

COVID-19 PREVENTION: ENHANCED CLEANING AND DISINFECTION PROTOCOL TALAN TOWERS EXECUTIVE HUB

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In alignment with public health recommendations, serviced offices Talan Towers Executive Hub (TTEH) is taking measures to prevent community spread of COVID-19, which includes undertaking enhanced cleaning and disinfection procedures. Environment, Health and Safety (HSE) department of TTEH developed enhanced cleaning and disinfection procedures for TTEH serviced offices to follow during the COVID-19 public health situation on the base of The Ministry of Healthcare of the Republic of Kazakhstan (MH RK) and The World Health Organization (WHO) recommendations.

- 1. Enhanced cleaning and disinfection for prevention**
- 2. Enhanced cleaning and disinfection after notification of a confirmed case of COVID-19**

1. ENHANCED CLEANING FOR PREVENTION

A. General guidance:

- I. Increase the frequency of cleaning and disinfecting, focusing on high-touch surfaces, such as reception, kitchen, public restrooms, meeting rooms, lounges, touch screens, buttons, tables, faucets, doorknobs, shared cups and dishes. Increased frequency of cleaning and disinfecting with attention to these areas helps remove bacteria and viruses, including the novel coronavirus.
- II. Practice good hand hygiene after cleaning **(and at anytime)**:
 - Wash hands often with soap and warm water for at least 20 seconds.
 - If soap and warm water are not available, use an alcohol-based hand sanitizer that contains at least 60% alcohol.

B. Safety guidelines during cleaning and disinfection:

- I. Wear disposable gloves when cleaning and disinfecting. Gloves should be discarded after each use. Clean hands immediately after gloves are removed.
- II. Wear eye protective glasses when there is a potential for splash or splatter to the face.
- III. Gowns or aprons are recommended to protect personal clothing.

Store chemicals in labeled, closed containers. Keep them in a secure area away from children and food. Store them in a manner to prevent tipping or spilling.

C. Cleaning and disinfection of surfaces:

- I. Clean surfaces and objects that are visibly soiled first step in disinfection process. If surfaces are dirty to sight or touch, they should be cleaned using a detergent or soap and water prior to disinfection.

- II. Clean and disinfect surfaces as soon as possible in areas where a person with respiratory symptoms (e.g., coughing, sneezing) was present.
- III. Use an WHO-registered disinfectant against the novel coronavirus. Refer to the list of products pre-approved for use against emerging enveloped viral pathogens, or to the list of disinfectants against SARSCoV-2.
- IV. Follow the manufacturer's instructions for safe and effective use of all cleaning and disinfection products (e.g., dilution concentration, application method and contact time, required ventilation, and use of personal protective equipment). The disinfectant concentrations and contact time are critical for effective surfaces disinfection. Ensure that disinfectants are prepared (in a well-ventilated areas) and are handled safely while wearing the appropriate PPE to avoid chemical exposures. Review the COVID-19 Chemical Disinfectant Safety Information guide to potential health hazards and the recommended protective measures for common active disinfectant agents.
- V. Consult manufacturer recommendations on cleaning products appropriate for electronics. If no guidance is available, consider the use of alcohol-based wipes or spray containing at least 70% alcohol. Use of alcohol-based products may reduce risk of damage to sensitive machine components. Whenever possible, consider using wipeable covers for electronics. Dry surfaces thoroughly to avoid pooling of liquids.
- VI. The following products are effective for disinfection of hard, non-porous surfaces:
 - A 10% diluted bleach solution, an alcohol solution with at least 70% of alcohol, and/or an WHO-registered disinfectant against COVID19.
 - Prepare a 10% diluted bleach solution:
 - Mix five tablespoons of bleach per 4 liters of water.
 - After application, wait for 2 minutes before wiping, or air dry (without wiping).
- VII. For soft (porous) surfaces such as carpeted floor, rugs, and drapes:
 - Remove visible contamination (if present) and clean with appropriate cleaners indicated for use on these surfaces.
 - After cleaning, launder items (as appropriate) in accordance with the manufacturer's instructions. If possible, launder items using the warmest appropriate water setting for the items and dry items completely.
 - If laundering is not possible, use an WHO-registered disinfectant against COVID-19. Refer to the list of products pre-approved for use against emerging enveloped viral pathogens, or the list of disinfectants against SARS-CoV-2.
- VIII. If a COVID-19 case is confirmed by Authorized bodies, serviced offices Talan Towers Executive Hub are required to follow the guidance Enhanced Cleaning and Disinfection after Notification of a Confirmed Case of COVID-19 outlined in this document.

2. ENHANCED CLEANING AND DISINFECTION AFTER NOTIFICATION OF A CONFIRMED CASE OF COVID-19

This protocol is for cleaning and disinfection of areas where a person with COVID-19 spent time in serviced offices spaces. It is applied from 48 hours prior to the onset of symptoms until seven days have passed since the person was present in a TTEH space.

After notification of a person with confirmed COVID-19 in a TTEH space, the following cleaning and disinfecting protocol will be followed:

- A.** Buildings and/or specific rooms and areas where a COVID-19 positive person spent time will be assessed on a case-by-case basis. The cleaning scope will be implemented based on the risk of potential contamination as determined by the territorial division of the Committee of State Sanitary and Epidemiological Supervision of the Ministry of Health of the Republic of Kazakhstan, in coordination with Lynks Property Management (LPM).
- B.** Sanitary-epidemiological service (SES) representatives will do the following (as applicable):
 - I. Infrom in a written form the scope of cleaning to LPM property manager or other department responsible for cleaning.
 - II. Identify areas that require restricted access during and immediately following enhanced cleaning.
 - III. Communicate with impacted department(s).
 - IV. Coordinate with building coordinators/managers.

When cleaning and disinfecting rooms with increased surface area due to a large numbers of desks, tables, and other furniture, and where a spray application of disinfectant is needed, SES representatives will notify the TTEH coordinator in advance if the spraying will occur during normal work hours. Advance notice allows the TTEH residents to be apprised of the schedule for disinfection of the space and any areas that may require restricted access during cleaning.

- C.** The cleaning crew will:
 - I. Follow the Enhanced Cleaning for Prevention guidance outlined in this document.
 - II. If possible, wait for 24 hours after a person with COVID-19 was present in a space prior to beginning cleaning and disinfection.
 - If it is not possible to wait for 24 hours, the cleaning crew should increase the level of PPE used while cleaning and disinfecting, including using a N95 filtering face piece respirator, elastomeric half-face air purifying respirator with carbon filters, or a powered air-purifying respirator with carbon filters.
 - III. If an outside contractor is invited for cleaning and disinfection, the proposed scope of work, including the products and their respective safety data sheets (SDSs), and application methods must be reviewed by SES representatives prior to work commencing.
- D.** Wear the required personal protective equipment (PPE) during cleaning and disinfecting:
 - I. Disposable gloves, gowns or a lab coat to protect contamination of clothing

- II. Safety glasses/goggles when there is a potential for splashing/spraying the disinfectant
 - III. If entering the space less than 24 hours after the ill person was present, the cleaning crew should wear one of the following respirators: N95 filtering facepiece respirator, elastomeric half-face air purifying respirator with carbon filters, or a powered air-purifying respirator with carbon filters.
 - IV. All staff must be fully trained on putting on and taking off required PPE to prevent cross contamination.
- E. Review the COVID-19 Chemical Disinfectant Safety Information guide to potential health hazards and the recommended protective measures for common active disinfectant agents.