

# Safe at Work: COVID-19 Government Organisations Toolkit



## We're here to help.

During this time of crisis, government organisations are challenged with keeping their national and local operations running through these difficult times, while keeping their staff and the public healthy. Incremental measures need to be taken to reduce the likelihood of infection, such as providing guidelines and advice in line with health officials' recommendations, ensuring a supply of necessary products for hygiene and cleaning, as well as implementing measures when meeting new visitors.

For more than 50 years, we at Tork have been – and continue to be – committed to improving hygiene in establishments around the world by developing and producing complete hygiene solutions and digital cleaning software.

With this guide, we want to share our expertise and provide concrete guidelines on how to execute appropriate hand hygiene and surface cleaning to help you and your staff stay well and keep critical infrastructure running.

We hope you can stay healthy and safe, and continue running the essential operations that are ensuring the safety, health and well-being of our society.

Sincerely,

Anna Königson Koopmans  
Marketing Director – Government organisations  
Essity Professional Hygiene



## COVID-19

COVID-19 can spread in your government facility between employees and visitors through droplets produced when an infected person coughs or sneezes. It may also spread through contaminated surfaces or objects.

However, following proper hand hygiene protocols, practising routine cleaning and disinfecting procedures, and optimising dispenser placement in your facility can help reduce the spread of COVID-19. This toolkit provides the resources you need to help you reinforce best practices in your organisation during this outbreak and beyond.



### How can COVID-19 spread in your government facility?



**Through the air  
by coughing and  
sneezing**



**Close personal contact,  
such as touching or  
shaking hands**



**Touching an object or  
surface with the virus on  
it, then touching your  
mouth, nose, or eyes**

# Hand hygiene

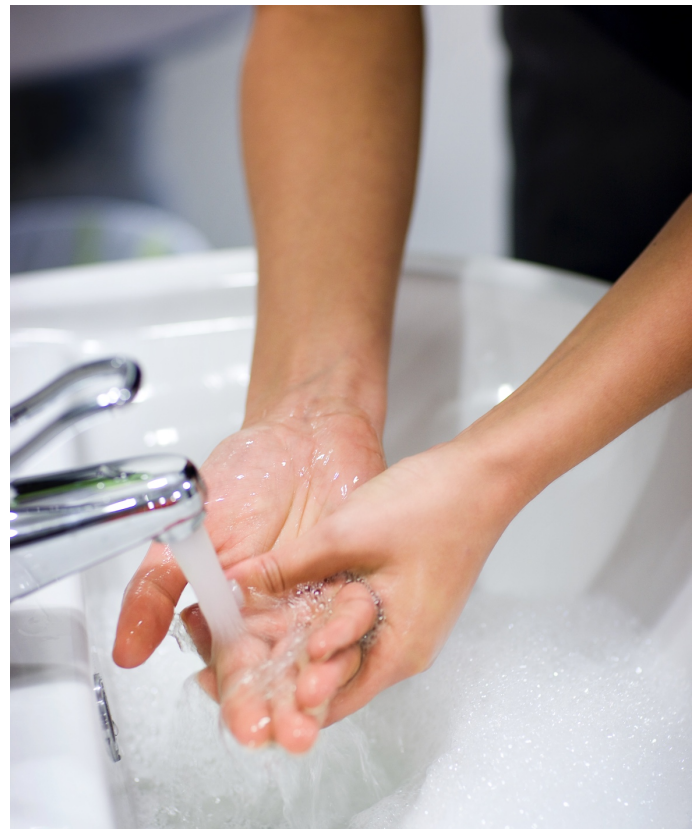
During the ongoing COVID-19 outbreak, it's more important than ever to practise proper hand hygiene in your government facility.

In a government organisation, we touch multiple surfaces – like our keyboards, computer mice and phones – that can be contaminated with a pathogen such as COVID-19. Employees and visitors should wash their hands frequently and properly throughout the day, but especially:

- after nose-blowing, coughing or sneezing
- before and after preparing food and eating
- after using the toilet or touching rubbish

Ensure that you provide your employees and visitors with a clean, well-stocked handwashing facility and hand sanitiser.

You can promote proper hand hygiene in your facility in several ways, including posting signs near the sinks, bathrooms and other high-traffic areas in the facility. Below are some tools and information to encourage proper handwashing and disinfecting techniques among employees and visitors.



## Resources

**Handwashing procedure**

Wash your hands with soap, water and paper towel

For more information visit [tork.ca/en/tork-ca](https://www.tork.ca/en/tork-ca)

**Handwashing procedure**

[Download](#)

**Hand Sanitizing**

Disinfect your hands

For more information visit [tork.ca/en/tork-ca](https://www.tork.ca/en/tork-ca)

**Hand sanitising**

[Download](#)



# Surface cleaning

Workers in your government facility may catch COVID-19 by touching surfaces contaminated with the novel coronavirus, so high-touch surfaces must be frequently disinfected to help reduce the spread of infection. Here are some tips for cleaning the different areas within your facility:

- **Reception:** wipe high-touch surfaces such as door handles, touch screens and lift buttons regularly. Keep wiping solutions close by to make cleaning a swift and smooth task.
- **Office:** clean shared high-touch equipment such as keyboards, computer mice, and phones.
- **Bathrooms:** begin cleaning less dirty surfaces and end with cleaning the toilet and the floor. Use more than one wipe to prevent spreading germs between surfaces. Mops and sponges can harbour large numbers of microorganisms, so cleaners should consider disposable solutions.
- **Staffrooms:** to make cleaning as hygienic as possible, focus on the least dirty surfaces and end with cleaning the floor. Greasy or oily surfaces need to be cleaned with hot water and professional cleaning detergents before being sanitised.

Below are some additional resources to help you ensure that your government facility remains clean and hygienic during the COVID-19 outbreak.



## Resources

### Hygiene issues in an open office environment

It is becoming increasingly evident that cleanliness and hygiene in the workplace is no longer just a matter of a nice to have, but is a vital factor for productivity. With more and more offices converting to open concept, people are socialising more frequently, sharing facilities and technology, and thereby facing more hygiene risks than before. As many people, especially younger generations, are also becoming more health conscious, ensuring a clean and safe work environment for employees becomes more important for possible recruits and current talent.

Offices are shifting from one-size-fits-all to more flexible environments, this is leading to increased hygiene concerns and needs all around the world. New data from the global [Clean \(Hygiene & Health\)](#) report (2019-2021) and insights from the [Tork Office Floor Study](#) show that today's offices need to accommodate proactive hygiene solutions, enabling employees to take control over workplace hygiene. Here we look into the details and trends and discover 100 new hygiene solutions can give a competitive edge in a market where offices are often open concept.

**Open plan offices have both upsides and downsides**

About 70% of offices in the US and 70% in the UK today have open floor plans, and while open concept offices have several advantages in a collaborative environment, they do require a higher level of hygiene and a robust hygiene strategy with solutions tailored for the flexible office environment.

A number of studies have found a correlation between the number of people working in a room and the rate of disease due to bacteria.<sup>1</sup> That is, the more people sharing a room, the more exposed they are to infectious diseases.

**70% of offices in the US today have open floor plans**

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**Hygiene issues in an open office environment**

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### Tork cleaning for health checklist

☐ Put on protective gloves and attire.

☐ Empty trash and recycling bins-replace liners and make sure to sanitize inside and outside of the waste bins as needed.

☐ **Washroom Cleaning:**

- ☐ Clean and sanitize all touch surfaces with a sustainable green cleaning solution. Use a new wipe for each area to reduce cross-contamination.
- ☐ Restock all dispensers to ensure proper hygiene and hand washing practices can be achieved.
- ☐ Mop the floor using a sustainable cleaning solution, with special attention to areas around the toilets and sinks. To reduce cross-contamination consider disposable cleaning solutions.

☐ Dust all surfaces including doors, partitions, picture frames, table and chair legs, air vents, blinds and window sills. This will reduce allergens as well as improve indoor air quality.

☐ Polish and clean high shine surfaces such as glass/mirrors, chrome, steel with sustainable cleaning solution.

☐ Floor Care-move furniture and fixtures as needed to reduce accumulation of allergens and improve indoor air quality.

- ☐ Vacuum carpeted areas with vacuums equipped with HEPA filters.
- ☐ Sweep and mop hard surfaces using sustainable cleaning solutions.

For more information visit: [torkusa.com](#)

**Tork cleaning for health checklist**

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### Getting your workplace ready for COVID-19

3 March 2020

**Getting your workplace ready for COVID-19**

In January 2020 the World Health Organization (WHO) declared the outbreak of a new coronavirus disease in Wuhan, Hubei, China to be a Public Health Emergency of International Concern. WHO stated there is a high risk of 2019-nCoV spreading to other countries around the world.

WHO and public health authorities around the world are taking action to contain the COVID-19 outbreak, however, long-term success cannot be taken for granted. All actions of our society – including business and employees – must play a role in the containment of the disease.

**How COVID-19 spreads**

When someone who has COVID-19 sneezes or coughs they release droplets of infected fluid. Most of these droplets fall on nearby surfaces and objects – such as desks, tables or telephones. People could catch COVID-19 by touching contaminated surfaces or objects – and then touching their eyes, nose or mouth. If they are standing within one meter of a person with COVID-19 they can catch it by breathing in droplets coughed out or exhaled by them. In other words, COVID-19 spreads in a similar way to flu. Most people infected with COVID-19 experience mild symptoms and recover. However, some go on to experience more serious illness and may require hospital care. Most of serious illness cases with age-related cases to be more vulnerable than those under 40. People with weakened immune systems and people with conditions such as diabetes, heart and lung disease are also more vulnerable to serious illness.

This document gives advice on:

1. Simple ways to prevent the spread of COVID-19 in your workplace
2. How to manage COVID-19 risk when organizing meetings & events
3. Things to consider when you send your employees home
4. Getting your workplace ready in case COVID-19 arrives in your community

1. Simple ways to prevent the spread of COVID-19 in your workplace

The low-cost measures below will help prevent the spread of infections in your workplace, such as desks, flu and common flu, and protect your customers, contractors and employees.

Employees should start taking these steps now, even if COVID-19 has not arrived in the community where they operate. These can provide additional working days lost due to illness and stop or slow the spread of COVID-19 in some cases of your workplace.

- Make sure your workplace is clean and hygienic

**Guidance on preparing workplaces for COVID-19 (via OSHA)**

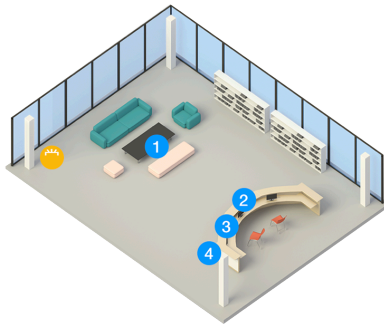
[Learn more](#)

# Dispenser placement recommendations

As you continue to operate during the COVID-19 outbreak, reinforce proper hand hygiene through optimal hand hygiene dispenser placement. Make sure to place hygiene equipment in easily visible and accessible areas where there's a natural flow of traffic. Employees and visitors should not have to go out of their way to access those dispensers. While we understand that every facility is unique, here are some guiding principles for areas in your government facility.

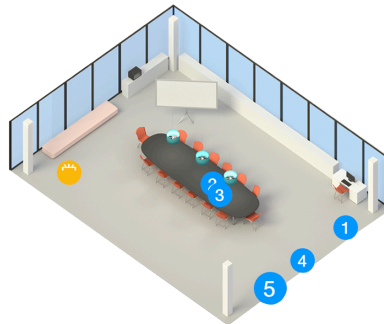
## Customer-facing Areas

- 1 Napkins
- 2 Sanitiser
- 3 Facial tissue
- 4 Waste bins



## Conference rooms

- 1 Hand sanitiser
- 2 Napkins
- 3 Facial tissue
- 4 Wiping and cleaning
- 5 Waste bins



## Office areas

- 1 Sanitiser
- 2 Waste bins
- 3 Facial tissue
- 4 Wiping and cleaning
- 5 Napkins



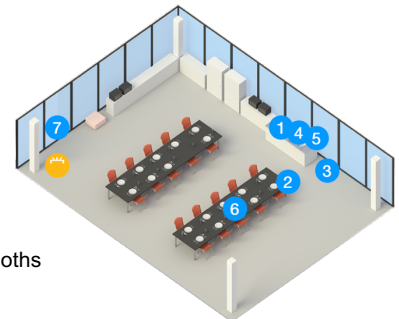
## Washrooms

- 1 Toilet paper
- 2 Hand towels
- 3 Soap
- 4 Waste bins
- 5 Toilet seat cover
- 6 Sanitiser
- 7 Facial tissue



## Staffrooms and kitchenettes

- 1 Soap
- 2 Sanitiser
- 3 Waste bins
- 4 Hand towels
- 5 Wiping or cleaning cloths
- 6 Napkins
- 7 Facial tissues



## Office Hygiene

For more information about the importance of hand hygiene and cleaning in your government facility during the COVID-19 outbreak and beyond, visit our "Office Hygiene" resource page.

[Learn more](#)

## Reception & Common Areas / Meeting Rooms & Offices

- Creating great experiences for tenants, employees and visitors with appropriately placed Tork products.



560000	Tork Liquid and Spray Soap Dispenser	Certified effortless cleaning and intuitive refilling saves time
420103	Tork Alcohol Gel Hand Sanitiser	Effective against a variety of problem organisms - conforms with EN 1500, EN 12791 and EN 14476**
511060	Tork Hygiene Floor stand	The Tork Hygiene Stand helps improve hygiene in public spaces, suitable for dispensers S1, S2 & S4
140280	Tork Extra Soft Facial Tissues	Soft tissue that is gentle to the skin
511103	Tork Alcohol Gel Hand Sanitiser	Free standing pump bottle for flexible placement
552200	Tork Xpress® Countertop Multifold Hand Towel Dispenser	One-at-a-time dispensing for reduced consumption and increased hygiene

## Cafeterias/Dining Areas

- Enable a positive and hygienic experience with high-capacity cost-efficient solutions that save time.



272900	Tork Xpressnap Fit® Tabletop Napkin Dispenser	A full size napkin is folded to fit the small footprint dispenser
560000	Tork Liquid and Spray Soap Dispenser	Certified effortless cleaning and intuitive refilling saves time
420103	Tork Alcohol Gel Hand Sanitiser	Effective against a variety of problem organisms - conforms with EN 1500, EN 12791 and EN 14476**
194450	Tork Coloured Long-lasting Cleaning Cloth - Blue	Multipurpose cleaning cloth, also available in Red, Green & Yellow
473178	Tork Kitchen Cleaning Cloth	Durable and strong for heavy-duty wiping tasks, while gentle to use on hands
473188	Tork Reflex™ Portable Centrefeed Dispenser System	Improve overall hygiene due to easy cleaning

## Washroom

- Improve employee well-being and hygiene with high-capacity, easy-to-service Tork solutions that reduce waste and help keep dispensers replenished.



558040	Tork Coreless Mid-Size Toilet Roll Dispenser	Closed dispenser that keeps rolls protected for better hygiene
520701	Tork Extra Mild Foam Soap	Certified effortless maintenance and intuitive refilling in less than 10 seconds
560000	Tork Liquid and Spray Soap Dispenser	Certified effortless cleaning and intuitive refilling saves time
552550	Tork PeakServe® Mini Continuous™ Hand Towel Dispenser	High capacity: less maintenance and reduced risk of paper shortage

## Get in touch

Join millions of people already using Tork products every day.



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