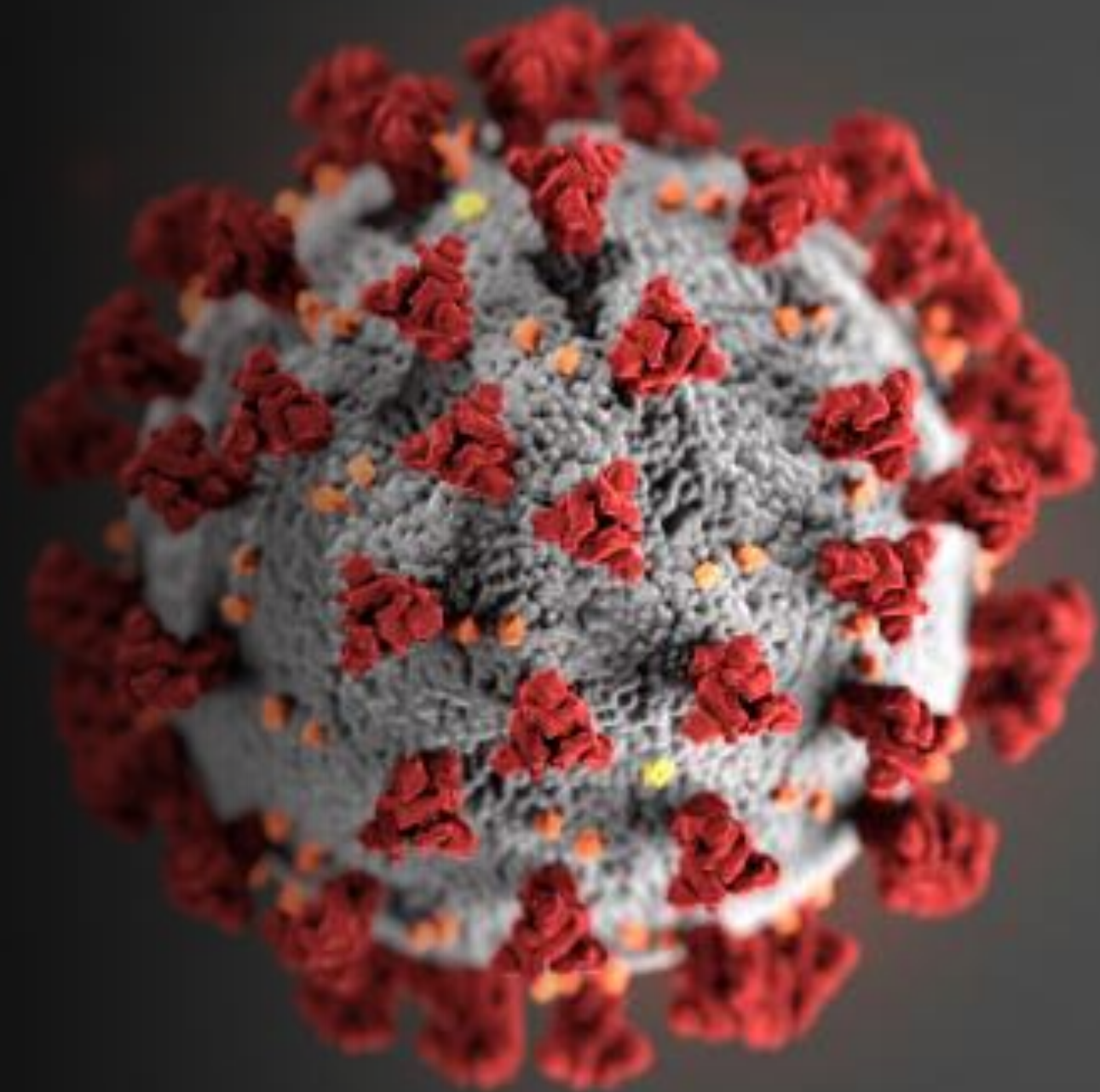




We discover. We deliver. We care.

Implementing or updating Facilities Maintenance requirements in response to COVID-19

April 2020



The novel coronavirus COVID-19 has created an urgent need for all property and assets owners such as schools, hospitals, event centres and local authorities to review their current maintenance programmes and implement immediate deep clean regimes.

The challenges faced by property owners or occupants include:

- An urgency to implement a more appropriate cleaning regime
- Uncertainty on maintenance specifications, methodology and frequency required to minimise spread of COVID-19
- Engaging and getting support from your tenants
- Ensuring the safety of your staff, contractors and citizens operating within this environment
- Providing visible leadership to your teams and peace of mind to occupiers of facilities that all appropriate measures are being taken.

STOP VIRUS





Cleaning

The role of tenant / occupier

With the increased volume of cleaning required within a high use or dynamic environment, tenants have a role to play in helping keep their personal and communal workspaces clean and disinfected.

Practical steps include:

- Providing guidance on why cleanliness is important
- Providing health and safety instructions on cleaning personal space – the use and disposal of gloves, soap and disinfectant
- Isolation procedures and contact details for specialist cleaning services
- Provision of gloves, soap, sanitiser and cleaning materials
- Disposal of cleaning materials and any by-products

Cleaning

Our advice

We have been referring clients to the US Centres for Disease Control and Prevention and our own New Zealand Ministry of Health guidelines:

- www.cdc.gov/coronavirus/2019-ncov/prepare/cleaning-disinfection.html
- www.health.govt.nz/our-work/diseases-and-conditions/covid-19-novel-coronavirus/covid-19-novel-coronavirus-information-specific-audiences/general-cleaning-information-covid-19

In all the advice there is a strong emphasis on cleaning all “high-touch” surfaces at least every day, if not more frequently.

- High touch surfaces include counters, tabletops, doorknobs, bathroom fixtures, toilets, phones, keyboards, tablets, and bedside tables.

Use soap based cleaning products. This includes liquid hand cleaner, detergent, washing powder and other household cleaning product. Use hand sanitizer when out and about.



HVAC Systems

Our advice

MBIE released BWOFF guidance stating that inspection and maintenance procedures should continue to be carried out where the risk of exposure to COVID-19 can be managed in line with health and safety obligations. Citycare's service is designed to meet these statutory requirements and follows the NZ standard for servicing of HVAC equipment. This includes the regular inspection and cleaning of filters.

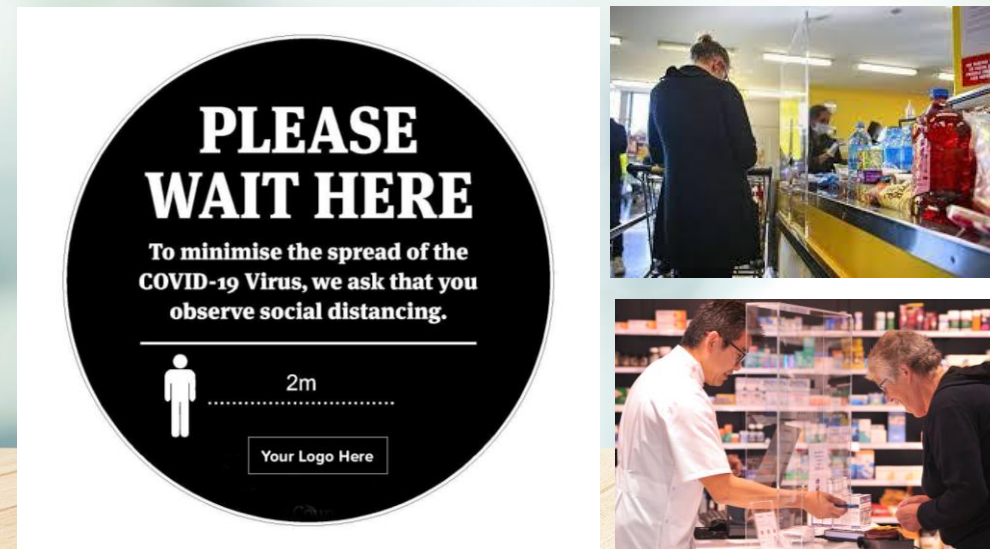
- Find practicable ways humidification levels can be increased.
- Increase fresh air and reduce recirculated air to improve air quality.
- For peace of mind, increase filter inspections and sanitising using disinfection chemicals . Medical grade filters can be installed if the system is capable. Rebalancing may also be required as higher grade filtration can decrease pressure and air flow.

Implementation

Our advice

Citycare Property is able to offer a range of support and advice to prepare business's – particularly those with customer facing interactions.

Whether you need assistance with practical solutions to enable you to operate safely such as installation of protective screens for reception or customer facing areas, additional signwriting or distancing measures such as floor markers/ graphics or just advice on checks you should be doing to reopen your building we would be more than happy to discuss your individual needs.



Worker Health and Safety

We all have an obligation under the Health and Safety at Work Act to ensure worker health and safety. The current situation is dynamic, but as of April 2020, the current guidance from MOH for staff working in non-biohazard environments is frequent hand washing, the use of disposable gloves where appropriate, plus the prerequisite distancing.

How Citycare can help

We have specialist technical, contractual and project management skills in facilities & asset maintenance and management teams across New Zealand ready to go.

- Cleaning services for facilities, offices, public spaces
- Mechanical Ventilation services for HVAC systems and heatpumps
- Design and consultation services for workspace planning
- Office relocations, remote or temporary accommodation
- Office fit outs, internal repurposing or rearranging to maintain social distancing
- Installations of cleaning product dispensers and equipment

We have a large range of in-house trades staff available to provide handymen, building, plumbing, HVAC, electrical, painting, signwriting ...

Call your regular Citycare contact or:

www.citycare.co.nz

0508 CITYCARE (248 922)