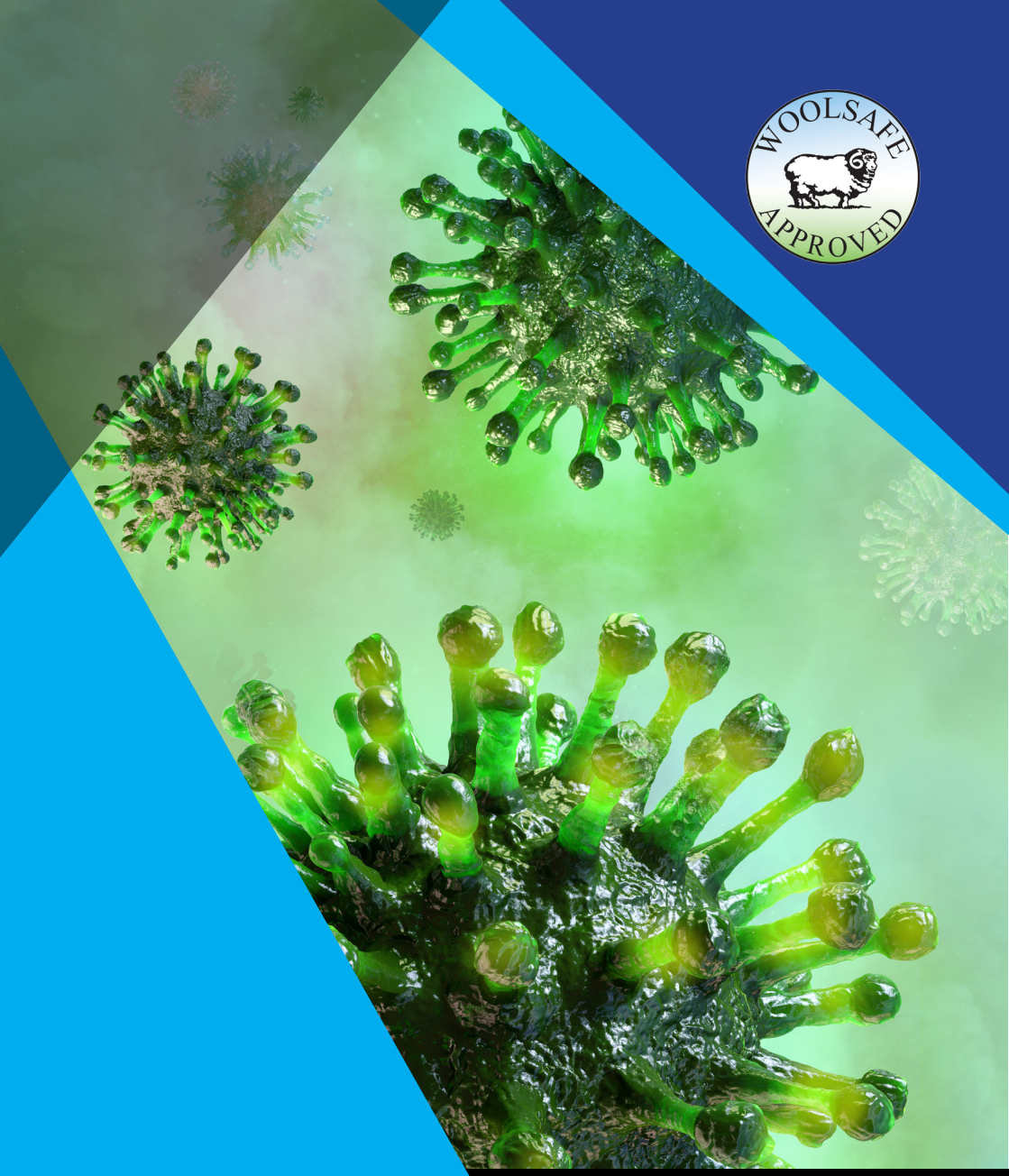


WoolSafe Member Booklet

Support and Guidance for Trading Safely During SARS CoV-2

(updated)
2nd July 2020

Introduction

We live in strange times! It is hard to imagine now, that at the beginning of March, we were still planning our attendance at various international meetings and were busy preparing for a year of WoolSafe Conferences around the Globe. Now most of us work from home and we have had to adapt very quickly to the new reality.

Thanks to Steve being a real technophile, WoolSafe already had the necessary framework in place to seamlessly begin working remotely and be there for our members without interruption. I hope most of you are making good use of the free webinars and discounted essential training we quickly initiated through the WoolSafe Academy.

In this booklet we called again on the many and varied experiences of our staff, directors and trainers to provide you with guidance and support. Please note, that (as you keep hearing in the media) it is an unprecedented situation, the understanding of it, and therefore the resulting advice, might change. Keep checking the WoolSafe website, Facebook group and the other links in this booklet for up to date information.

Most of all, stay safe, keep well and keep in touch.

Dr. Agnes Zsednai,
Managing Director
The WoolSafe Organisation

What the booklet is for:

- help members through this difficult time
- help members re-open their businesses as soon as it is safe to do so
- advise members on how to assess and mitigate risk
- share ideas and give advice about new protocols and procedures to consider
- show help that is available from governments
- promote the free 'Panel of Experts' webinar series
- provide information about sanitising and disinfecting products available from WoolSafe and CleanSeal Licensees

Please note: this guidance is of a general nature and should be treated as a guide, and in the event of any conflict between any applicable legislation (including the health and safety legislation) and this guidance, the applicable legislation shall prevail.

Coronavirus SARS-CoV-2 What is the enemy?

By Dr. Agnes Zsednai

When the current pandemic started at the end of last year, we called it 'Covid-19' and nobody really knew what it was. Later, when it became more of a reality, concerning us in the UK too, it got renamed 'coronavirus', then SARS-CoV-2, with the term 'envelope virus' thrown in for more confusion. There is also talk about killing, destroying or deactivating it. What are the facts?

SARS-CoV-2 is the correct scientific name of this particular virus, which in humans causes the Covid-19 illness. You cannot 'kill' it, as it, like all other viruses, is not a living thing, so the correct term is deactivation.

It is called 'coronavirus' because of the characteristic spikes (crown) we can see on its picture on electron micrographs. Coronaviruses (CoVs) are a sub-class of enveloped viruses. Not all viruses have envelopes. If they do, it is there to protect the genetic material within when traveling between host cells, and can also help viruses avoid the host immune system. But luckily for us, the lipid bilayer envelope is relatively sensitive to desiccation, heat, and detergents, therefore these viruses are easier to sterilize than non-enveloped viruses. Nevertheless, they possess great adaptability and cause persistent infections.

Coronaviruses mainly infect animals, but sometimes jump the species barrier and infect humans, causing respiratory tract infections that can range from mild (like the common cold) to lethal, as we can see all too well now. Infection begins when the spike on the virus attaches to a host cell receptor. After attachment, an enzyme of the host cell activates the spike protein and allows the virus to enter the host cell and transmit the RNA within. Coronaviruses have extraordinarily large single-stranded RNA genomes, which get replicated in the host cell and so the infection spreads. There are currently no vaccines or antiviral drugs to prevent or treat human coronavirus infections, but efforts to develop a vaccine are underway and HIV and Ebola drugs are being tested in people with Covid-19.

The outbreak of severe acute respiratory syndrome (SARS) in 2003 (originating in Guangdong, China) and, more recently, Middle-East respiratory syndrome (MERS) has demonstrated the lethality of CoVs in humans. The virus that causes Covid-19, known as SARS-CoV-2, originally came from bats and first emerged in Wuhan, China, in late 2019, either from a 'wet' market or from a laboratory researching their behaviour.

The infection spreads primarily through droplets of saliva or discharge from the nose when an infected person coughs, sneezes or just speaks. The virus is active in the air (as an aerosol) and on the surfaces on which it settles. What makes this particular strand especially dangerous is that people can carry and spread it without (or before) showing any symptoms.

Human coronaviruses can remain infectious on inanimate surfaces for a long time, according to some studies up to 9 days or even longer. This depends on the type of surface, the temperature and the relative humidity too. There are no data as yet on SARS-CoV-2's survival on carpet, as a soft surface is a lot more difficult for scientists to standardise than a smooth hard one. However, the virus is known to be less stable on porous surfaces (like paper and wood) than on non-porous ones (like stainless steel and plastic), which would indicate a shorter survival on carpet and upholstery.

So how can a carpet cleaner be sure that they left the premises they cleaned free of the virus? The old check of 'looks clean, smells clean so must be clean' cannot be applied to sanitisation. You must rely on your chemicals and processes delivering what they promise. More than ever before, it is of the utmost importance to choose the right product for the job and to use it as directed. Check the information in this booklet, follow the links, and check for the latest information, as our knowledge and understanding of this virus evolves. Once your product is selected, read and follow the instructions on the label. There are a lot of products out there, based on different active ingredients, all of them attack the virus differently and therefore need different concentrations and dwell time. These instructions have been carefully worked out by the manufacturer for optimum efficacy. It's no good saturating the surface with your product and wiping it away after 2 minutes if the instruction was spray lightly and leave it damp for 5 minutes.

If you cannot see the virus (it's only a fraction of a micrometre big!), is there any instrumental way to detect it? One method being promoted in the industry, is ATP testing. The technology and testing equipment have been around for a while and have been used for checking the hygienic cleanliness of surfaces. It is suggested for checking for the virus mainly for the lack of anything else.

ATP stands for "Adenosine Triphosphate," which is produced by all living cells. ATP provides much needed energy as part of the metabolism, when part of the molecule detaches from the rest, leaving Adenosine Diphosphate (ADP) behind. A high ATP means biological activity, the presence of living cells. The problem is, viruses are not living cells, they do not produce ATP. This does not mean the equipment is not useful, you just have to understand the meaning of the information it provides.

Certainly, a high ATP reading indicates that even though a surface looks clean, it is covered in biological contaminants, some of which may be harmful bacteria. If after your cleaning the reading is very low, it means the sanitising worked, there are no cells viruses could attach to. This certainly reduces their chance of survival since they have to derive their energy, and all other metabolic functions, from a host cell. If you used the right product, it probably also deactivated the viruses in the same step.

Carrying and using impressive testing equipment can show to your customers that you care and do everything possible to eliminate the problem. It conveys your professional attitude, which is good, as long as you understand the limitations and do not misrepresent the results.

As mentioned above, knowledge of and responses to this virus are ever changing, so keep checking your trusted resources for new developments.

WoolSafe Panel of Experts Webinars

WoolSafe is offering a series of Free WoolSafe Panel of Experts Webinars on subjects related to the current pandemic. All the panellists are part of the WoolSafe Organisation in some form. Either staff, WoolSafe Regional Directors, WoolSafe Certified Tutors or from within our membership.

The format is a series of discussions between experts in an informal manner, online with Q and A from the 'audience'.

The aim of the webinars is to support our members and help the businesses of professional cleaning companies survive the Covid-19 crisis.

The recordings for the first three webinars can be found here:

Webinar 1: PPE and Sanitising Services
https://www.woolsafeacademy.org/course/woolsafe-panel-of-experts-series-webinar-1-ppe-and-sanitising-services

Webinar 2: Strategies for Trading in the New Normal
https://www.woolsafeacademy.org/course/woolsafe-panel-of-experts-series-webinar-2-strategies-for-trading-in-the-new-normal/

Webinar 3: Creating a Safe Reopening Plan for your Cleaning Business
https://www.woolsafeacademy.org/course/woolsafe-academy-panel-of-experts-series-webinar-3-creating-a-safe-reopening-plan-for-your-cleaning-business/

Discounted training - WoolSafeAcademy.org

Principles of Biological Hazard Clean-Up is a live virtual meeting room 'Round table' discussion with **Adam Jankowski** and **Ryan Hughes**

Infection Management Online is a virtual classroom live event
Tutor: **Julie Roberts**
Find out more: www.woolsafeacademy.org/events/infection-control

Putting Together a Safe Reopening Plan

Your Health and Safety Obligations

By Adam Jankowski
WoolSafe certified Trainer

It does not matter what business you are in or how many people there are working in your business, you are required to comply with the law of the land.

Health and safety laws are not meant to be an inconvenient option for just big business. Each of us has a moral and legal duty to one another.

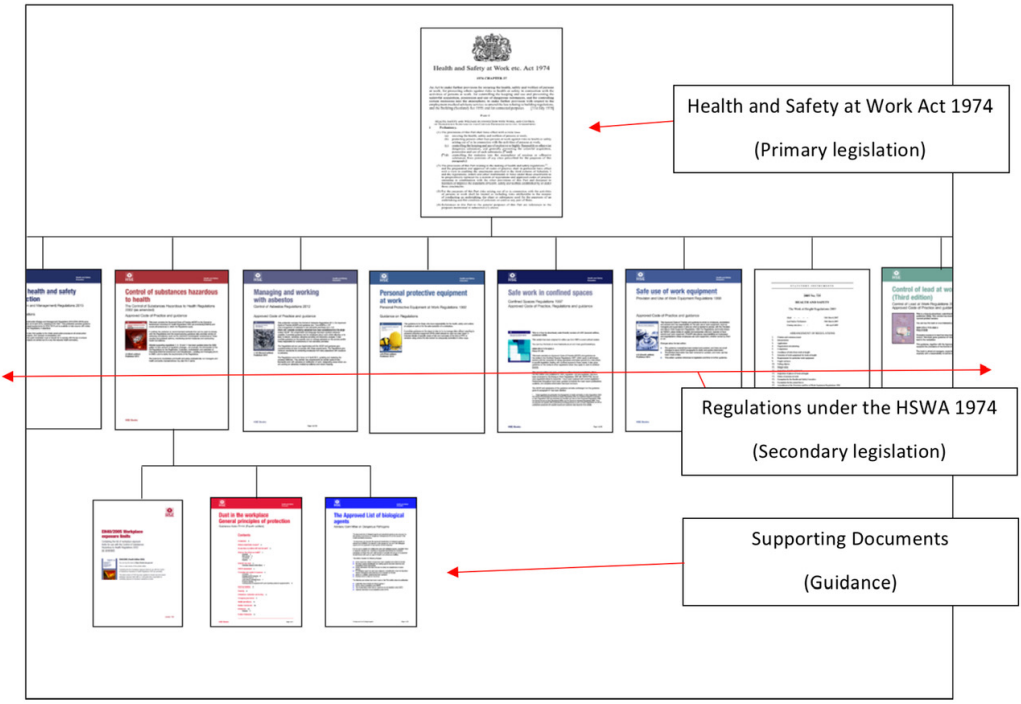
For all businesses this moral and legal duty is spelt out very clearly through the **Health and Safety at Work Act 1974 (HSAW)**. This Act came into force with the purpose of making employers or their management responsible to prevent injury or harm to those who are placed into a work environment. Anyone working under the direction of others falls under this act including self-employed, employed, sub-contracted persons, sub-contracted companies or even volunteers.

It is also a requirement that all work activities are organised so that others who are uninvolved in the work itself are also protected from harm or injury. This we refer to as a Risk Assessment. More on that on page 8.

Section 2 of the HSWA 1974 specifically protects those employed or working under the direction of others in any work environment (e.g. office, building site, customers home, charity shop, any shop). Section 3 extends this protection to the general public, even if they are not involved in the work environment. In fact, you can be prosecuted if the workplace presents anything more than the lowest reasonable risk to anyone, even if harm does not actually come to pass.

Consider being caught and fined for not wearing your seat belt. You cannot use a defence that the seat belt has proven unnecessary because no harm was done in the journey so far. It is still an irresponsible act with serious consequences if you did have an accident. Such a carefree attitude and irresponsible thinking could be very dangerous, even deadly to you, and would cost huge sums of money to society, through the NHS and other post-trauma therapy and long-term care. The Act is about preventing harm through carefully thought out, safe, working practices.

The HSWA 1974 is known as primary legislation, as it was passed by an Act of Parliament.



The Act empowered an organisation we know as the **Health and Safety Executive (HSE)** to develop regulations which become law when signed off by the Secretary of State. These regulations are referred to as secondary legislation as they were not passed by an Act of Parliament.

Nevertheless, they are the law of the land and no business, even a self-employed individual or one-man band, is exempt. Ignorance is not a defence, any offence under health and safety law is a criminal offence and is not an insurable risk. Court-imposed fines are payable by the offender, not their insurer.

There are over 100 regulations under HSAW 1974. In the cleaning industry, the best-known ones will include Control of Substance Hazardous to Health Regulations 2002 (COSHH) and maybe Manual Handling Operations 1992 or Personal Protective Equipment Regulations 2002 (PPE). However, another key regulation which may be less well-known or unknown is the Management of Health and Safety at Work Regulations 1999 (MSHW). Amongst these, Regulation 3 states that "every employer shall make a suitable and sufficient assessment of"... the risks. It cannot be put any more simply. It is mandatory to carry out a Risk Assessment for harm that may be caused to employees and others in the workplace. Just to emphasise the need for training again, harm can be caused not just by "slip and fall" events or loss of limb or even death, but also things like bullying and discrimination.

Risk Assessment and Hazard Management (Control Measures)

So, what is a Risk Assessment?

Remember that is a legal duty on all businesses. Large or small.

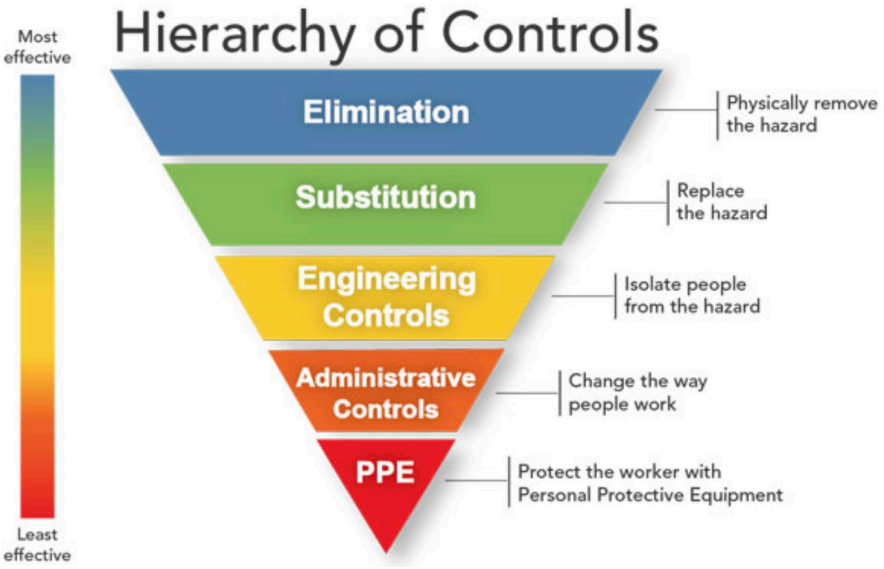
A Risk Assessment is a process which leads to a document which proves that hazards have been identified and what has been done about them. Technically, the law does not require a small business (fewer than 5 employees in total including any part-timers) to document risk, but beware of the consequences if you opt to exercise your "right" to such an exemption. How do you prove that you had done everything "reasonable and practicable" (HSE language), when you are trying to defend a claim of a breach of health and safety regulations if there was a problem or an investigation? Under what circumstances is taking advantage of such an exemption inappropriate and at odds with the intent or even the letter of the regulation. There is training available to address these questions.

A risk assessment has five stages. They are as follows:

1. Identify any workplace hazard which could cause harm.
2. Identify who could be harmed e.g. employee, member of public another contractor etc.
3. Evaluate the risk. Is the risk likely to cause harm?
4. Record your findings (complete the necessary paperwork), write what control measures are required to reduce the risk to as low as is reasonably practicable and implement them.
5. Review your risk assessment when necessary to ensure that hazards do not arise during the working day or process.

The assumption made here is that the person carrying out the risk assessment is competent and can predict all the things that can go wrong. Some of that comes from experience, some comes from training and some may come from just being capable. There are persons who just might not acquire the skills or ability even if you train them.

This is very important. If you envisage Risk Assessments as nothing more than a necessary evil and a box ticking exercise, then you have failed to see the point of them, and you should not be doing them. You're probably the wrong person for the job.



So, what are control measures?

First of all, no-one should be permitted to work in an environment where the risk of harm to anyone involved is anything other than very low. The expressions HSE uses are ALARP (As Low As is Reasonably Practicable) or SFAIRP (So Far As Is Reasonably Practicable) For the purposes of this document we can view these are interchangeable terms.

So, if there is something that may cause harm, you need to do something about it to reduce the risk. These are called control measures.

In order of effectiveness, the following control measures can be applied:

1. Elimination (physically remove the hazard)
2. Substitution (substitute it for something safer)
3. Engineering Controls (isolate people from the hazard)
4. Administrative Controls (change people's work patterns or put up signs)
5. Personal Protective Equipment (this is a control measure of last resort and should only be used if other control measures alone cannot reduce the risk to a low enough level to be acceptable)

We will use some simple examples below:

Elimination
If you are using equipment where the cables are trailing across floors and there is a risk of someone tripping over them, you could plug the cables in a different socket and tidy them up so they run along walls where nobody walks. The problem has been eliminated (in part, if not everywhere).

Substitution
If you use a cleaning chemical that contains hazardous ingredients and there is another chemical that can achieve the same results and does not contain harmful ingredients, replace the more harmful one with the less harmful one, or in the above example, use cordless equipment if you have the option.

Engineering controls
If you have to keep lifting your heavy hot water extraction machine on and off your van, you risk getting a back injury or dropping the machine on your foot. You could put ramps on your van. You have now implemented an engineering control to protect your back. Also, for the elimination example above, if you cannot eliminate the problem completely or use cordless equipment, is taping down cables a suitable solution for this job?

Administrative controls
If the floor is slippery because you have just cleaned it, you can use warning signs or work at a time when nobody else will be walking on that floor or both.

PPE.
If no control measure reduces the problem to an acceptably low enough risk level, sufficiently, PPE will be your last resort.

PPE may consist of a respirator or mask, safety eyewear, overalls, protective foot-ware (e.g. steel toecaps), appropriate gloves, hard hat, high visibility apparel, ear defenders or ear plugs.

So, what is a Method Statement?

A method statement may perform two slightly different functions. One function is to accompany an adequate risk assessment, to illustrate the tasks that are to be performed, where a client asks for one or, it may be an extension of the risk assessment with additional information which describes how the work can be done safely.

A method statement is not a legal duty but is sometimes seen as a necessary supplement to a risk assessment especially in the construction industry. However, if a commercial site manager is enforcing company policy which requires you to produce "your RAMS" i.e. a Risk Assessment and a Method Statement to let you onto their premises to carry out your work, you won't get past the door without one.

The HSE website https://www.hse.gov.uk/index.htm contains all the information any organisation needs including regulations, guidance and example forms. Implementing health and safety in your business may not be as straight forward as you thought, and you can always reach out for help. There are consultancy companies who specialise in setting up safe systems of work for businesses just like yours and it may actually be cheaper for you to entrust them to set you up whilst you get on with what you do best.

Cleaning & Disinfecting Equipment

Colin Nation,
Director WoolSafe Australia/New Zealand

The SARS-CoV-2 corona virus is an enveloped virus, which means it is 'virus juice' surrounded by a fatty outer layer. It doesn't take much to interfere with the fatty layer, which is why the virus can be relatively easily destroyed with soaps and detergents.

When an infected person coughs or sneezes, a spray of saliva or mucus is created, and if that saliva or mucus transfers to another individual the process is called cross contamination. Often that mucus will end up on the floor, on upholstery and other surfaces. This is where we, carpet and upholstery cleaners, will be dealing with it, and during the cleaning the pathogen transfers to our cleaning tools and equipment.

Prevention of cross contamination is what we need to focus on so we do not pick up the bug at one place and transport it to another.

When cleaning carpet and upholstery to deal with disease prevention there are a few things we need to consider. We have the chemistry, the methods, the equipment, including tools and hoses as well as the machine itself, we also have the person doing the cleaning, the objects being cleaned and then the environment they are in, as well as other building occupants or others present or in the near vicinity that may be affected. There is a lot to consider.

In this article we focus on the importance of equipment cleaning, (the inside and outside of every single bit of it) as well as your job documentation, your PPE and clothing that enters the workspace. You need to consider each of these separately to prevent cross contamination when you go from one house or building to another.

We in the general cleaning industry have always concentrated on the physical safety when we think of Workplace Health and Safety, but health care workers in healthcare facilities will have considered the processes also. In the Australian Standard AS-NZS 3733:2018 we included provisions for prevention of cross contamination, but this was not specific as it will be different for each piece of equipment. So, cleaning and sanitising of all equipment that moves from one facility or building to another would need to be carried out.

With the novel Coronavirus we have to consider each job we do as having vulnerable persons likely to be in the place we are cleaning and be there again after we clean. We drag equipment and hoses into a building and across a potentially infectious surface. As we clean, we drag all of this equipment back across the floor, even hard floors that we are not cleaning. This can potentially contaminate the hoses which are then dragged across the floor of our next job. So, you can see how easy it is to cause cross contamination and spread disease when we are there trying to eradicate it.

So, it is really a case by case scenario as to what the risks are, and what risk prevention or minimisation strategies are required.

Hoses, wands, hot water extractors including tanks and wheels, scrubbers, including brushes and wheels, grooming tools, sprayers, and even the bottom of your spotter bucket/ bag and spray bottles would all be potential bug carriers. These need to be cleaned and sanitised at the end of each job as we load it back into our van.

You may also need to consider your work docket book, eftpos (electronic funds transfer at point of sale) machine that you and your customer may touch together or soon after. Your PPE and even your clothing are potential carriers of contamination. Even your own body can be a carrier, so you need to consider how you prevent this cross contamination with each thing that enters the workspace.

We can consider prevention of cross contamination in much the same way we deal with Workplace Health and Safety. Can we eliminate processes that could cause cross contamination? Use digital instead of paper invoices, get payments by direct deposit rather than handling cash.

Can we use engineering solutions? Change the machine to one that doesn't have brushes that can be contaminated. Maybe a walk behind extractor rather than one with hoses dragging across the floor may be a solution.

Are there administration controls that can be put in place? Issue notifications that dwellings or building should not be occupied for some time after cleaning to allow for contact surface cleaning. Can we substitute one method of cleaning for another that will be more effective with less chance of cross contamination?

And last of all PPE. Yes, PPE comes last as it is always to be considered as the last line of defence, just as you would with airbags and seatbelts in a car. They are there in case all other safety procedures that are in place, such as driving below the speed limit and stopping at red traffic lights, walking instead of driving, going on a different road that has less traffic, applying brakes, fail to prevent the crash.

So, go through your procedures one by one and see what you can change or modify or substitute and if you can't, then consider how each component of the equipment you use may be cleaned and sanitised. The hoses of your extractor should be washed and sprayed with a disinfectant and dried before rolling it up into your van.

Your waste tanks on your extractor should be thoroughly flushed with clean water, a disinfectant applied and then dried before loading back into your van. The wheels of your equipment should be cleaned and sprayed with a disinfectant before putting into your van. Brushes on scrubbing equipment should be thoroughly cleaned and a disinfectant applied. You might like to repeat this particular aspect before wheeling into the next job just in case there is some contamination in your van.

Vacuum cleaners should be cleaned, a disinfectant applied and have the bags changed before the next job.

You may even need to consider

reducing the number of different buildings you work in in a day. If your clothing is contaminated, you might need to have a shower and change clothes before each job. This can be awkward when working from a van and may be even risky for your own family or colleagues if you keep coming back home for a shower.

I have no definite solutions for each individual site, and we all need to weigh up the risks to our customers and to ourselves and our families. Each job site is different, and each cleaning van will have different equipment, so it is quite difficult to make hard and fast rules. But the basic principles for prevention of cross contamination will apply right across the industry and the world in this time of the dreaded Covid-19.

Log Kill Explained

There is a lot of talk in current times about the Log Kill of sanitising and disinfection products. WoolSafe Managing Director, Dr Agnes Zsednai has put together an explanation that puts the maths into everyday language

Log kill:

Hearing the word 'log', which is short for logarithm, you would have immediately made a connection with pH. Yes, similar to pH, one unit difference in the Log kill value means a 10 times better disinfection, so achieving higher values is exponentially more difficult.

Log kill shows how thoroughly a decontamination process reduces the concentration of a contaminant (bacteria, virus or other pathogens). It is based on the ratio of the levels of contamination before and after the process. So, if there is no reduction, the ratio before to after is 1, log1=0, so Log Kill is 0.

If you kill 90% of pathogens, then out of every 100 there will be 10 remaining, 100/10=10; log10=1; so a 90% kill is Log kill 1.

And so on. To pass EN 14476, the standard relevant for cleaning products against viruses, the product must have a Log kill 4. The ratio must be 10 to the power of 4; which is 10,000; so 10 remains out of every 100,000, so 99,990 are killed, which is 99.99%.

Log kill	Percentage killed
1-log	90%
2-log	99%
3-log	99.9%
4-log	99.99%
5-log	99.999%

The table in the image above summarises the most common cases. From this you can also see more clearly how increasingly more difficult it is to achieve a higher Log value.

WoolSafe Approved Disinfectants

There are more undergoing testing, watch this space...

Benefect

ICP's Environmental Restoration Group (Benefect) North America

Benefect's Botanical Decon 30 & Botanical Disinfectant Wipes

Benefect & @Fiberlock disinfectants are on the **EPA's List N: Disinfectants for Use Against SARS-CoV-2.**

Benefect products are nature's way of cleaning and killing germs with no compromise in strength and without endangering human health. The botanical disinfectants and cleaners are used by Insurance Restoration Contractors to clean up water damage, fire damage, mould remediation and trauma scene clean up.

https://benefect.com/us/products/decon-30/

Diversey

Diversey Europe Provides a broad range of disinfection products that are effective against the coronavirus; amongst them the **Oxivir range** (based on Accelerated Hydrogen Peroxide® (AHP®) technology), some of which are also WoolSafe approved. They are especially recommended for Healthcare, Hospitality and Education establishments.

Healthcare, Hospitality, BSC, Gov &Edu
Disinfection of general areas
Oxivir Excel
Oxivir Excel Foam
Oxivir Excel Wipe
Oxivir Plus
Oxivir Plus Spray
Oxivir Plus J-Flex

www.diversey.com
https://diversey.com/en/solutions/infection-prevention/oxivir

ENVIROSAFE
virus & bacteria control

A multi-surface cleaner and sanitiser that will safely clean and protect by removing harmful bacteria, viruses and odours.
Suitable for all wet cleanable surfaces.

KILLS UP TO 99.9999% OF MICROBES INCLUDING CORONAVIRUS SARS-COV 2 WHICH LEADS TO THE ILLNESS COVID-19

https://alltec.co.uk/product/envirosafe-pre-cleaner/

NON-HAZARDOUS IN DILUTION
BIODEGRADABLE
ALCOHOL AND BLEACH FREE
NON-FLAMMABLE
NEUTRAL PH
SUITABLE FOR BIO-HAZARD CONTROL FOGGING

PASSED & APPROVED TO EUROPEAN STANDARDS

ANTI-BACTERIAL EN1276
LOG KILL 6 = 99.9999%

ANTI-VIRAL EN14476
LOG KILL 4.33 = 99.99%

ANTI-FUNGAL EN1650
LOG KILL 6 = 99.9999%

PROCHEM

B125 CLENSAN® – 5L & 1L
Detergent sanitiser & deodoriser for carpets, upholstery, floors and hard surfaces. **Effective against bacteria and viruses**. Approved to EN1276, EN13624, EN13697, EN13727, EN14476, EN14561, EN14562, EN1650.

Product Specification: https://prochem.co.uk/pdf/pssb125c.pdf

D500 MICROSAN®
Multi-surface biocidal cleaner for hard surfaces, floors, carpets and upholstery. **Effective against bacteria including MRSA and viruses including Hepatitis B, HIV, Coronavirus.** Approved to EN1276, EN1650, EN13697, EN14476.

Product Specification: https://prochem.co.uk/pdf/pssd500.pdf

www.prochem.co.uk

BarrierTech™ Surface Disinfectant is suitable for use in all kinds of public areas as well as private homes. Basically anywhere there is a need to fight against and prevent pathogens like bacteria, viruses, fungi, moulds, or algae.

BarrierTech™ Surface Disinfectant does not damage any type of material or surface.

- Tested to EN1276, EN1650, EN13624, EN13697, EN13727, EN14348, EN14476.
- Effective against resistant and pathogenic bacteria and viruses.
- Effective against mould, algea and fungi.
- Up to Log 5 reduction (99.999% kill rate) of most bacteria and inactivates viruses.
- Alcohol-free and non-flammable. pH neutral.
- Requires no special storage and has long shelf life.
- An innovative blend of quaternary ammonium compounds and water.

barriertech.com

Pre-empt those tricky questions...

As more and more WoolSafe Approved Service Providers return to work cleaning carpets, rugs & upholstery they need to prepare for the new types of questions their customers are likely to ask. We thought of a few examples you should consider both for your safety and for your customers' peace of mind. Forewarned is forearmed!

- What additional steps are you taking to keep me and my family safe whilst you're in my home cleaning?
- Will you be using a product that kills Corona virus?
- Will your technician be wearing a mask & gloves?
- Is it possible you are bringing the virus in my home on your shoes or your equipment?
- Is it safer for me and the kids to leave the house whilst my carpets and
- upholstery are being cleaned?
- Do I need to wipe down door handles when you've left my house?
- Will the carpets take longer to dry because of the different products?
- Can I pay by contact-less / bank transfer please?
- Will the job take longer than normal because of your PPE and social distancing?

Better still, consider pre-empting the questions by including the answers in your safe-reopening sales and marketing plans.

Dry Soil Removal - Minimise The Risks

In response to the need of cleaning floors potentially infected with the SARS-CoV-2 virus, one of the suggestions in the industry was not to pre-vacuum carpets and avoid sweeping/brushing hard surfaces before disinfection. The WoolSafe Organisation has always espoused the importance of dry soil removal prior to adopting further systems of cleaning, so we find it important to review this issue. We have to acknowledge the risk posed by making the virus airborne by brushing, but the possibility of it being there in the first place, also needs to be considered. At premises that have been standing empty for weeks or in homes occupied by asymptomatic people in isolation, the risk of Covid-19 is very low and normal cleaning practices can be followed, including pre vacuuming. On the other hand, at premises known to, or very likely to be infected, sanitising should be the first step before cleaning, and the last after it.

It is the responsibility of the individual operator to first assess risk and then decide on their cleaning protocols accordingly to avoid either spreading the virus within the workspace or cause cross-contamination between premises.

It is always prudent to consider taking extra precautions. For example, it may be necessary to only use high-filtration vacuum cleaners which use HEPA filters and to ensure vacuum bags are safely disposed of after use in each property.

Cleaning equipment and tools, including bases and wheels should be cleaned and, if considered appropriate, disinfected after each job. Safe distancing should be observed and correct PPE, relevant to the risk assessment, should be worn.

These are important assessments for operators to make and the resulting decisions will alter over time as the threat from the virus changes.

SEBO UK says... by Justin Binks M.D.

"We would regard vacuuming with an upright as an essential part of the carpet cleaning process, not only removing dirt, but also grooming and opening the pile to make the cleaning more effective.

As I understand it, the virus needs a moist environment to survive and that in a dry environment it will stop being infectious quite rapidly.

If the vacuum cleaner picks up a virus, even if it is 'live', the overwhelming likelihood is that it will become trapped in the bag, which is a dry environment (unless the user has picked up liquids, which is not recommended). Genuine SEBO bags are high-filtration, 3-layer designs, and have a sealing flap which should safely retain the virus. A bagless machine I would regard as potentially unsafe due to the risk of breathing in dust on emptying. (This, I think, is the main risk from a vacuum cleaner).

If the virus passes through the bag, it then reaches the motor filter (which can be upgraded) which may (should) catch it.

Possible to upgrade to a Sebo BS360 Lever Hospital Filter

Sebo high filtration bags can be changed between clients/areas

If it passes through the motor filter, it then it reaches the motor, where the high temperature should assist in eliminating the living virus.

Finally, in the case of the Sebo BS360, there is a HEPA type exhaust filter which should be able to capture virtually all particles of virus size. The exhaust filter is also heated by the motor.

For these reasons I do not believe that the SEBO vacuum cleaner will present a meaningful risk of creating airborne viruses and will actually help in removing them from the floor.

I would recommend the use of a mask and gloves during the vacuuming and cleaning process to protect against viruses which may already be airborne or on surfaces before the cleaning process begins, and for conducting maintenance on the equipment after the cleaning has been done.
After cleaning, I would recommend any operator to change the vacuum bag before going to the next client and to thoroughly clean the vacuum cleaner with an appropriate disinfectant. If there is a serious possibility of the facility having Covid-19, I would also consider changing the filters before going to another client and placing these and the vacuum bag in a sealed plastic bag for disposal."

The most popular SEBO vacuum cleaner used by professional carpet cleaners is the BS 360, which passed an air filtration test by an Air Hygiene Testing Laboratory, DMT GmbH & Co. KG in 2017. When fitted with standard SEBO bag, motor filter and RH H 13 exhaust filter, it removed 99.999% of particles between 0.3 micron (µm) and 10 µm. In the lowest range, 0.3-0.4 µm, the filtration is 99.996%.

Note: *Common standards require that a HEPA air filter must remove—from the air that passes through—at least 99.95% (European Standard) or 99.97% (ASME, US) of particles whose diameter is equal to 0.3 µm; with the filtration efficiency increasing for particle diameters both less than and greater than 0.3 µm. (Wikipedia)*

The SARS-CoV-2 is said to be 50-200 nm, which is only 0.05- 0.2 micron. However, if we assume that each virion is attached to some sort of carrier, like saliva droplets, it can be bigger.

Choosing Correct Definitions
Clarity in Communications

Choosing the correct words when communicating can help add credibility and develop trust. Make sure you understand the correct meaning of the terms you use. Whether you're chatting to your customer, preparing a cleaning quote or writing a method statement these definitions may help you:

Term	Definition	Products
Clean	Free from dirt; unsoiled; unstained. Free from foreign or extraneous matter.	
Cleaning (or cleansing)	The act or instance of making something clean by the physical removal of unwanted material. Cleaning prepares the surfaces for sanitising and disinfection.	WoolSafe/CleanSeal Approved (general purpose) cleaning agent http://www.woolsafe.org/woolsafe-approved-carpet-care-products/professional-products/#detergents
Disinfection	Process of cleaning something, especially with a chemical, in order to destroy at least 99.999% of bacteria on it.	
Disinfectant	A chemical liquid that destroys bacteria.	WoolSafe/CleanSeal Approved products to use to disinfect https://www.woolsafe.org/woolsafe-approved-carpet-care-products/professional-products/#solvers
Sanitize	Process to make something clean and hygienic by reducing the number of bacteria and germs to a safe level. It can be a 3 log reduction.	
Sanitizer	A substance (chemical) used to make something clean and hygienic.	WoolSafe/CleanSeal Approved sanitizer www.woolsafe.org/woolsafe-approved-carpet-care-products/professional-products/#solvers
Sterile	Free from bacteria or other living microorganisms; totally clean.	
Sterilize	Process to make something completely free from bacteria or other living and non-living microorganisms and spores.	
Sterilizer	Equipment, tool or agent to make something completely free from bacteria or other living and non-living microorganisms and spores.	A device for heating something above the temperature that microorganisms can survive (e.g. autoclave)

Support & Guidance

Check if you can claim a grant through the Self-Employment Income Support Scheme

If you're self-employed or a member of a partnership and have been adversely affected by coronavirus (COVID-19) find out if you can use this scheme to claim a grant.

The scheme will allow you to claim a taxable grant of 80% of your average monthly trading profits, paid out in a single instalment covering 3 months, and capped at £7,500 altogether. This is a temporary scheme, but it may be extended. https://www.gov.uk/guidance/claim-a-grant-through-the-coronavirus-covid-19-self-employment-income-support-scheme#check

Guidance for employers and employees: https://www.gov.uk/government/publications/guidance-to-employers-and-businesses-about-covid-19

Working safely during coronavirus (COVID-19) in other people's homes
This document is to help employers, employees and the self-employed in the UK understand how to work safely during the coronavirus (COVID-19).
https://www.gov.uk/guidance/working-safely-during-coronavirus-covid-19/homes

COVID-19: cleaning in non-healthcare settings
https://www.gov.uk/government/publications/covid-19-decontamination-in-non-healthcare-settings/covid-19-decontamination-in-non-healthcare-settings

Tips for wellbeing in lockdown:
https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/876996/Easy_read_looking_after_your_feelings_and_body.pdf

Guidance for people who work in or from vehicles
https://www.gov.uk/guidance/working-safely-during-coronavirus-covid-19/vehicles

Health and Safety Executive: Working safely during the coronavirus outbreak
https://www.hse.gov.uk/news/working-safely-during-coronavirus-outbreak.htm

Support & Guidance

Industry REBOOT: Ideas & Resources for Reopening Cleaning Companies - By: Lisa Wagner
A very useful resource with great information wherever you are but especially for our North American Service providers. There are two reports. Both are well worth a read. Check them out here:
https://textilepronetwork.com/resourcesreport/

Centers for Disease Control and Prevention (CDC) USA
Interim Guidance for Businesses and Employers Responding to Coronavirus Disease 2019 (COVID-19), May 2020
https://www.cdc.gov/coronavirus/2019-ncov/community/guidance-business-response.html

Occupational Safety and Health Administration (OSHA)
Worker Safety in COVID-19: (USA)
https://www.osha.gov/SLTC/covid-19/

Occupational Safety and Health Administration (OSHA)
COVID-19 - Control and Prevention: Environmental Services (e.g. cleaners) Workers and Employers
https://www.osha.gov/SLTC/covid-19/environmental-services.html

Personal Protection Equipment
The Last Line of Defence



PPE video links:

How to put on and take off a respirator safely and how to fit test it:
https://vimeo.com/410514714

Donning and doffing single use gloves:
https://vimeo.com/410177465

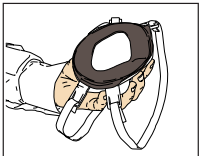
HSE

Using disposable respirators

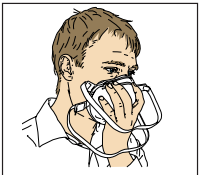
Pre-use checks

- You should be clean-shaven around the face seal to achieve an effective fit when using disposable respirators. Beards and stubble will stop the disposable respirator sealing to your face and protecting you properly
- Make sure it is the right disposable respirator for your work and for you - have you passed a face fit test in this disposable respirator?
- Make sure the disposable respirator is clean and undamaged before you use it
- Follow the manufacturer's instructions for checking the disposable respirator and putting it on
- Check the fit every time you put on the disposable respirator to ensure there are no leaks

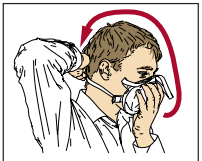
Putting the disposable respirator on and checking it fits



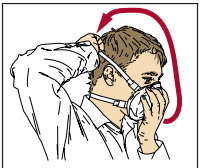
1 Cup the disposable respirator in one hand, with the straps hanging out of the way.



2 Hold the disposable respirator in place on your face.

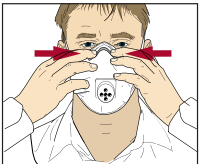


3 Pull the bottom strap over your head, to the back of your neck.

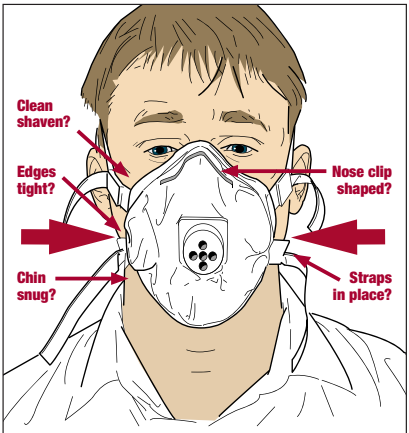


4 Pull the top strap over your head to sit above your ears.

5 Check the straps are not twisted. If you need to tighten the straps, pull both ends at the same time, bottom first, then top.



6 If there is a nose clip, press this firmly to the shape of your nose.



7 Before entering the workplace, a user seal check should be carried out. This is done by placing your hands over the filter material and breathing in. The mask should suck down onto your face when you breathe in sharply. You should hold your breath for ten seconds and the disposable respirator should not loosen. If it does, you should readjust and repeat.

Check your disposable respirator before you put it on. **Then do a pre-use seal check or fit check - for a proper seal each time:** Clean shaven? Edges tight? Chin snug? Nose clip shaped? Straps in place?

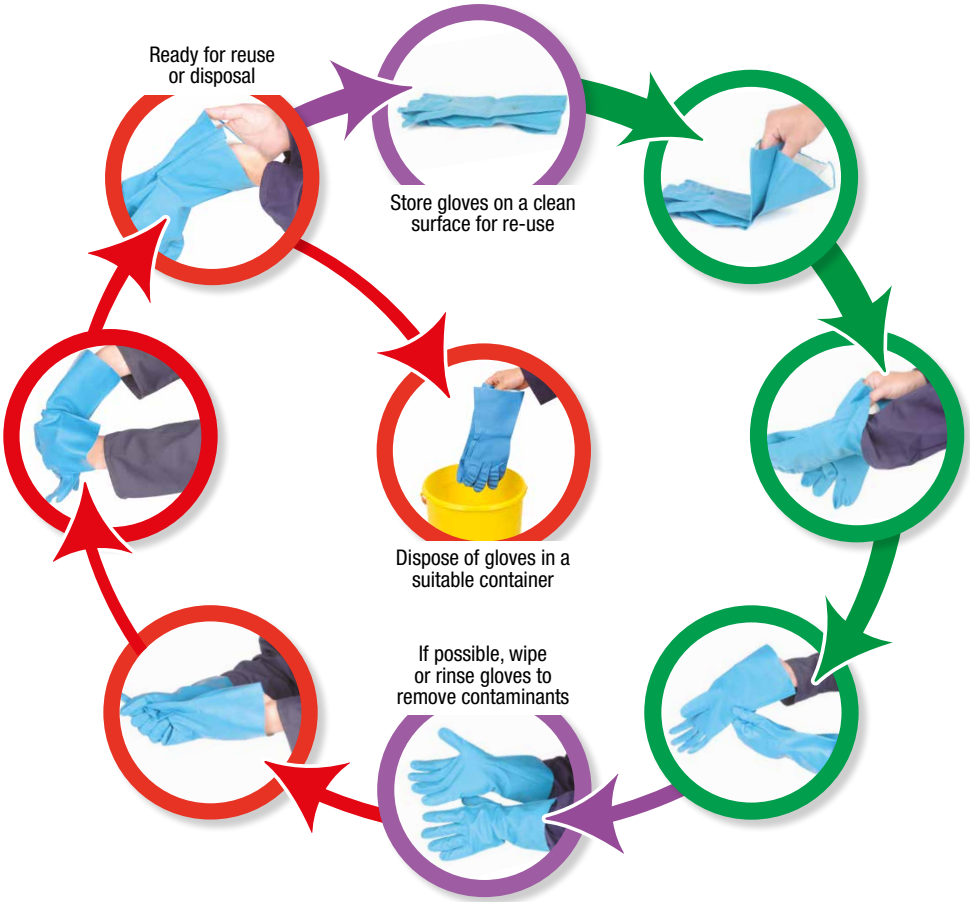
This poster illustrates a typical disposable respirator, there are many other types available. Follow the manufacturer's instructions on putting your type of disposable respirator on and checking it fits.

Visit **hse.gov.uk/respiratory-protective-equipment** for more information

C100 03/2020

Reusable, chemically-resistant gloves

Follow the simple steps below to put on and remove gloves correctly:



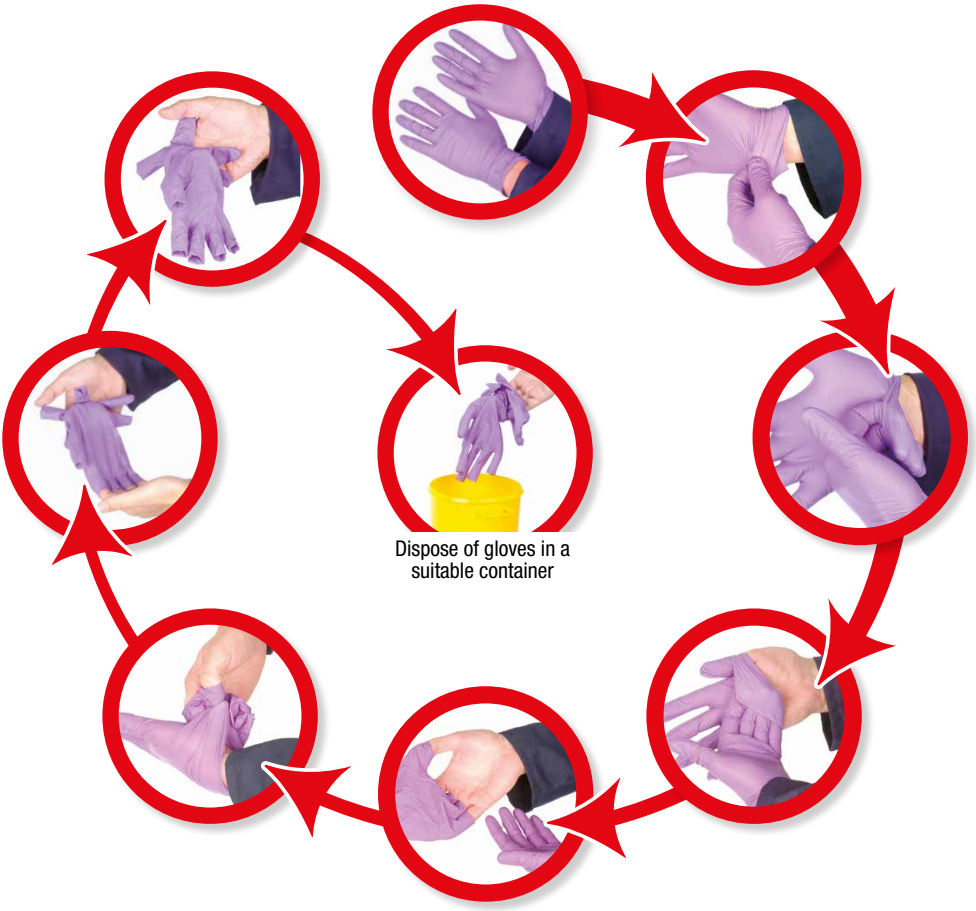
Remove carefully to protect your skin from contamination. Use gloves for no longer than recommended.

HSE

Your safety/union representatives are:

Single use, splash-resistant gloves

Follow the simple steps below to remove gloves correctly:



Remove carefully to protect your skin from contamination.

HSE

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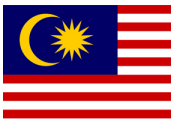
Director: Colin Nation



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