus (5 min)
Clorox Commercial Solutions® Disinfecting Bathroom Cleaner	16930	5813-40-67619	Rhinovirus (10 min)
Clorox Commercial Solutions® Tilex® Soap Scum Remover	35600 35604	5813-40-67619	Rhinovirus (10 min)
Clorox Commercial Solutions® Hydrogen Peroxide Cleaner Disinfectant	30832	67619-24	Rhinovirus (1 min)
Clorox Commercial Solutions® Hydrogen Peroxide Cleaner Disinfectant Wipes	30830 30831 30833	67619-25	Rhinovirus (1 min)

Clorox Healthcare® Product Name	UPC	EPA Reg. No.	Follow Directions For Use Against Stated Virus (Contact Time)
Clorox Healthcare® Bleach Germicidal Cleaner Spray	68967 68970 68832 68973 68978	56392-7	Rhinovirus (1 min)
Clorox Healthcare® Bleach Germicidal Wipes	30577 35309 30358 30359 31469	67619-12	Rhinovirus (1 min)
Clorox Healthcare® Fuzion® Disinfectant Cleaner	31478	67619-30	Rhinovirus Type 37 (1 min)
Dispatch® Hospital Cleaner Disinfectant Towels with Bleach	69101 69260 69150	56392-8	Rhinovirus (1 min)
Clorox Healthcare® VersaSure® Cleaner Disinfectant Wipes	31757 31758 31759 31760 31761	67619-37	Rotavirus (2 min)
Clorox Healthcare® Citrace® Hospital Disinfectant & Deodorizer	49100	67619-29	Rhinovirus (5 min)
Clorox Healthcare® Broad Spectrum Quaternary Disinfectant Cleaner	30649	67619-20	Rhinovirus (3 min)
Clorox Healthcare® Disinfecting Wipes	31584	67619-31	Rotavirus (4 min)

[†] These CloroxPro products are eligible to be used against virus that causes COVID-19 when used as directed on hard, nonporous surfaces.

For more information, contact your Clorox representative or visit us at www.cloroxpro.com



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NI-50214

Clorox Total 360 compatibility

3-Star System	
Three Stars	No visible surface damage or effect on the material when used in accordance with label directions. No change in the integrity of the material is expected.
Two Stars	Some visible surface damage such as tarnishing or clouding may be seen with long term exposure. Little to no effect on material integrity is expected. Periodic wiping of surfaces with a clean damp cloth to remove residue can help to minimize damage.
One Star	Visible damage to the surface is likely to occur with long term exposure and some effect on material integrity is expected.



	Surface	Examples	 Clorox® Total 360® Disinfectant Cleaner ₄		Surface	Examples	 Clorox® Total 360® Disinfectant Cleaner ₄
Polymers	Acrylics (PMMA)	Phone displays, incubators, X-ray protective shields, isolettes	★ ★ ★	Glass	Etched Glass	Wall panels, bathroom/shower enclosures	★ ★ ★
	ABS	Keyboards, pumps, medical devices for blood access, enclosures for electrical and electronic assemblies	★ ★ ★		Glass	X-ray shields, glass partitions	★ ★ ★
	High-Density Polyethylene (HDPE)	Packaging, trays, bottles, and other industrial plastic products	★ ★ ★		Sapphire Glass	Device screens, protective covers	★ ★ ★
	Polycarbonate (PC)	Medical devices	★ ★ ★	Metals	Aluminum (Multipurpose 6061)	Walkers, isolation carts, seating	★ ★
	Polyethylene terephthalate (PET)	Typical hard molded plastic used for bottles, trays, device exteriors	★ ★ ★		Aluminum Silicate	Instrument trays, walkers, crutches, folding stretchers	★ ★ ★
	Polypropylene (PP)	Hard molded plastic used for bottles, trays, device exteriors	★ ★ ★		Brass	Decorative items, pipe fittings	★ ★
	Polyurethane (PU)	Upholstery, lights, tubing, mattress covers	★ ★ ★		Chrome Plated Metal	Bathroom fixtures, IV poles, gurneys, equipment racks, stools, chairs, grab bars	★ ★
	Polyvinylchloride (PVC)	Furniture, mattress covers, tubing, floors	★ ★ ★		Stainless Steel 316	Sinks, wheelchairs, bed frames, cabinets, carts, trolleys, furniture, fixtures, equipment, counters	★ ★ ★
	Vinyl	Floors, furniture	★ ★ ★		Hard Porous Surfaces	Corian®	Countertops
	Floor Finishes	3M Resilient Scotchguard	Floor finish	★ ★ ★		Formica®	Countertops
Diversey Vectra		Floor finish	★ ★ ★	Glazed Ceramic		Tiles	★ ★ ★
P&G Proline		Floor finish	★ ★ ★	Glazed Porcelain		Bathroom tiles, toilets, sinks	★ ★ ★
Spartan iShine		Floor finish	★ ★ ★	Porcelain Enamel		Coatings on metal appliances, bathtubs	★ ★ ★
				Sealed Granite	Decorative countertops	★ ★ ★	
			Sealed Marble	Decorative countertops	★ ★ ★		
			Soft Surfaces	Cotton (100%)	Furniture, scrubs, privacy curtains	★ ★ ★	
				Polyester (100%)	Privacy curtains	★ ★ ★	
				Polyester/Cotton Blend (50/50)	Scrubs, privacy curtains	★ ★ ★	

Special considerations for cleaning and disinfecting long term care facilities

It is essential that all cleaning and surface disinfecting protocols and reviewed regularly and updated as needed

Disinfect daily all frequently touched surfaces

Location	Commonly Contaminated Surfaces
Entryway & Lobby	Elevator button, handrails
Dining Room	Door handles, chairs
Nurses' Station	Tables, charts, desk, stapler, phone
Team Room	Door handles, table, chairs, light switch
Resident Room	Door handles. Dresser, bedside table, call light
Activity Room	Staff refrigerator handle, faucet handle, food tray table, chair, game table
Shower Room	Door handles, faucet handle, handrails

Develop a cleaning plan with roles and responsibilities

Item	Location	Shared or Personal Use	When to clean?	Who's responsible for cleaning?	Product
Workstation on Wheels	Mobile	Shared	End of shift	Designated staff	Quat-alcohol wipes
Bedside commode	Resident Room	Personal or Shared	After each use	Nurse Assistant	Bleach wipes
Blood Glucose Meters	Nursing Station	Shared	After each use	Nurse	Bleach or Hydrogen Peroxide wipes
Physical Therapy Equipment	Rehab Gym	Shared	After each resident	Physical Therapy	Quat or Hydrogen Peroxide wipes

Health and Safety

The safety and wellbeing of our employees, sub-contractors and all stakeholders using the sites we service is of the utmost importance to us.

Our customers can be assured we will take all practicable steps to maintain safe and healthy work practices on your premises which includes the safety of all stakeholders, including all employees, subcontractors, clients and visitors. OCS is committed to ensuring a safe and healthy environment for all our employees, contractors and customers and is accredited to AS/NZS 4801:2001 Occupational Health and Safety Management and OHSAS18001 - Occupational Health & Safety Management Systems.

Decontamination cleaning – COVID-19 contaminated sites

Our staff always adhere to the guidelines and wear the prescribed PPE for the cleaning of any suspected COVID-19 contaminated sites.

PPE / equipment requirements for cleaning sites or areas where COVID-19 is confirmed as listed below:

- Chemical resistant single-use gloves
- Disposable coveralls
- Mask, if required by the SDS or in cases of confirmed COVID-19 then P2/N95 masks
- Full eye goggles / Safety glasses
- Disposable Shoe covers
- Colour-coded bucket
- Colour-coded single use cloths
- Colour-coded mophandle
- Colour-coded mop bucket
- Colour-coded mop head; to be cleaned in hot water through machine wash

- Single use High-duster
- Dust-control tool
- Single use Dust-control head
- Cleaning trolley
- Laundry bag
- Warning signs
- Chemical product to be used
- Yellow Hazardous waste bags.

Task specific risk assessment - hazard analysis for COVID-19 cleaning

We have developed a stringent task specific risk assessment and hazard analysis for all decontamination cleans required to be undertaken by our trained staff. This process is outlined below.

OCS recommended operating procedures

1. Wash hands and put on gloves, whilst in cleaning cupboard
2. Prepare cleaning trolley and do safety checks on all other equipment within the cleaning cupboard, ensuring that you have ALL your equipment and materials before you enter the area. Ensure ventilation of the place to be cleaned. Use cold water only to dilute. Ensure there is water in the bucket and then add recommended dosage
3. Before entering the room put on all other PPE required enter room and close door
4. Display the warning signs
5. High-dust the room. Dispose of high dusting head in hazardous waste
6. Dust-control the floor. Dispose of single use dust control mop head in hazardous waste
7. Using a disposable cloth dampened in the disinfectant cleaning solution, begin cleaning surfaces, using 8 faces of the cloth top to bottom, changing cloths and solution as they become soiled. Place cloths in hazardous waste. Work in the following order: high ledges; furniture and fittings; low ledges. soap and paper towel dispensers; wash hand basin, shower and toilet
8. Damp-dust walls, dispose of cloth after task in hazardous waste
9. Attach the mop head to the mop handle
10. Submerge the mop into the cleaning solution and remove excess using the wringer so that the mop is fairly dry
11. Mop the floor in 1-2 metre square sections



12. Mop edges with straight strokes and use a figure-of-eight pattern on the remainder of the section, turning the mop frequently. The floor should be fairly dry on completion
13. Move to the next section and repeat the process
14. Replace the mop head and solution as required throughout the cleaning process, ensuring single use mop heads are placed in hazardous waste
15. Place all waste in the hazardous waste bag. (put hazardous waste bag at entrance to exit ready for removal when all tasks are completed)
16. On completion of all tasks, clean and dry all equipment with cleaning solution prior to leaving the room. Ensure all disposable mops and cloths are disposed of in a hazardous waste bag. Remove goggles and wash in cleaning solution
17. Remove and dispose of all PPE (excluding goggles) in hazardous waste. Wash hands and put on clean colour-coded i-con gloves and shoe protection
18. Exit the room collect all hazardous waste place in main hazardous waste bin and store all equipment/trolley safely and tidily in a secure storage area, segregated according to colour-coding where appropriate.

COVID-19 cleaning recommendations

- Once the person with suspected or confirmed COVID-19 vacates a room / area, plan for cleaning in conjunction with the client based on circumstances but at a minimum of 2 hours after that person has left
- The room and all hard surfaces in the room should be physically cleaned. All furniture, equipment, horizontal surfaces and all frequently touched surfaces (e.g. door handles) should be thoroughly cleaned
- Cleaning of hard surfaces (e.g. bench tops, floors, tables etc) should be done using your prescribed supplier chemical with full PPE listed on the SDS provided and used
- Cleaning equipment including mop heads and cloths should be soaked in a diluted solution of the prescribed cleaning solution (i.e. Virex, Oxivir etc) for at least 2 hours then laundered using hot water and completely dried before re-use
- Cleaning equipment, such as buckets, should be emptied and cleaned with a new batch of cleaning solution and allowed to dry completely before re-use
- Note: Ventilation in the room should be increased during and after cleaning, ensuring that exit doors are closed, and air conditioning switched off (if applicable).

Health & Safety training

Effective training of staff is crucial to minimising health and safety risks. Every OCS staff member is required to complete a company induction before starting work, which focusing on health and safety and covers employee and employer responsibilities, hazard identification and registers, accident reporting and recording, rehabilitation and return to work, emergency readiness, personal protective equipment, health and safety committees (employee representation) and pre-shift site and equipment checks.



Client/site specific induction

We conduct client and site-specific inductions which cover site-specific protocols such as security, personal conduct and cleaning standards. Cleaning Supervisors and Managers conduct these inductions and are responsible for ensuring that all new staff, both at the contract commencement and throughout its fulfilment.

Quality audits

We conduct regular quality audits based on client service level expectations.

Deployed Employee Health & Safety Induction / Training Record		
Name: _____		Employee ID: _____
OCS Manager: _____		Date: _____
H&S Induction	(tick)	Remarks
Existing Employee - Induction already recorded in Vault	<input type="checkbox"/>	
New OCS Branch / Division / Client Sites Induction completed	<input type="checkbox"/>	
Specific Task Skills – for those tasks not applicable, tick N/A in the "remarks" column.	Trained (tick)	Remarks
Standard client site cleaning duties – Sweep/Vacuum/Mop/Dust/Wipe/Rubbish/Toilets	<input type="checkbox"/>	
Personal Protective Equipment – standard cleaning activities	<input type="checkbox"/>	
Cleaners Cupboard: Site HSEQ Folder / Housekeeping / Stock Levels / Storage.	<input type="checkbox"/>	
Equipment: Safety checks / current certification	<input type="checkbox"/>	
Chemical Safety / Safety Data Sheet (SDS) Location:	<input type="checkbox"/>	
- Hazardous substance obligations / health risks & safety issues (Safety Data Sheets).	<input type="checkbox"/>	
- Safely use, handle, store and dispose of hazardous substances (Dilution / Labelling)	<input type="checkbox"/>	
- Safe use of associated equipment, including personal protective equipment ((PPE)	<input type="checkbox"/>	
- Haz substance responsibilities & actions to be taken in an emergency (Spills & Kits)	<input type="checkbox"/>	
Security: Alarms / Lock-up / Confidentiality	<input type="checkbox"/>	
Site Emergency Procedures / First Aid: Assembly Area & Wardens / First Aiders & Kits	<input type="checkbox"/>	
Hygiene: Biological Infection/Contamination Control - colour coded clothes	<input type="checkbox"/>	
Cleaning sites or areas where COVID-19 is confirmed	<input type="checkbox"/>	N / A - <input type="checkbox"/>
COVID-19 Personal Protective Equipment List and Use (Refer to PPE Guide).	<input type="checkbox"/>	N / A - <input type="checkbox"/>
Other Tasks (list):	<input type="checkbox"/>	
Trainee Signature: _____		Date: _____
Assessor/Trainer: _____		Signature: _____
Competency Assessment – completed within 4 weeks of training	Competent (tick)	Signature / Date
Trainer verification that Trainee competency achieved	<input type="checkbox"/>	Signature: _____ Date: _____
OCS March 2020 Deployed Employee Induction and Training Record Page 1 of 2		
NB: Both Employee and Supervisor/Trainer are required to sign this form. Note that by signing "competency achieved" you are acknowledging that the employee has demonstrated sufficient knowledge		

Specific Training Record Assessment for COVID-19



COVID-19 Preparing your facility

EDUCATIONAL TOOLS

Facility Manager's Guide to Help Prepare for Coronavirus Disease 2019 (COVID-19) in the Workplace

What you should know about COVID-19

COVID-19 is the name of the respiratory illness or disease that was first reported in Wuhan, China in late 2019. The disease is caused by a coronavirus called SARS-CoV-2.

How it spreads:

- ▶ **Person-to-person spread**—Being in close contact (within about 6 ft.) with an infected person or through respiratory droplets produced when an infected person coughs or sneezes. The droplets can land on a person's mouth or nose or possibly be inhaled into the lungs. This is thought to be the main mode of transmission.
- ▶ **Contact with infected surfaces/objects**—Touching a surface that has the virus on it and then touching your mouth, nose or eyes.

Symptoms:

According to the Centers for Disease Control and Prevention (CDC), the symptoms are fever, cough and shortness of breath. These symptoms may appear 2-14 days after exposure to the virus. The illness can be mild, but in more severe cases, infection can cause severe respiratory issues, pneumonia, kidney failure and even death.

Go to the [CDC website](#) for the most up-to-date information on COVID-19

Steps you can take to prepare your facility

- ▶ **Help spread the word on everyday preventive actions**
 - ▶ **Stay home when you're sick**— If you have a fever, stay home for at least 24 hours after the fever subsides without the use of medicine that lowers fever.
 - ▶ **Cough and sneeze into a tissue or your elbow**—Throw away dirty tissues into a wastebasket and wash or sanitize your hands afterwards.
 - ▶ **Don't touch your eyes, mouth, nose with unwashed hands**
 - ▶ **Wash your hands often with soap & water**—Wash your hands for at least 20 seconds.
 - ▶ **Sanitize your hands**—Use a hand sanitizer containing at least 60% alcohol if soap/water is not available.
 - ▶ **Encourage employees to disinfect frequently touched surfaces**—Use EPA-registered products.
- ▶ **Put up posters to encourage good hygiene practices**
 - ▶ **Hand washing posters**—Place them in the bathrooms, breakrooms and near hand washing stations and/or sinks. ([English & Spanish](#))
 - ▶ **General good hygiene posters**—Place them in visible areas such as work station areas, conference rooms, cafeteria and breakrooms.
 - Slow the Spread of Germs ([English; Spanish](#))
 - Don't Spread Germs at Work ([English; Spanish](#))
 - Stay Home If You're Sick ([English; Spanish](#))





General Information

Environmental sustainability

Our local account management teams across Australia have many years of experience providing clients with cost-efficient service and sustainable cleaning methods.



OCS achieved accreditation to ISO 14001, the global environmental management standard. We have a companywide environmental policy, review, and manage our environmental impact, and set annual targets for improving performance.

We use a range of cleaning strategies designed to reduce energy use, water use and waste to landfill, and work closely with our suppliers on the ongoing task of developing environmentally friendly equipment and products. For example, we target products which cause minimal or no environmental damage during normal use, or maintenance and electrical equipment with high energy efficiency ratings, that is long wearing, and which has parts that are recyclable.

We have a strategic objective to be the most environmentally sustainable business in our sector by 2030, and we have already made significant progress in identifying and implementing initiatives to reduce the impact of our operations.

We are also invested in supporting the United Nations Sustainable Development Goals (SDG's) and have aligned our strategy to support 9 of the 17 goals in which our efforts will make the greatest impact.



OCS staff

We value our staff and the contribution they make to the improvement and delivery of quality cleaning services. That's why we encourage our team members to support a healthy lifestyle through a range of initiatives, including free influenza vaccinations, participation in community events and providing access to resources around smoking cessation and drug and alcohol education.

Team members across our operations are kept informed of wellness initiatives and information through staff communication tools such as e-Newsletters, Dimensions and Safety Matters, and our ANZ Team Members Facebook group.

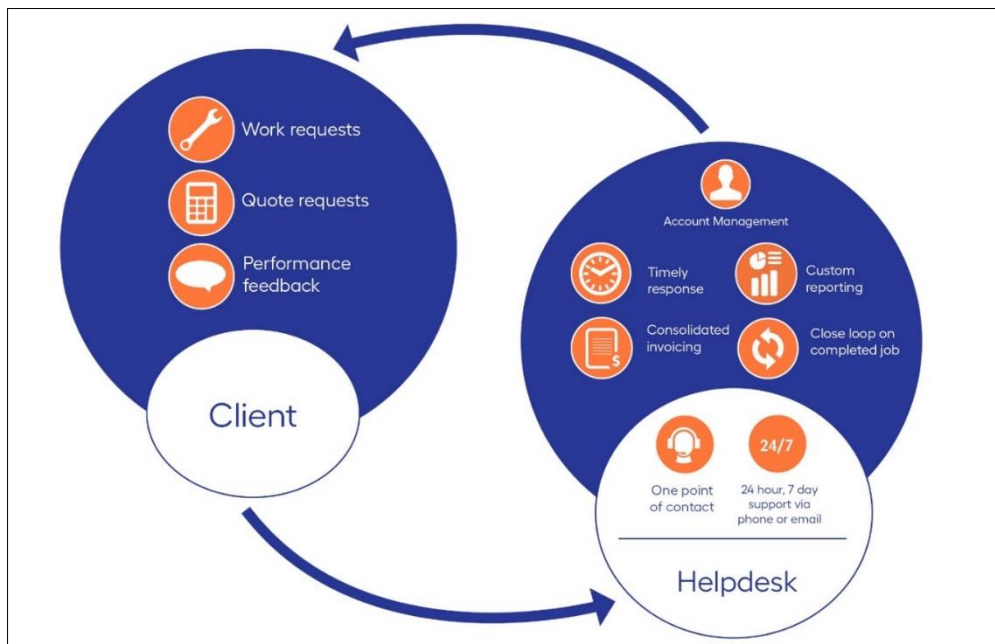
During recruitment, staff are allocated to a site in as close a proximity to their homes as possible. OCS has found that a cleaner working in their local area is more likely to have a better attitude towards that premise. Furthermore, it is an important consideration of staff working conditions. OCS realises that requiring cleaners to travel substantial distances to get to work significantly increases their time away from home and families.

OCS Helpdesk

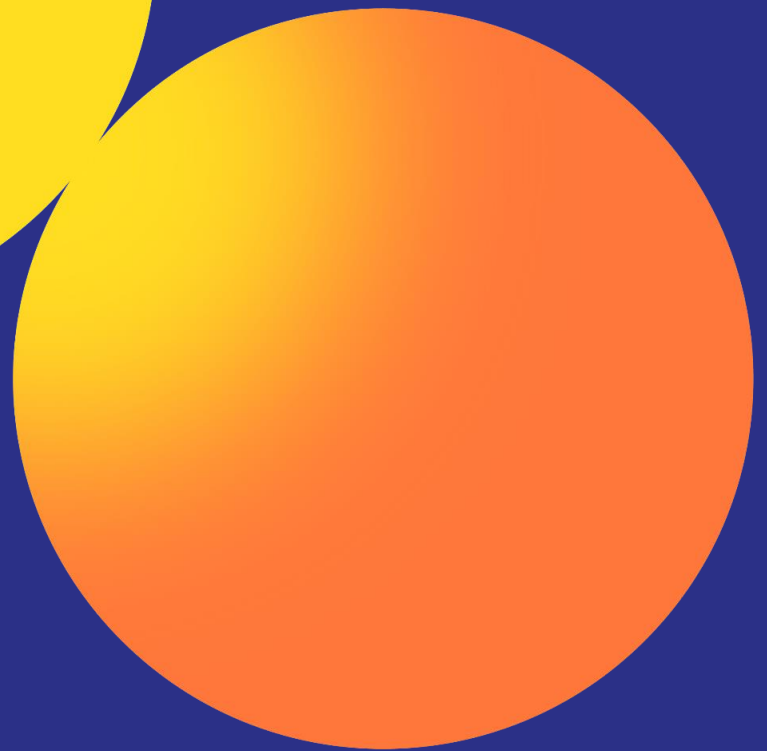
Our Helpdesk provides responsive reactive facilities maintenance support for any emergency or ad-hoc service requests as well as cleaning and consumables. Available via phone 24/7, 365 days a year, our clients can log work orders as they arise with comprehensive communication throughout the progress of a work order providing assurance of completion.

Quick overview of OCS Helpdesk reactive response approach:

1. Acknowledgement of the call or e-mail issued to the customer
2. Job raised in the OCS Helpdesk Concept Evolution work tracking system
3. Job issued to relevant staff and/or contractors by both e-mail and phone
4. Resolution communicated back to the client with appropriate work order number
5. Appropriate staff/contractor attend site within the expected timeframe
6. The Helpdesk maintains contact with the staff/contractor undertaking the work
7. The Helpdesk follows up with the client to make sure the work has been satisfactory completed, and then close off the work order for invoicing.



Appendices



Appendix 1 – COVID-19 Standard Clean

OCS | Toolbox

Standard cleaning process

Cleaning and sanitation will reduce the risk of an outbreak so clean all areas frequently as per your standard operating procedure.

- You need to get rid of both visible dirt as well as sanitise the area
- Always use the 8 faces of the cloths, when cleaning all surfaces
- Clean from top to bottom and clean to dirty
- Ensure your cloth is damp
- You can spray your sanitising agent on either the cloth or the surface
- You can make use of a microfiber or chux cloth or if these options are not available to you, then paper towels
- If you are using a microfiber cloth, you will need to rinse this cloth after using the 8 faces of the cloth.
- If you are using a chux cloth, you need to dispose of the cloth, after using the 8 faces of the cloth
- Please note that you colour coding will still apply:
 - Red for toilet and urinal
 - Blue for general areas in the bathroom
 - Green for general areas outside of the bathroom
 - Yellow for kitchen areas

PPE requirements for regular cleaning VS COVID 19 cleaning

- A standard client site clean or the client requires increase in their premises cleaning frequency
- Normal PPE required as listed on the specific chemical SDS and disposable medical grade gloves – double glove for extra protection
- Unless the SDS chemical requires the use of goggles/mask, these are not required

Equipment:

- Microfiber or Disposable chux cloths
- Mop and mop bucket (string mop or flat mop)
- Small bucket to rinse your cloth if using microfiber

Cleaning of equipment:

- Wash mop heads separately in a washing machine at correct temperature (warm water)
- Wash and disinfect all other equipment ie mop handle, buckets, your chemical bottles and trolley and microfiber cloths

PPE & Equipment











Change your gloves regularly, wash and sanitise your hands



COVID-19 – TBOXSTDCLN | Toolbox Talks | March 2020

Appendix 2 – Covid-19 infectious clean

Toolbox

Cleaning sites or areas where COVID-19 is confirmed

Cleaning and sanitation will reduce the risk of an outbreak so clean all areas frequently as per your standard operating procedure.

- You need to get rid of both visible dirt as well as sanitise the area
- Always use the 8 faces of the cloths, when cleaning all surfaces
- Clean from top to bottom and clean to dirty

- Ensure your cloth is damp
- You can spray your sanitising agent on either the cloth or the surface
- You can make use of a chux cloth or if this is not available to you, then paper towels
- If you are using a chux cloth, you need to dispose of the cloth, after using the 8 faces of the cloth

PPE requirements:

- P2/N95 mask
- Disposable coveralls
- Medical grade gloves – double glove
*Note that the Chemical SDS may also require chemical resistant, based on chemicals used
- Safety glasses or a visor – this reduces the risk of splash from organic material or chemicals
- Boots or closed work shoes
- Disposable shoe covers

Equipment:

- Disposable chux cloths
- Mop and mop bucket

Cleaning and disposing of equipment and PPE:

- Wash mop heads separately in a washing machine at correct temperature
- Wash and disinfect all other equipment ie. Mop handle, buckets, your chemical bottles, safety goggles and trolley
- Dispose of the following in a yellow hazardous rubbish bag:
 - Gloves, coveralls, shoe covers, chux cloths

PPE & Equipment










Toolbox talk summary
Stop
Think
Plan
Do
Review


Coronavirus-19 – TBOXCOVID19 | Toolbox Talks | March 2020

Appendix 3 – OCS biohazard gowning procedure


OCS | Toolbox

Gowning and De-gowning procedure

Always use the correct PPE for the job at hand. Check the condition of your PPE before you put it on.



Operating Procedures:

1. Wash your hands before putting on your PPE.
2. Put on your disposable coverall first and then your gumboots or overshoes.
3. Wash again or sanitise your hands before putting on your Nitrile, PVC or latex gloves. (2 pairs)
4. Tape up your gloves, using masking tape.
5. Next, put your respirator or mask and goggles on.

Once you have completed the procedure, you will take off the equipment as follows:





1. Remove your outer glove—this can be a second pair of nitrile or a thicker glove. The reason for this is that you do not want to contaminate your face when removing your respirator or mask and goggles.
2. Remove your respirator or mask and goggles.
3. Remove your coverall.
4. Remove your gumboots or shoes and ‘overshoes’
5. Dispose of the PPE in a Hazardous bag, tie well and dispose of it, as per site specifications.
6. Wash your respirator and gumboots and disinfect.
7. Remove gloves, using the correct procedure as demonstrated on page 13 and place in the hazardous bag
8. Wash your hands and dry thoroughly.



Appendix 4 – COVID-19 risk assessment example

AU - New Site Risk and Hazard Assessment

Due Date 19/03/2020 **Completed Date** 19/03/2020
Checked By MATTHEW DAVID HENDERSON **Pass Rate** 16/16 (100%)
Location OCS Australia → OCS SERVICES WA → Perth Airport Outbuilding
Subject COVID-19 Clean Risk Assessment
Description Contractor (Refrigeration Mechanic) working on chillers in COGEN - Plantroom #2 recently returned from Singapore SQ225 @ 0525 12.03.2020. He was notified by Dept of Health that he was sitting in close proximity to a confirmed case of COVID-19 and told to self-isolate. The contractor had been working since returning up to 18.03.2020.

No.	Item	Status	Score	Response	Comments
1	Risk / Hazards present and controlled on Site - Click N/A if not applicable to this site				
1.1	Floors: Wet / Damp floor, Spills?	NA		Not set	
1.2	Uneven ground / changes in levels / obstacles / cables?	✓		Not set	
1.3	Hazardous Substances / Chemical Contact?	✓		Not set	
1.4	Manual Handling? (I.e. Strain / Sprain, Fatigue)	NA		Not set	
1.5	Working at Heights (Including ladder use)?	✓		Not set	
1.6	Use of Stairs / Steps?	✓		Not set	
1.7	Contact with Sharps (Glass, needles, scrapers etc.)?	NA		Not set	
1.8	Contact with heat source (I.e. steam, boiling water, machinery)?	✓		Not set	
1.9	Contact with Bacteria / Virus / Blood & bodily fluids?	✓		Not set	



Appendix 5 – Product Information

We have approved products to complete our preventative and sanitising cleans this ensures we have the right product for each service and a range of options to ensure uninterrupted supply.

- Virkon
- Oxivir
- Crew Smartdose
- Diverclense
- Virex II
- Clorox 360
- A1 Atmosphere



SAFETY DATA SHEET		LANXESS <small>Energy Chemistry</small>
Rely+On™ Virkon™		
Version 3.0		
Revision Date 10.01.2017		Document no. 130000031324
This SDS adheres to the standards and regulatory requirements of Australia and may not meet the regulatory requirements in other countries.		
1. IDENTIFICATION OF THE SUBSTANCE/MIXTURE AND OF THE COMPANY/UNDERTAKING		
Product name	: Rely+On™ Virkon™	
Recommended use of the chemical and restriction on use		
Recommended use	: Disinfectant for Industrial/professional use	
Supplier:		
Company	: Med-Con Pty Ltd	
Street address	: 56 Annerley Avenue Shepparton, Vic 3630 Australia	P.O. Box 6159 Shepparton, Vic 3632 Australia
Telephone	: 1800 001 435	
Manufacturer's details		
Company	: Antec International Limited	
Street address	: Windham Road Chilton Industrial Estate, Sudbury / Suffolk - CO10 2XD United Kingdom	
Telephone	: +44 (0) 1787 377 305	
Emergency telephone number	: IXOM Emergency Response Service (ERS) Phone: 1 800 033 111 • 24 hours • Toll-free • Australia wide	
2. HAZARDS IDENTIFICATION		
Product hazard classification		
Skin corrosion/irritation	: Category 2	
Serious eye damage/eye irritation	: Category 1	
Endpoints which are not classified, cannot be classified or are not applicable are not shown.		
Label content		
Pictogram	:	
Signal word	: Danger	
Hazardous warnings	: Causes skin irritation. Causes serious eye damage.	



SAFETY DATA SHEET		LANXESS <small>Enabling Chemistry</small>
Rely+On™ Virkon™		
Version 3.0		
Revision Date 10.01.2017		Document no. 130000031324
<p>IF IN EYES: Rinse cautiously with water for several minutes. Remove contact lenses, if present and easy to do. Continue rinsing. Immediately call a POISON CENTER or doctor/ physician.</p> <p>If skin irritation occurs: Get medical advice/ attention.</p> <p>Take off contaminated clothing and wash before reuse.</p> <p>Dispose of contents/ container to an approved waste disposal plant.</p>		
3. COMPOSITION/INFORMATION ON INGREDIENTS		
Chemical nature	: Mixture	
Components		
Chemical Name	CAS-No.	Concentration
Pentapotassium bis(peroxymonosulphate) bis(sulphate)	70693-62-8	40 - 55%
Sodium C10-13-alkylbenzenesulfonate	68411-30-3	10 - 12%
Malic acid	6915-15-7	7 - 10%
Sulphamidic acid	5329-14-6	4 - 6%
Sodium toluenesulphonate	12068-03-0	1 - 5%
Dipotassium peroxodisulphate	7727-21-1	<3%
Dipentene	138-86-3	<0.25%
4. FIRST AID MEASURES		
Never give anything by mouth to an unconscious person. When symptoms persist or in all cases of doubt seek medical advice.		
Inhalation	: Remove from exposure, lie down. If victim has stopped breathing: Artificial respiration and/or oxygen may be necessary. Consult a physician.	
Skin contact	: Wash off immediately with plenty of water. Remove contaminated clothing and shoes. Wash contaminated clothing before re-use. Consult a physician.	
Eye contact	: Rinse immediately with plenty of water, also under the eyelids, for at least 15 minutes. Call a physician immediately.	
Ingestion	: Do NOT induce vomiting. If a person vomits when lying on his back, place him in the recovery position. Drink 1 or 2 glasses of water. Never give anything by mouth to an unconscious person. Call a physician immediately.	
Most important symptoms/effects, acute and delayed	: No information available.	
Protection of first-aiders	: No information available.	
Notes to physician	: No information available.	



Virex II



Hospital Grade Disinfectant Cleaner & Deodorant - Concentrate

Description

Virex II is a quaternary-based Hospital Grade Disinfectant and deodoriser effective against a broad spectrum of pathogens including MRSA, VRE, Pseudomonas, E.coli, HBV, HIV-1, Influenza A, Avian Influenza.

Virex II is designed for cleaning and disinfecting hard non-porous surfaces found in hospitals, nursing homes, child care centres, schools, veterinary clinics and medical laboratories where disinfection and prevention of cross contamination are critical.

Features

- The optimal blend of quaternary ammonium compounds, wetting agent and chelant makes it effective as a disinfectant against a wide spectrum of micro-organisms
- Virex is a Hospital Grade Disinfectant

Benefits

- Effective against a wide spectrum of micro-organisms which is ideal for sites where disinfection and controlling cross contamination is of prime importance.
- Kills the organisms that cause odours and works as an odour counteractant to further eliminate odours.
- Highly concentrated formula provides excellent cost in use
- Low odour, non-rinsing formula.
- The patented J-Flex™ and J-Fill™ systems eliminates chemical wastage and contact with neat product.

Application areas

- Healthcare
- Education - child care centres
- Veterinary clinics
- Medical laboratories
- Hospitality



AUST L 153031



AUST L 153031



Divercleanse



Hospital Grade Disinfectant

Description

Divercleanse is a one-step cleaning and Hospital Grade Disinfectant agent which can be used for cleaning and disinfecting.

It is suitable for use in shower recesses, bathrooms, washrooms, on tiles, floors and other healthcare environmental hard surfaces.

Divercleanse is a chlorine-based (sodium hypochlorite) agent and need to be diluted for use.

Features

- Divercleanse is a Hospital Grade Disinfectant.
- Eliminates mould and bacteria.
- Cleans, disinfects and deodorises.
- Removes unpleasant smells.

Benefits

- Highly versatile chlorine based cleaning and disinfecting agent specially designed to cling onto sloping or vertical surfaces such as shower recesses, and includes surfactants and deodorising properties to enhance cleaning and control odour

Application areas

- Lodging
- Office Buildings
- Education
- Healthcare
- Retail





Cleaning essential sites or areas - Divercleanse

Divercleanse is a cleaning Hospital Grade Disinfectant Agent suitable for use in shower recesses, bathrooms, washrooms, on tiles, floors and other hard surfaces such as bins. Cleaning / sanitation reduces the risk of an outbreak so clean all areas frequently.

NOTE: This is a chlorine-based (sodium hypochlorite) agent so must be diluted. ONLY for use on hard surfaces - May discolour fabrics & surfaces. Do not use on enamel, laminates or porcelain if cracked or worn. DO NOT MIX PRODUCTS.

Hazard statements:

- H314 - Causes severe skin burns and eye damage.
- H317 - May cause an allergic skin reaction.
- H400 - Very toxic to aquatic life.
- H290 - May be corrosive to metals.



Volume of Divercleanse to water to give the required chlorine concentration

Solution Volume	100ppm	200ppm	1000ppm	5000ppm	1000ppm
750ml	3ml	5ml	27ml	128ml	252ml
5L	18ml	35ml	175ml	850ml	1.7L
10L	36ml	70ml	350ml	1.7L	3.4L

Personal protective equipment - for handling the diluted product:

Eye / face protection: No special requirements under normal use conditions.
Hand protection: No special requirements under normal use conditions.
Body protection: No special requirements under normal use conditions.
Respiratory protection: No special requirements under normal use conditions.
Environmental controls: No special requirements under normal use conditions.

PPE requirements:

- Medical grade gloves – double glove
- Safety glasses – this reduces the risk of splash from organic material
- Closed work shoes

Equipment:

- Disposable chux cloths
- Mop and mop bucket

Cleaning and disposing of equipment and PPE:

- Wash mop heads separately in a washing machine at correct temperature
- Wash and disinfect all other equipment i.e. Mop handle, buckets, your chemical bottles, safety goggles and trolley
- Dispose of the following in a rubbish bag:
 - Gloves, chux cloths

PPE & Equipment



- Prepare desired solution according to the table / Smart Dose / J-Fill.
- Apply diluted Divercleanse solution to surface.
- Scrub or wipe over surface. Rinse.
- You need to get rid of both visible dirt as well as sanitise the area
- Always use the 8 faces of the cloths, when cleaning all surfaces
- Clean from top to bottom and clean to dirty
- Ensure your cloth is damp
- You can spray your Divercleanse on either the cloth or the surface
- You can make use of a chux cloth or if this is not available to you, then paper towels
- If you are using a chux cloth, you need to dispose of the cloth, after using the 8 faces of the cloth





Cleaning essential sites or areas – CREW SMARTDOSE

Crew Smartdose is an Ethanol based Floor and surface cleaner – disinfectant. Cleaning / sanitation reduces the risk of an outbreak so clean all areas frequently.

Note: Crew Smartdose is a concentrate and must be used as per the dilution rate recommended by the manufacturer. DO NOT MIX WITH ANY OTHER PRODUCTS

Dilution rates

Turn the knob on the required container and press to get the desired dilution.



Hazard Statements

HSNO Classification

- 3.1C - Flammable liquids: medium hazard
- 6.1D - Acutely toxic (oral)
- 6.5B - Contact sensitisers
- 8.2C - Corrosive to dermal tissue
- 8.3A - Corrosive to ocular tissue
- 9.1A - Very ecotoxic in the aquatic environment
- 9.3C - Harmful to terrestrial vertebrates



Signal word: Danger

Personal Protective Equipment- for handling the diluted product:

- Recommended maximum concentration (%): 0.39
- *Eye / face protection: No special requirements under normal use*
- *Hand protection: No special requirements under normal use*
- *Body protection: No special requirements under normal use*
- *Respiratory protection: No special requirements under normal use*
- *Environmental controls: No special requirements under normal use*

Based on risk assessment PPE Required could include

- Medical grade gloves – double glove
- Safety glasses – this reduces the risk of splash from organic material
- Closed work shoes

Equipment:

- Disposable chux/microfibre cloths,
- Mop and mop bucket if used for floors and large areas.



Cleaning and disposing of equipment and PPE:

- Wash mop heads separately in a washing machine at correct temperature
- Wash and disinfect all other equipment i.e. mop handle, buckets, your chemical bottles, safety goggles and trolley
- Dispose of the following in a rubbish bag:
 - Gloves, chux cloths

What do I need to do?

Prepare desired solution according to instruction on label, Smart Dose / J-Fill.

- Apply diluted solution to surface.
- Scrub or wipe over surface. Rinse.
- You need to get rid of both visible dirt as well as sanitise the area
- Always use the 8 faces of the cloths, when cleaning all surfaces
- Clean from top to bottom and clean to dirty
- Ensure your cloth is damp
- You can spray the diluted product on either the cloth or the surface
- You can make use of a chux cloth or if this is not available to you, then paper towels
- If you are using a chux cloth, you need to dispose of the cloth, after using the 8 faces of the cloth





Cleaning – Oxivir Five 16 Wipes / Concentrate

Oxivir®Five 16 is a One Step Hospital Grade Disinfectant Cleaner effective against a wide variety of pathogenic micro-organisms including viruses, bacteria, antibiotic-resistant bacteria, fungi, mould and mildew.



NOTE: This is a chlorine-based Accelerated Hydrogen Peroxide AHP® technology agent so must be diluted. DO NOT MIX WITH ANY OTHER PRODUCTS.

Hazard Statements

HSNO Classification	
6.1E - Acutely toxic (oral)	9.1D - Slightly harmful to the aquatic environment or are otherwise designed for biocidal action
6.4A - Irritating to the eye	

DO NOT allow to enter drainage system, ground and /or surface water

Dilution and Operating Guide

Oxivir Five 16 J-Fill	Dilution	Operating Guide
One Step Hospital Grade Disinfectant Cleaner	1:16	Insert cartridge into the dispenser. Once cartridge is in place, squeeze the handle or press the button to dispense solution into a bottle, bucket or scrubber drier. The dispenser will deliver a minimum of 1:16 from 30 to 60 psi dynamic water pressure. Above 60 psi, a pressure regulator will be required to avoid a lean condition. A 1:16 dilution requires a max-flow feedline (available as a spare part) and that the concentrate be placed in the upper two quadrants of the Quattro Select dispenser cabinet.

Oxivir Five 16 SmartDose	Dilution	Operating Guide
One Step Hospital Grade Disinfectant Cleaner	1:16	Fill provided bottle to the bottom ribbed indentation on the neck (896ml). Select spray bottle icon on the SmartDose bottle, pull up selector knob and completely push down. Only one dose (56ml) of concentrate per 896ml of water. Replace lid and mix thoroughly before use.
Floor and General Cleaner	1:256	Fill an 18L bucket with water. Select bucket icon on the SmartDose bottle, pull up selector knob and completely push down. Only one dose (70ml) of concentrate per 18L of water

Use

- Apply diluted OXIVIR Five 16 solution to surface.
- Scrub or wipe over surface. Rinse.
- You need to get rid of both visible dirt as well as sanitise the area
- Always use the 8 faces of the cloths, when cleaning all surfaces
- Clean from top to bottom and clean to dirty
 - Ensure your cloth is damp
 - You can spray your OXIVIR Five 16 on either the cloth or the surface
 - You can make use of a chux cloth or if this is not available to you, then paper towels if you are using a chux, dispose of cloth, after using the 8 faces of the cloth

Wipes

- Pull towelette from dispenser and wipe the surface.
- All surfaces must remain visibly wet for 1 minute for viruses and bacteria. 3.
- Allow to air dry. NB: A potable water rinse is required when disinfecting food contact surfaces. Dispose wipe after use. Do not flush in a toilet.

Personal protective equipment

for handling the **diluted** product:

Eye / face protection: Safety glasses are not normally required. However, their use is recommended in those cases where splashes may occur when handling the product

Hand protection: No special requirements under normal use conditions.

Body protection: No special requirements under normal use conditions.

Respiratory protection: No special requirements under normal use conditions.

Equipment

- Disposable chux cloths
- Mop and mop bucket

DO NOT USE:

- This product is not intended for use on therapeutic devices.
- Do not use on glassware, dishes or utensils.
- Not recommended for use on brass, copper, granite, marble or zinc.
- Do not mix with detergents or other chemicals.

Cleaning and disposing of equipment and PPE:

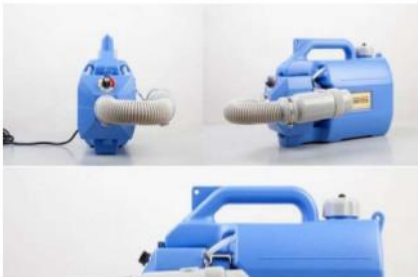
- Wash mop heads separately in a washing machine at correct temperature
- Wash and disinfect all other equipment i.e. Mop handle, buckets, your chemical bottles, safety goggles and trolley
- Dispose of the following in a rubbish bag:
 - Gloves, chux cloths



Appendix 6 – SOP Cold Fogging Machine

Toolbox

Cleaning essential sites: ULV Cold Fogging Machine



The BRC Jh130 is one of the multi usable hand mister / foggers.


Features include a 5 litre tank, a strong motor, high outflow, adjustable droplet size between 5-15 microns and a multiple speed output control.

This is ideal for sanitising and disinfecting large areas.


ULV- Ultra Low Volume.

How to operate the Fogger

- Wear the recommended PPE which includes, coveralls, safety glasses, mask, gloves and Hearing protection and closed shoes
- Check that the electrical outlet is NZ compliant (220V). You may need extension cord to provide you freedom of movement. **Please note:** that if the Commercial grade extension cord is brand new, it does NOT need to be tested and tagged till after six months. USE an RCD where possible.
- Dilute the recommended product as per supplier specification and fill the 5L tank of the fogger.
- Do not submerge the Check Valve into the solution (Pic1)
- Do not overfill the tank as it will wet the filter and/or the motor. (Pic2)



picture 1




picture 2

- Before starting check that the air filter cotton in the air base filter is not blocked.
- Operate the fogger as per manufacturer instruction and disinfect required areas.
- After use, clean the fogger and the tank as per the manufacturer instructions and store in a safe place

WHAT DO I NEED TO DO?

- Wear the recommended PPE,
- NOTE: the noise decibel for this machine is over 85dB (as per the supplier) so you MUST wear Grade 5 hearing protection.**
- Be trained in the JSA developed for the operation of this product. This is available through Vault
- If the fogger breaks down, please call for the qualified technician. Do not repair / disassemble on your own.
- When not in use store the fogger away from direct sunlight, wet, flammable/ explosive or high temperature products
- Keep away from reach of unauthorised personnel.
- Do Not pull the wire, always unplug from the wall.



COVID-19 – TBOXULVFOG | Toolbox Talks | April 2020





Partnership Made Personal

Phone: 1300 723 777



HYGIENE & MISTING CLEANING RATES

NEW OCS SANITISING CLEANING RATES

	Normal	After Hours	Sat	Sun
	\$ 46.00	\$ 50.60	\$ 62.10	\$ 80.50

HYGIENE CHARGE TO CLIENT (2 PERSONS PER TEAM)

	Normal	After Hours	Sat	Sun
COVID RATES	\$ 46.00	\$ 50.60	\$ 62.10	\$ 80.50
Call out 2hrs per operator despatched	\$ 184.00	\$ 202.40	\$ 248.40	\$ 322.00
Time on site per operator (minimum charge 1hr/operator)	\$ 92.00	\$ 101.20	\$ 124.20	\$ 161.00
Total Minimum Charge per operator 3hrs	\$ 276.00	\$ 303.60	\$ 372.60	\$ 483.00

MATERIAL

sanitising chemicals/disposable janitorial/PPE \$80 \$80 \$80 \$80

TOTAL METRO

	\$ 356.00	\$ 383.60	\$ 452.60	\$ 563.00
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ADDITIONAL TRAVEL CHARGE

OUTER METRO 3hrs	\$ 138.00	\$ 151.80	\$ 186.30	\$ 241.50
TOTAL OUTER METRO	\$ 494.00	\$ 535.40	\$ 638.90	\$ 804.50

SUB REGIONAL 6hrs	\$ 276.00	\$ 303.60	\$ 372.60	\$ 483.00
TOTAL SUB REGIONAL	\$ 632.00	\$ 687.20	\$ 825.20	\$ 1,046.00

REGIONAL eg ACT/BATHURST 10hrs	\$ 460.00	\$ 506.00	\$ 621.00	\$ 805.00
TOTAL REGIONAL	\$ 816.00	\$ 889.60	\$ 1,073.60	\$ 1,368.00

MISTING IF (INCLUDED WITH HYGEINE CLEAN)

Misting ADDITIONAL charge to above	\$ 300.00	\$ 300.00	\$ 300.00	\$ 300.00
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Monday, 10 August 2020

CLIENT NAME

Dear Michael,

Confirmation on Clorox clean following confirmed Covid -19 case at CLIENT LOCATION.

The following services have been carried out by our trained technicians Bekim Abduloski and Luljeta Abduloska in response to a confirmed case of COVID-19 with your facility on Friday 7th August 2020.

Process followed:

- Start time 08:23pm
- Complete wipe down of all surfaces using approved chemical – Aeris Active (MSDS attached)
- Complete sanitisation spray/fogging of the area's impacted using Clorox 360 (MSDS attached)
- Finish time 09:32pm

Please note these services were completed in accordance to manufacturers recommendations and guidelines. JSEA and MSDS are attached for your reference.

Deep sanitisation cleaning services were performed to all of the store's interior.

Should you have any further questions please contact myself on the below details.

Kind Regards,

Brad Conway
General Manager – Eastern Region
OCS Services Australia
Mobile: 0439 444 948
Email: brad.conway@ocsservices.com

