

Reference No: coronavirus-03-20

Date issued: 12/03/2020

Good hygiene practices when servicing customers vehicles

There is evidence that the Coronavirus (COVID-19) spreads from person to person, some reports suggest the virus can last for several days on surfaces including plastics found in vehicles. Good hygiene can prevent infection from coronavirus as well as the common cold and flu.

Prior to working inside a vehicle, workers are encouraged to use one or a combination of these 3 options in the order of priority below:

1. The Service Adviser to check with customer whether they have been overseas and ordered to comply with a self-isolation order on their return due to travel in a prohibited country.
2. Disinfect car
3. Disinfect hands
4. Wear gloves, (last option if no disinfectant available)
5. Where possible avoid switching on HAVAC system, (air conditioning / heater control)

Disinfect Car

1. Have anti germ wipes (i.e.. Dettol) OR Spray (i.e. glen 20) ready on hand.
2. Disinfect outside door handle prior to entering the vehicle.
3. Spray or wipe all relevant areas inside the vehicle.
4. Allow disinfectant to sit for up to 10mins to dry by airing out the vehicle.
5. Conduct works inside the vehicle, covering your mouth using the inside of your elbow if you cough or sneeze.
6. Works finished. Give the vehicle a final spray or wipe prior to returning the vehicle to the customer (including outside door handle).

Parts of the vehicle to disinfect

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).

Disinfect Hands

1. Use hand sanitiser prior to entering the vehicle.
2. Leave hand sanitiser in the vehicle until work is finished.
3. Do not touch your face at any time during works inside of the vehicle.
4. Cover your mouth using the inside of your elbow if you cough or sneeze.
5. Sanitise hands thoroughly after work is finished after you exit and close the door to the vehicle.

Gloves (No disinfectant or hand sanitiser available)

1. Put on rubber gloves prior to entering the vehicle.
2. Do not touch your face with your gloves at any time.
3. Cover your mouth using the inside of your elbow if you cough or sneeze.
4. Once works are concluded exit the vehicle, close the door to the vehicle.
5. 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.
6. Dispose of gloves into a bin immediately after use.

- Wash hands thoroughly for at least 20 seconds with soap and water.

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

Useful Links to Information and resources

In order to keep up-to-date it is important that members have all the links to current information as it transpires. Below is a list of all the Government departments and links to their websites.

| | |
|---|--|
| Australian Government Department of Health | <p>Comprehensive information on Coronavirus (COVID-19).</p> <p>Information for businesses is available in Coronavirus (COVID-19) information for employers.</p> <p>Information and resources for businesses and workers in the education, health and aged care sectors and in the travel industry are available in Coronavirus (COVID-19) resources.</p> |
| Department of Foreign Affairs and Trade (DFAT) - Smartraveller website | <p>If you are planning to travel overseas for work, please closely monitor the travel advice from the Department of Foreign Affairs and Trade (DFAT) on the Smartraveller website for advice.</p> |
| Information from Safety Regulators in Australia | <p>Worksafe Victoria WorkSafe Victoria - Preparing for pandemics WorkSafe Victoria - Exposure to coronavirus in workplaces</p> <p>Tasmania WorkSafe Tasmania - Novel coronavirus (COVID-19)</p> <p>SafeWork NSW Coronavirus</p> <p>Queensland WorkCover QLD- Coronavirus (COVID-19) workplace risk management</p> <p>Northern Territory NT Worksafe - Getting your workplace ready for COVID-19 (Coronavirus)</p> |
| State and territory health departments | <p>New South Wales NSW Health - COVID-19 NSW Health - Coronavirus FAQs</p> <p>Victoria Department of Health and Human Services - Coronavirus disease (COVID-19)</p> <p>Northern Territory Department of Health - Novel coronavirus (COVID-19) latest updates</p> <p>Australian Capital Territory ACT Health - Latest information about novel coronavirus (COVID-19) in the ACT</p> <p>Western Australia Department of Health - Coronavirus (COVID-19) Department of Mines, Industry Regulation and safety - Novel coronavirus and absence from work</p> <p>Queensland Queensland Health - Novel coronavirus (COVID-19)</p> |