

Good hygiene practices when servicing customers' vehicles

There is evidence that suggests Coronavirus (COVID-19) is transmitted from person to person through droplets or by a person touching an infected surface and then touching their face, eyes, nose or mouth. Some reports suggest the virus can last for several days on surfaces including plastics found in vehicles. Good hygiene is the most effective way to prevent workers and customers from becoming infected.

Prior to working inside a vehicle, workers are encouraged to follow the steps in the order below.

- 1. Wear appropriate Personal Protective Equipment (PPE)**
- 2. Disinfect the vehicle**
- 3. Dispose of PPE (*excluding mask*)**
- 4. Wash hands**

Vehicle Cleaners PPE (gloves, facemasks and protection for clothing):

1. Ensure gloves and facemasks are worn prior to entering the vehicle.
2. Either cover the vehicle drivers seat with a disposable plastic covering or wear a disposable cover all prior to entering the vehicle, this will avoid the transfer of potential virus particles onto the workers clothing.
3. Avoid touching your face and adjusting the mask at any time during cleaning process.
4. Once work is concluded, exit the vehicle and close the door to the vehicle.
5. Dispose of plastic seat covering or worker cover-all safely.
6. Remove gloves carefully from the wrist first so that when removed they are inside out. Do not touch the used contact points of the gloves with your bare hands.
7. Dispose of gloves into a bin safely and immediately after use.
8. Wash hands thoroughly for at least 20 seconds with soap and water.

Disinfect the vehicle

1. Have anti-germ wipes (ie. Dettol) or spray (ie. Glen 20) ready on hand.
2. Spray and wipe all relevant areas inside the vehicle.
3. Allow disinfectant to sit for up to 10 minutes to dry by airing out the vehicle.
4. When work is finished, give the vehicle a final spray and wipe prior to returning it to the customer (including outside door handle).

Parts of the vehicle to be disinfected:

1. Door handle (outside first then inside).
2. Steering wheel.
3. Radio and other control buttons and indicators.
4. Seat belt.
5. Any other areas you may need to touch when working inside the vehicle (ie. glove box, handles, drink holders, dashboard, hand brake and gears, etc).



Also, where possible, avoid switching on the HVAC system (air conditioning/heater control) inside vehicles.

This information is general only and should be applied in conjunction with the latest information on Australian and Victorian Government websites.