

# Trilogy Facilities Maintenance services – National Deep Cleaning Solutions



Trilogy Facilities Maintenance Pty Ltd

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## COVID-19 Deep Cleaning Proposal

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### About Us

Trilogy FM is a young and dynamic company committed to providing professional and superior quality facility maintenance services. Our management team have extensive experience working with large corporate organisation's, and understand the importance of providing a safe, clean and pleasant environment for staff and visitors.

The perception that the public has of your facility has a direct link to their confidence in your organisation and this is where we come in. Our qualified and experienced personnel are dedicated to maintaining the highest standards for your premises, and to providing a consistent and thorough service. Properly cleaned and maintained facilities are what we strive to achieve on time and budget, every time.

### Expert Knowledge

If you pride yourself on your high standards, there is a good chance you appreciate professionalism and expertise in others. Having a team of skilled and experienced professionals on hand to take care of your premises will ensure every task is carried out seamlessly and on schedule. We have successfully conducted numerous COVID-19 Deep Cleans and helped our clients get back up and operational quickly and without incident.



You can also take advantage of being supported by a team who are constantly reviewing the latest industry best practices, regulations, and technological innovations, so you're always on the front foot, and never left unprepared.

## Our People

In Victoria we are licensed by the State Labour Hire Authority to supply individuals to perform work such as cleaning and disinfecting on your premises. Host employers that use unlicensed providers face fines of up to \$500,000.

### Trilogy FM Labour Hire Licence - VICLHL02201

We take our obligations seriously and are morally and ethically responsible for ensuring our people are not exploited.

All our team will have the Right to Work in Australia and valid Police Checks.

#### **On-site supervisor in Victoria – Adele Ithier (RN MACN)**

Adele is a registered nurse with significant infection control experience and in a short period of time has supervised numerous COVID-19 deep cleans in Victoria.



**GBAC-TRAINED  
TECHNICIAN™**

Our technicians have been trained to Global Biorisk Advisory Council standards.

## Cleaning during the COVID-19 pandemic

A key way you can protect workers and others from the risk of exposure to COVID-19 is by implementing appropriate cleaning and disinfecting measures for your workplace.

A combination of cleaning and disinfection will be most effective in removing the COVID-19 virus.

It is highly recommended that workplaces are cleaned at least daily. More frequent cleaning may be required in some circumstances. For example, if your workplace operates in shifts, workplaces should be cleaned between shifts. If equipment is shared between workers, it should be cleaned between uses, where practicable.

Cleaning with detergent and water is usually sufficient for routine cleaning.

Once clean, surfaces can be disinfected. When and how often your workplace, or certain surfaces, should be disinfected will depend on the likelihood of contaminated material being present.

This would include any time there has been a case or suspected case of COVID-19 at the workplace, or at workplaces with a high volume of workers, customers or visitors that are likely to touch surfaces. You should prioritise cleaning and disinfecting surfaces that many people touch.

## What if there is a case of COVID-19 in my workplace?

If you have a case of COVID-19 in the workplace, your state or territory health authority should provide you with advice on what you need to do in your workplace. Follow their instructions.

Your workplace will need to be thoroughly cleaned and disinfected before people can return to the workplace. This is where we come in.

- ❖ Using an ISO accredited cleaner is not required.
- ❖ Fogging is not required and is not recommended by the Australian Government Department of Health for routine cleaning against COVID-19
- ❖ Swabbing surfaces following disinfection is not required.

Trilogy FM has a 6-hour target response time to get on your site and start the COVID-19 cleaning process, however depending on circumstances out of our control due to things such as other outbreaks, we undertake to be onsite within 24-hours.

## Pricing

Service	Price (exc GST)
<b>COVID-19 Deep Clean</b> AFA Members Non-Members	\$4.00 per square metre \$4.50 per square metre
<b>Minimum Call Out</b>	\$450.00
<b>Travel time (50 kms outside state capital CBD)</b>	\$100.00 per hour

***Pricing includes all chemicals, equipment and PPE.***

## Our process for COVID-19 Deep Cleans

Trilogy FM will clean and disinfect all areas that were used by the suspected or confirmed case of COVID-19. We close off the affected area before cleaning and disinfection. We open outside doors and windows where possible to increase air circulation and then commence cleaning and disinfection.

We clean and disinfect hard surfaces using either:

- ❖ a physical clean using detergent and water followed by a clean with a 1,000-ppm bleach solution (2-step clean), for example, hospital-grade bleach solutions;
- ❖ a physical clean using a combined detergent and 1,000 ppm bleach solution (2-in-1 clean) made up daily from a concentrated solution.

A combination of cleaning and disinfection will be most effective in removing the COVID-19 virus in workplaces when cleaning and should be used where there is a high volume of workers, customers or visitors that are likely to touch surfaces.

However, in addition to this, Trilogy FM use **electrostatic sprayers** to further **disinfect** and provide a barrier on surfaces using an **eco-friendly hospital grade disinfectant solution**.

Once cleaning and disinfection is complete, we place disposable cloths, PPE and covers in a plastic rubbish bag, place it inside another rubbish bag (double-bagging) and dispose of the bag in medical waste.

There is no need to close down an entire workplace while cleaning and disinfection takes place, particularly if the person infected, or suspected to be infected, has only visited parts of the workplace. However, the cleaning and disinfection must occur before any workers return to affected areas. Our recommendation is that staff do not return to the affected areas until an hour after we have completed our deep clean.

Whether you need to suspend operations in your workplace will depend on factors such as the size of the workplace, nature of work, number of people, and suspected areas of contamination in your workplace.

Upon completion, Trilogy FM will provide a **Certificate of Infection Control**, that certifies areas of your workplace that have been disinfected as outlined in the Australian Fumigation Standards, Australian Government Department of Health Guidelines for COVID-19 Infection Control Cleaning.

## Equipment and Cleaning Products

We use and recommend the following chemicals which have been approved for use against COVID-19 by the Therapeutic Goods Administration (TGA):

**Viraclean** – hospital grade disinfectant

**S-7 XTRA** – disinfectant cleaner



Electrostatic spray surface cleaning is the process of spraying an electrostatically charged mist onto surfaces and objects. Because the particles in the spray are positively charged, they **cling to and coat any surface** they're aimed at. Watch the above video for a demonstration of our sprayers.

For awkwardly shaped objects or hard to reach places, cleaning staff only have to point and spray; the nature of the mist allows it to coat surfaces evenly, and envelope objects, even if the mist is only sprayed from one side. After the spray is applied, the sanitizing agent works to disinfect the covered surfaces. For this reason, electrostatic spraying is a much better option than fogging.

## Insurance

Trilogy FM maintains the following insurances and Policy Document Details are provided at contract stage:

**Public Liability (\$20 million)**  
**Workcover (State specific)**

## Our Clients include

References will be provided upon request.



## Frequently Asked Questions

### What is the difference between cleaning and disinfecting?

**Cleaning** means to physically remove germs (bacteria and viruses), dirt and grime from surfaces using a detergent and water solution. A detergent is a surfactant that is designed to break up oil and grease with the use of water.

**Disinfecting** means using chemicals to kill germs on surfaces. It's important to clean before disinfecting because dirt and grime can reduce the ability of disinfectants to kill germs. The following disinfectants are suitable for use on hard surfaces (that is, surfaces where any spilt liquid pools, and does not soak in): alcohol in a concentration of at least 70%, chlorine bleach in a concentration of 1000 parts per million, oxygen bleach, or wipes and sprays that contain quaternary ammonium compounds. These chemicals will be labelled as 'disinfectant' on the packaging and must be diluted or used following the instructions on the packaging to be effective.

### Does every surface need to be cleaned?

You don't need to clean every surface. The virus is transmitted by breathing in droplets produced by an infected person coughing or sneezing, or contact with contaminated surfaces, so you only need to clean surfaces that are touched. This is true whether the touching is deliberate (e.g. a doorknob) or incidental (e.g. brushing a door when reaching for the doorknob). There are some surfaces that are never touched (e.g. ceilings and cracks and crevices in machinery) and these do not need to be cleaned and disinfected.

### Do I need to clean areas or equipment daily if no one has entered the area or used the equipment recently?

Research suggests that the virus can survive on soft, porous surfaces (such as cardboard and fabrics) for up to 24 hours and hard surfaces such as plastic and stainless steel for up to 72 hours (three days). Any areas which have not had recent human contact, that is within the last few days, are unlikely to be a potential source of infection. You should consider this when deciding whether an area or equipment needs to be cleaned and disinfected.

### What is disinfectant fogging, and do I need to do it?



Disinfectant fogging (sometimes called disinfectant fumigation) is a chemical application method where very fine droplets of disinfectant are sprayed throughout a room in a fog. The disinfectant has to reach a certain concentration for a certain length of time to be effective.

Disinfectant fogging is not recommended for general use against COVID-19 and can introduce new work health and safety risks. Physically cleaning surfaces with detergent and warm water, followed by disinfecting with liquid disinfectant, is the best approach. If you are looking for a faster or easier method, consider a combined (2-in-1) cleaning and disinfecting agent and electrostatic spraying.

Note that if you already use fogging as part of your normal business processes (such as in health care or food manufacturing) you should continue to do so.

The chemicals used in fogging solutions also introduce work health and safety risks which must be managed. Chlorine and hydrogen peroxide-based products are highly irritating to the skin and eyes. Alcohol based products are highly flammable, which may lead to fire or explosion if an ignition source is present.

In all cases, sufficient time must be allowed following fogging to allow for the chemicals to disperse to ensure that workers returning to the area are not exposed to hazardous chemicals. If fogging is undertaken, it must only be performed by trained persons and using appropriate controls in accordance with the manufacturer's directions. It should not be undertaken as a response to, or element of a response to contamination of an area with COVID-19.

# COVID-19 at the workplace

You are not expected, and should not try, to diagnose people. However, you have a work health and safety duty to minimise the risk of workers and others in the workplace being exposed to COVID-19, so far as reasonably practicable.

If you reasonably suspect someone could have the virus, or has been exposed, this creates a health risk at your workplace, and you will need to follow the steps below.

## The person you are concerned about is at the workplace



### 1. ISOLATE

Prevent the spread. Isolate the person from others and provide a disposable surgical mask, if available, for the person to wear.



### 2. SEEK ADVICE

Call your state or territory helpline. Follow advice of public health officials.



### 3. TRANSPORT

Ensure the person has transport to their home or to a medical facility.



### 4. CLEAN

Clean and disinfect the areas where the person and close contacts have been. Do not use those areas until this process is complete. Use PPE when cleaning.



### 5. IDENTIFY & INFORM

Consider who the person has had close contact with. If instructed by public health officials, tell close contacts they may have been exposed and follow advice on quarantine requirements.



### 6. REVIEW

Review risk management controls relating to COVID-19 and review whether work may need to change. Consult workers on WHS issues.

## The person you are concerned about was recently at the workplace



### 1. SEEK ADVICE

Call your state or territory helpline. Follow advice of public health officials.



### 2. IDENTIFY & INFORM

Identify who at the workplace had close contact with the affected person. If instructed by public health officials, tell close contacts they may have been exposed and follow advice on quarantine requirements.



### 3. CLEAN

Clean and disinfect the areas where the person and their close contacts have been. Do not use those areas until this process is complete. Use PPE when cleaning.



### 4. REVIEW

Review risk management controls relating to COVID-19 and review whether work may need to change. Consult workers on WHS issues.

## If anything is unclear, see detailed guidance on the Safe Work Australia Website

### Remember:

- > There is not an automatic WHS requirement to close down an entire workplace, particularly if the person infected, or suspected to be infected, has only visited parts of the workplace.
- > Workers assisting a potentially infectious person should have appropriate PPE and follow hand hygiene procedures.
- > Consult with workers and allow them to raise concerns.
- > Do you need to notify your [WHS regulator](#)? See our [Incident Notification fact sheet](#).
- > Comply with privacy obligations. See [guidance from the OAIC](#).
- > Follow the advice of health officials at all times.

### State and territory health department helplines:

**New South Wales**  
1300 066 055

**Queensland**  
13 432 584

**Victoria**  
1800 675 398

**South Australia**  
1300 232 272

**Western Australia**  
(08) 6373 2222

**Tasmania**  
1800 671 738

**Australian Capital Territory**  
(02) 5124 9213

**Northern Territory**  
(08) 8922 8044

